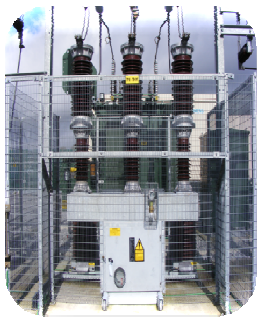
ESB NETWORKS



Prepared by ESB Networks Ltd.

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CONTENTS

1. EXECUTIVE SUMMARY 3

2. INTRODUCTION 4

3. CUSTOMER SERVICE 5

4. COST PERFORMANCE 9

5. ACHIEVEMENT OF CAPITAL PROGRAMME 11

6. SUPPLY QUALITY AND RELIABILITY 15

7. SAFETY 19

8. SUSTAINABILITY 21

9. SERVICE LEVEL AGREEMENTS 23

10. COMPLIANCE WITH LICENCE REQUIREMENTS 29

1. Executive Summary

As part of an overall investment programme worth €4 billion, ESB Networks invested €365m in 2012 on national energy infrastructure. Our investment activities focused on renewing and extending the Distribution and Transmission systems to provide Ireland with an improved Electricity network.

The ESB Networks strategy "Sustainable Networks Strategy Towards 2020" defines the vision for ESB Networks of becoming a world class sustainable networks business. In 2012, ESB Networks continued to work towards achieving this objective while adapting to changing business needs.

The delivery of numerous innovative R&D projects continued with the completion of key phases of collaborative research projects.

Our customer service satisfaction surveys undertaken in 2012 returned an average satisfaction figure of 83.77%, an increase from 2011 figure of 80% and the highest level yet recorded.

Some progress has been recorded on the acceptance of Gate 3 offers during 2012 with a total of 21 offers for connection to the Distribution System, totalling 243MW, being accepted by the end of 2012.
The option to build contestably has been well received by generation customers and with more contestable options being sought by customers during 2012.

Over the course of 2012 there was a significant amount of Transmission capital works completed. One such project, the East – West 400kV interconnector, was commissioned onto the system during 2012. Significant progress was made on major projects at Carrickmines, Great Island and Finglas 220kV stations as well as civil construction commencing for five new 220kV GIS stations in the South-West.

ESB Networks aims to achieve zero injuries across all business operations and activities based on the premise that all unsafe acts and incidents are preventable. ESB Networks continues to strive towards increasing and maintaining the highest level of safety standards across the business and 2012 was no different. One example of such commitment was the OHSAS accreditation being extended to the whole of ESB Networks in the Summer of 2012.

2. Introduction

ESB Networks Ltd. complies with the requirements contained in the Distribution System Operator (DSO) licence and the Transmission System Owner (TAO) licence. Condition 13 of the DSO licence requires the DSO to report annually on its performance and Condition 11 of the TAO licence requires the TAO to report annually on its performance. This report has been prepared by ESB Networks Ltd. on behalf of the DSO and TAO for the year ending December 2012 in order to fulfil these licence obligations.

The criteria reported upon in this report have been approved by the CER in accordance with Condition 13 of the DSO licence and Condition 11 of the TAO licence. A copy of each of these licences and the approved performance criteria can be found at the following link:
http://www.esb.ie/esbnetworks/en/download_documents/reports_codes.jsp

Performance is reported under the following headings:

- Customer Service
- Cost Performance
- Capital Programme
- Supply Quality & Reliability
- Safety
- Sustainability
- Service Level Agreements Performance
- Compliance with licence requirements

2.1 Publication of report on ESB Networks website:

In compliance with conditions 13 & 17 of the DSO licence and condition 11 of the TAO licence, this performance report will be published on the ESB Networks website at the following link:
http://www.esb.ie/esbnetworks/en/download_documents/reports_codes.jsp

3. Customer Service

Key indicators of customer service performance include service delivery by the Customer Contact Centre and the treatment of complaints by ESB Networks staff. The percentage of calls answered within 20 seconds and the percentage of calls dropped are key performance criteria used to measure the quality of service provided to customers. Table 1 summarises the call answering performance of the Contact Centre. Graphs 1 and 2 show the trends in call handling response since 2007. These service levels exceed the target figures, reflecting strong call agent performance and the benefits achieved by the investments in Intelligent Voice Recognition (IVR) technology during this period.

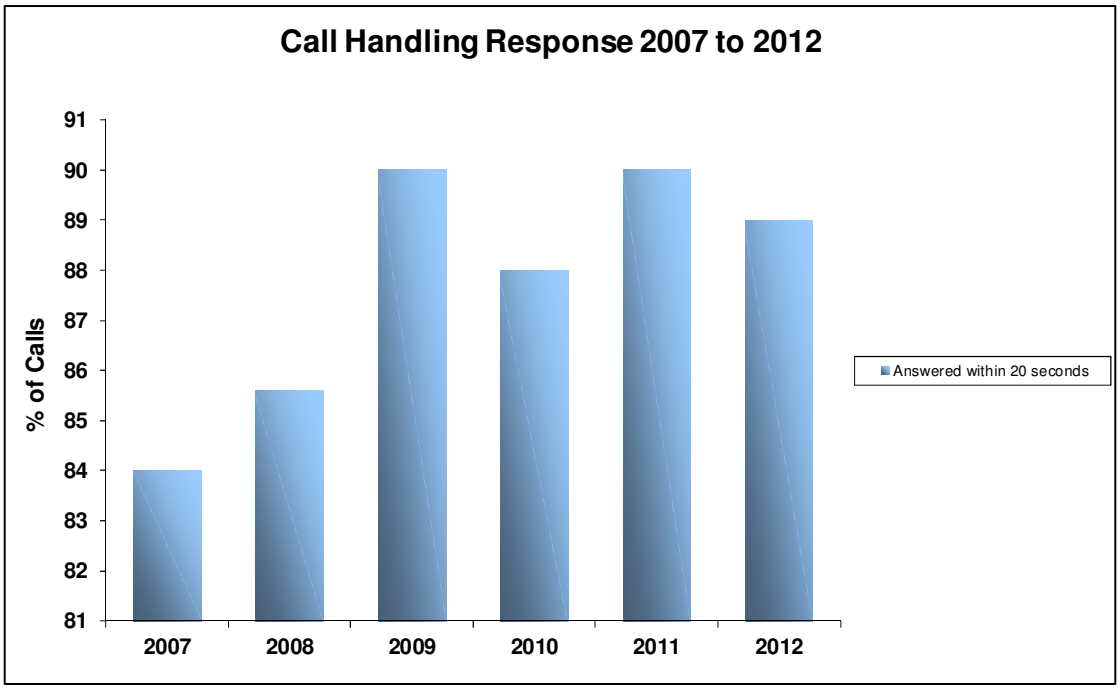
Table 1. Customer Service Key Indicators

Description of Criteria	Value
Call Handling Response[1]	
Percentage of calls answered within 20 seconds	89 %
Percentage of calls dropped[2]	3.4 %
Networks customer calls to the call centre	568,163[3]

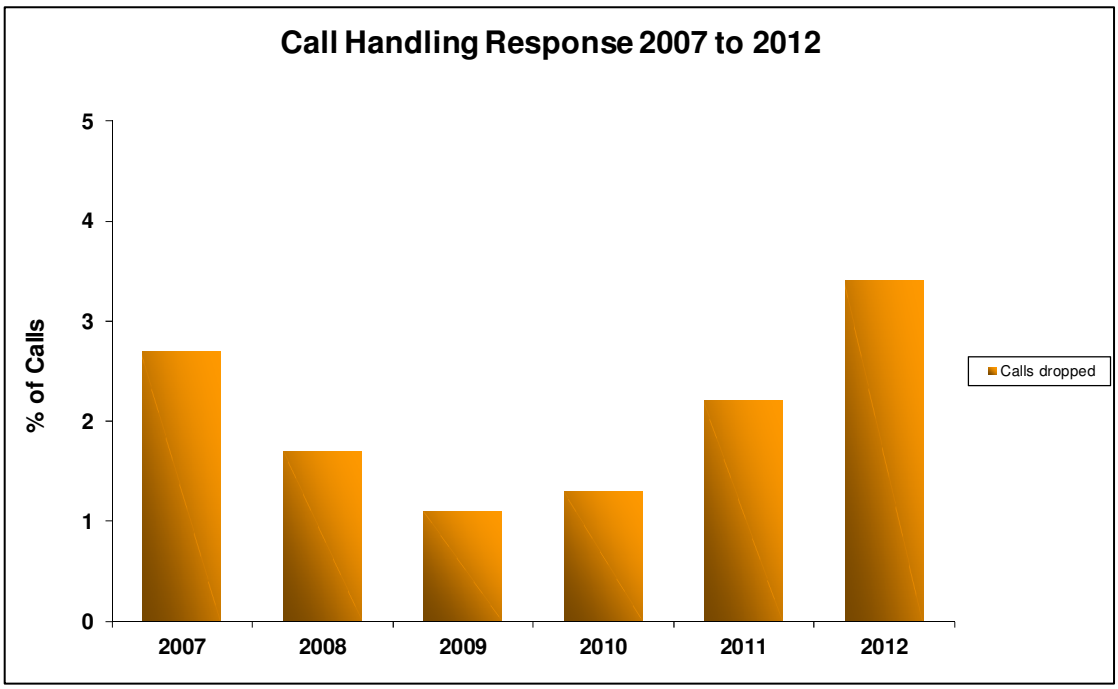
1 Note both sets of figures are inclusive of storms, which has the effect of reducing the percentage of calls handled and increasing the percentage of calls dropped.

2 Where the customer has terminated the call without waiting for a response.

3 The exact number of calls relating to ESB Networks issues are identified.



Graph 1



Graph 2

3.1 Customer Service

The Distribution System Customer Service Code, Complaints Handling Procedure and Disconnection Code of Practice have been submitted to and approved by the CER. These procedures are published by ESB Networks on our website as follows:

- Distribution System Customer Service Code
  http://www.esb.ie/esbnetworks/en/about-us/customer_charter/customer_charter.jsp
- Complaints Handling Procedure
  http://www.esb.ie/esbnetworks/en/about-us/complaints.jsp
- Disconnection Code of Practice
  http://www.esb.ie/esbnetworks/en/commercial-downloads/Denergisation-Code-of-Practice.pdf

3.2 Customer Service Code

ESB Networks strives to provide services to a high level of quality and in a timely fashion to meet customer requirements and is committed to making service excellence a priority in all customer dealings, in particular in the areas of telephone response, restoration of supply outages and meeting the 12 service performance guarantees in our Customer Charter. The volume of Customer Charter payments in 2012 was 1,422. This is a reduction of 755 on the volume of payments in 2011.

Our commitment to protect the interests of vulnerable customers, in particular those on life support equipment, is on-going and these customers have the facility to avail of priority telephone access to ESB Networks provided they register with their Suppliers.

3.3 Complaints Handling Procedure

ESB Networks employs a simple and effective complaints handling procedure to support quick and efficient resolution of problems.

The complaints procedure encourages initial complaints to be submitted via three channels:

a) A dedicated phone line in our Customer Contact Centre
b) By email to a dedicated email address
c) In writing through the local ESB Networks office

Staff in our Customer Contact Centre and local management are empowered to resolve complaints promptly and our target is to respond to 92% of all complaints received through these channels within 5 working days. The ESB Networks complaints facilitator produces a monthly management report to monitor both the volume of complaints received and our response performance in relation to these complaints.

Table 2 gives a breakdown of the complaints received during 2012.

Table 2. Number of complaints[4] received

Description of Criteria	Number
Complaints received	**Number**
Concerning low voltage	54
For frequent outages	812
Time to connect customers	11
Operation Delays and Overruns	31
From Suppliers	0
On connection costs and budget quotations	31
On Meter reading and Estimated reads	481
Others	733
Total complaints received in 2012	**2,153**

Table 3. Number of Terminations and De-Energisations

Description of Criteria	Number
Connection points terminated[5]	12,928
Connection points de-energised[6]	17,575

4 Please note, complaints specifically relate to queries which cannot be resolved in the area in which they have arisen, but instead have to be referred to another party – either within ESB Networks, or an outside party

5 This includes connection points in vacant premises that have been terminated following previous de-energisation and de-registration, it also includes MPRN's associated with housing scheme quotations that have not progressed

6 De-energisation for non-payment ONLY

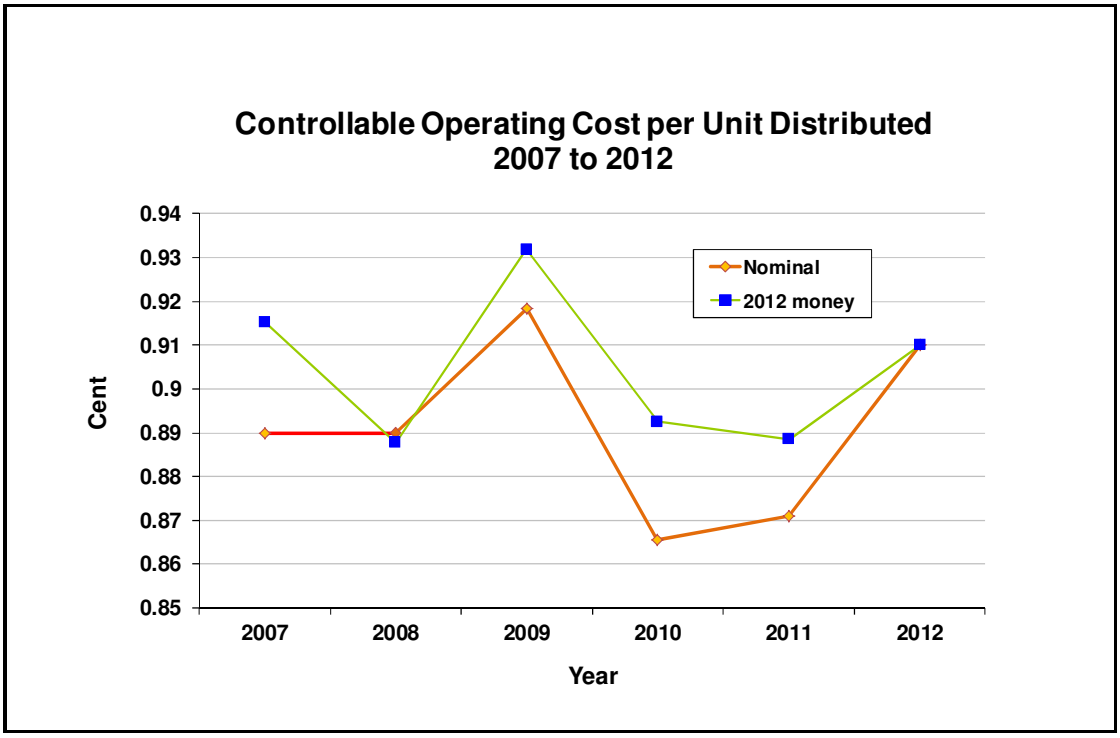
4. Cost Performance

CER have set targets for operating expenditure and the DSO will aim to achieve these and where possible improve on them. Table 4 summarises the DSO's performance in 2012 in relation to two key cost criteria.

Table 4. Cost Performance

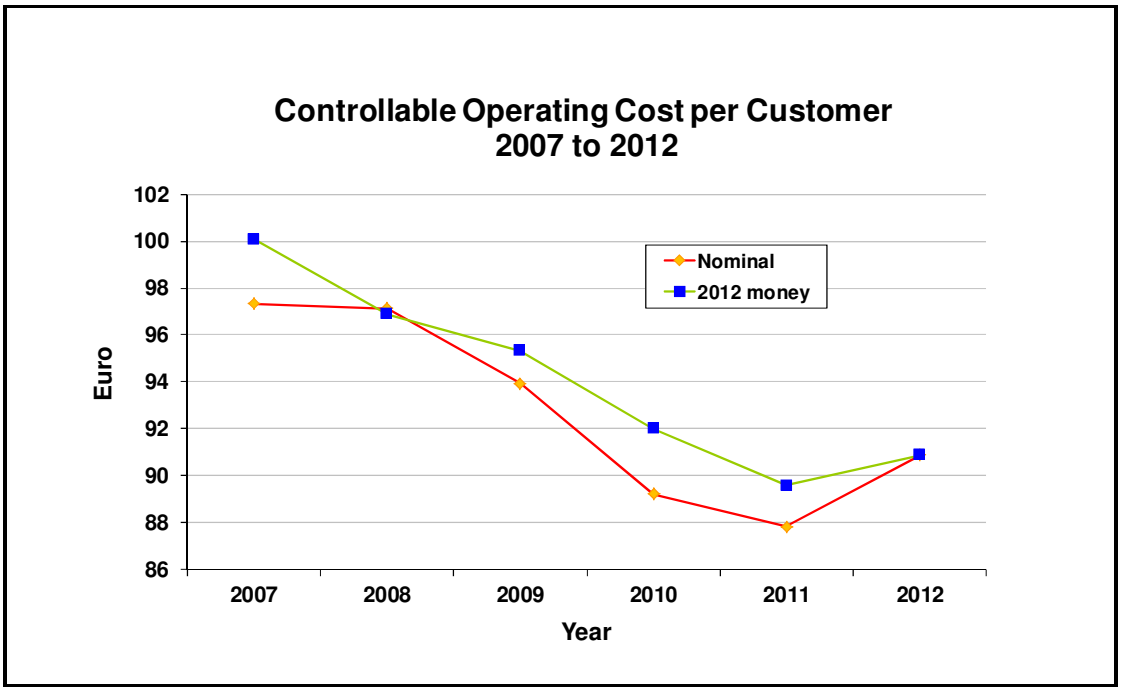
Description of criteria	Value
Controllable Costs	
Controllable Operating Cost per unit distributed	0.91c / kWh
Controllable Operating Cost per customer	€90.88 / Customer

The aim is to keep these controllable costs as low as possible whilst maintaining the operational integrity and efficiency of the networks. Graphs 3 and 4 below show the real and nominal values of Controllable Operating Costs per Unit Distributed and per Customer.



Graph 3

As can be seen from Graph 3, the Controllable Operating Cost per Unit Distributed increased in both real terms and nominal terms in 2012 when compared to 2011, which experienced a reduced real term Controllable Operating Cost per Unit Distributed and an increase in nominal terms



Graph 4

Graph 4 shows that in 2012 the Controllable Operating Cost per Customer increased in both nominal and real terms. This increase is mainly due to the higher total controllable operating cost in 2012.

Transmission OPEX

Transmission Operating costs totalled €45.63m against an allowance of €45.30m in 2012.

5. Achievement of Capital Programme

DSO has agreed an extensive capital program with the CER for completion over the 5 year PR3 period 2011-2015. Our investment activities in 2012 focused on renewing and extending the Distribution and Transmission systems to provide Ireland with an improved Electricity network. The major programs of work undertaken over the past year include:

- The continuation of both the Urban & Rural Low Voltage Refurbishment Programs
- The development and initiation of a new nine-year refurbishment program of the medium voltage (MV) networks.
- MV Substation Replacement, this program focused on those subs which contained obsolete components during 2012.
- Continued Extensive Load Reinforcement program to reinforce existing networks and improve the capacity of the distribution system.
- Conversion of 10kV networks to 20kV operation – almost 50% of the MV networks are now operating at 20kV.
- The connection of a new 220kV station at Srananagh and the completion of new 110kV overhead line circuits: Arva – Shankill 2, Gorman – Navan 3 and Gorman – Meath Hill.
- The East – West 400kV interconnector was commissioned onto the system in September 2012.
- Major projects at Carrickmines, Great Island and Finglas 220kV stations
- Civil construction commenced for five new 220kV GIS stations in the South-West.

In 2012, a total of 124MW of generation was connected to the Distribution System. Wind generation accounted for 120MW of this total.
The total generation connected to the Distribution System at the end of 2012 was 1,214MW, of which the total Wind accounted for was 1,023MW.

In addition to the above, the table below reports on ESB Networks' delivery of the Transmission capital program.

Table 5. Progress of Capital Programmes

Description of Criteria	Value	Progress Comment
Total Planned Capital Investment Programme[7]		
Distribution Capital Investment Programme achieved to date (%) (i.e. percentage of allowed capital spent)	7.1%	Distribution CapEx completed in 2012 was 7.1%, the allowed target was 15.5%
Transmission Capital Investment Programme achieved to date (%)	23.2%	Transmission CapEx completed in 2012 was 23.2%, the allowed target was 32.9%
LV Rural Refurbishment Programme		9.43% of target
LV Groups completed (no.)	528	
LV Urban Refurbishment Programme		49.43% of target
Spans completed (no.)	3,460	
HV Cable Replacement Programme		
38kV Pre 1945 Paper insulated cable (km)	0	0% of target
Capacity added during 2012		
Increase in 110/38kV capacity	94.5 MVA	
Increase in 110kV/MV capacity	51.5 MVA	88.06% of target
Increase in 38kV/MV capacity	116 MVA	Delivery has exceeded annual target of 89

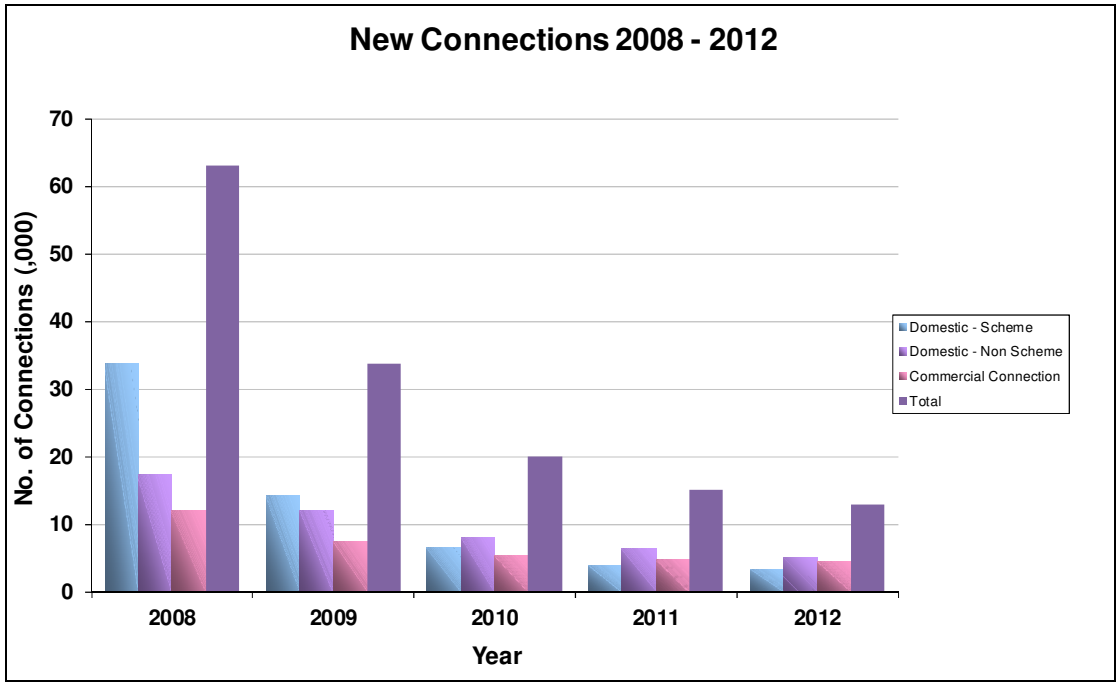
7 Based on HICP (Harmonised Indices of Consumer Prices)

Description of Criteria	Value	Progress Comment
Transmission New Build 220kV Stations 220kV/110kV Transformers 110kV Overhead Lines	 1 1 3+	 Srananagh Station Killonan Station Arva – Shankill 2 Gorman – Navan 3 Gorman – Meath Hill + other loop in sections
110kV busbar uprates	2	
110kV Line Uprates	124km	
220kV Line Uprates	126km	
38kV Overhead Line Refurbishment	235km	50.47% of target
110kV Overhead Line Refurbishment	67km	
220kV Overhead Line Refurbishment	108km	
MV Substations Asset Replacement in 2012 1. Oil-filled Switchgear Subs (No.) 2. Cast Resin Kiosks (RGB12 & Magnefix) 3. Open Cubicle Switchgear	 56 71 56	Replacement of oil-filled and open cubicle switchgear front loaded in 2012
20kV Conversion (km)	1,877	63% of target

Description of Criteria	Value	Progress Comment
Embedded Wind Generation connected to the Distribution System in 2012		
Windfarms Connected	8	The total capacity of all Windfarms that are connected to the Distribution System is 903MW.
Total MW Connected	120.49	

New Connections

In 2012, a total of 12,800 new connections to the Distribution System were completed by ESB Networks. This was a decrease of 2,321 on the number of new connections from 2011 and this reflects the continuing economic downturn.



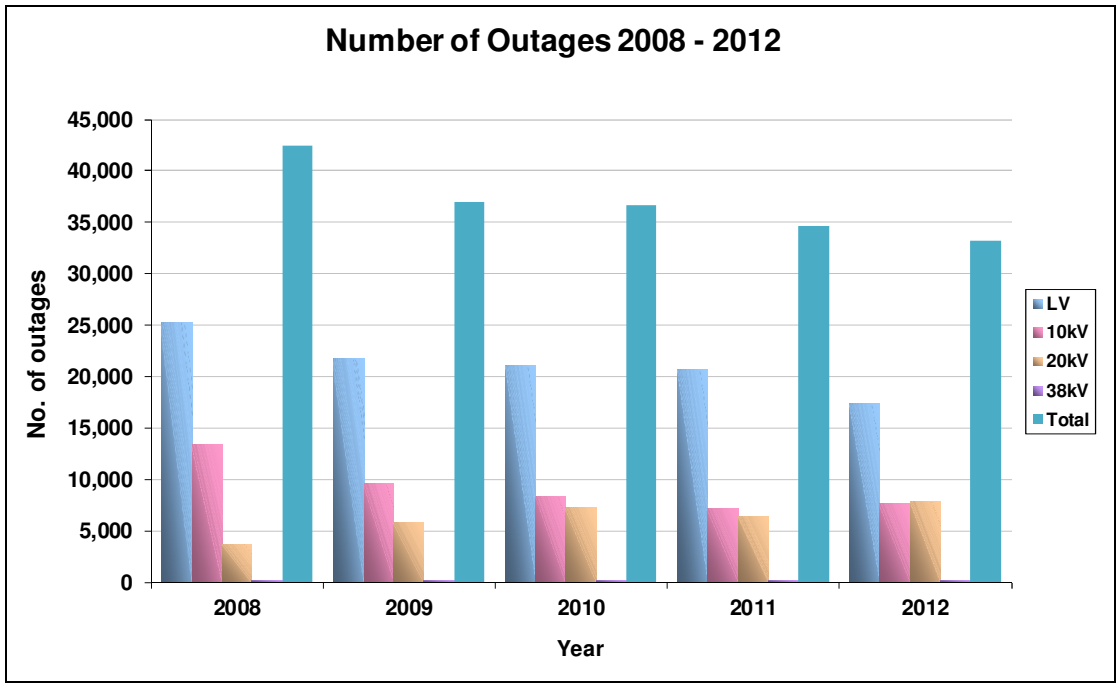
Graph 5

6. Supply Quality and Reliability

Supply reliability is an essential aspect of distribution system performance. The number of interruptions of supply is given in Table 6. Graph 6 shows the trend over the past 4 years.

Table 6. Number of outages[8] by connection voltage

Description of criteria			Value
Voltage	**Unplanned**	**Planned**	**Total**
LV	16,162	1,203	**17,365**
10kV	3,646	3,985	**7,631**
20kV	4,805	3,030	**7,835**
110kV/38kV	90	0	**90**
Unknown	136	131	**267**
Total excl Storm Days and MRPs	**24,839**	**8,349**	**33,188**



Graph 6

8 Short interruptions lasting less than three minutes are not included. In some fault situations, there can be a number of temporary supply restorations followed by an interruption before supply is permanently restored. One interruption per customer affected is recorded in these situations. The figures do not include customer outages which resulted from problems on the Transmission System, e.g. operation of under-frequency relays.

The impact of outages on customers across the entire distribution system is measured by two parameters; average number of interruptions per customer connected in the year (CI) and the average number of minutes without supply per customer connected in the year (CML). CER has set targets for Customer Interruptions (CI) and Customer Minutes Lost (CML) for the period 2011-2015. As the effects of severe weather can cause wide variations in these measures and are outside ESB Network's control, there is an adjustment for storms days.

Table 7. Customer Minutes Lost (CML) and Customer Interruptions (CI)

Description of criteria	Value		
Customer Minutes Lost			
	Unplanned	**Planned**	**Total**
Total **(including Major Renewal Programmes)**	**59.83**	**45.25**	**105.08**
Major Renewal Programmes		22.61	22.61
Total (excluding Major Renewal Programmes)	59.83	22.64	82.47
Customer Interruptions			
	Unplanned	**Planned**	**Total**
Total **(including Major Renewal Programmes)**	**0.828**	**0.186**	**1.014**
Major Renewal Programmes		0.087	0.087
Total (excluding Major Renewal Programmes)	0.828	0.099	0.927

Table 7 shows CML and CI for 2012 broken down between unplanned and planned. Major Renewal Programmes are Programmes such as the LV overhead network refurbishment Programme where planned outages are required to carry out the work. The planned CI and CML arising from these Programmes in a given year depends on the nature and volumes of renewal works carried out in that year. While the CI and CML incurred on these Programmes is reckonable in the incentive/penalty scheme, it is useful to show the performance excluding CI and CML as that reflects the underlying trend in continuity performance.

Table 8 shows the number of storm days in 2012 and details of the weather on those days.

Table 8. Storm Days

Description of criteria
Storms and exceptional events Number of storm days - 3
Description of storm days **3rd January 2012** Rain and wind with gusts exceeding 100 kmh. There were 70,481 customers affected on this day with the North-West of the country being the worst affected area. **28th June 2012** Rain and wind with gusts exceeding 120 kmh. 36,905 customers were affected. The North and the West of the country were the worst affected areas. **23rd December 2012** Rain and wind with gusts exceeding 100 kmh. There were 29,295 customers affected with the West of the country being the worst affected. Total number of customers affected by storm days in 2012: 136,678

Table 9. Faults exceeding 4 Hours Duration and Voltage Quality Problems

Description of criteria	Value
Additional items	
Percentage of faults exceeding 4 hours restoration time	26.8%
Customer reports of problems relating to Voltage Quality	1,770
Verified problems relating to Voltage Quality	539

The percentage of faults exceeding 4 hours restoration time was 26.8% in 2012.

The number of customers that reported problems relating to voltage quality was 1,770. These requests are not categorised as service complaints but are essentially requests for a technical investigation of possible voltage problems.

The number of verified problems relating to supply quality was 539. These are situations where the voltage at the customer's location was verified to be outside the standard levels.

Operations

During 2012, SCADA (Supervisory Control and Data Acquisition) installation was completed in one 400kV station and one 220kV station along with a further six 110kV stations and fourteen 38kV stations across the country. Also, SCADA control was extended to a further 148 pole mounted devices bringing the total number of down-line devices controlled by SCADA to 1,723.

The medium voltage (MV) networks in 34 Areas are now being controlled from the Distribution Control Centres (DCCs). It was a key objective, during 2012, to extend centralised control to an additional 22 Areas. This is now complete.

There were 34 Operational Incidents while operating the MV and 38kV network.

Continuing progress was made on the prototype testing of alternative methods of treating the neutral on the 20kV system. The Arc Suppressed System which has been installed in Baltinglass, Gurranbane and Birr stations is currently being installed in Saggart – Dublin and Creagh – Ballinasloe. These units will be made operational during 2013.

7. Safety

Fatalities and Serious Injuries

There were two electrical fatalities due to contact with ESB Networks infrastructure during 2012.

There was one fatality from contact with electricity on the customers' side of the meter during 2012. The total number of electrical fatalities for the 10 year period from 2003 to 2012 is 28 (18 of these were on the networks side of the meter and 10 were on the customers side). The 10 year rolling total for electrical fatalities on the networks side of the meter from 2003 to 2012 was one less than for the period 2002 to 2011. There was no change in the fatalities on the customer side of the meter over these periods.

Public Safety Programme 2012

Throughout 2012 we continued to meet our obligations and responsibilities for public safety by implementing ESB Networks' *Public Safety Plan* (2011-2012) with initiatives aimed at the "at-risk" groups, including construction, farming, leisure and children. Public safety Programmes for children included both school visits and promotion of the child-appropriate public safety content on the ESB internet site. Public safety information was also provided through the National Contact Centre, with safety booklets and other content mailed in response to specific requests.

Information Advertising/Promotion 2012

- Advertising in the National and technical press promoting awareness of the dangers from contact with ESB Networks electricity infrastructure.
- TV advertising in the national agricultural livestock marts aimed at the farming community.
- Broadcasting of full range of public safety radio advertisements on local and national radio stations
- Participation at the National Ploughing Championships in September, in conjunction with the Health and Safety Authority.

Network Refurbishment Programme

Delivery of the network refurbishment Programmes continued to have a significant and beneficial impact on public safety.

Delivery of the "Advanced Driver Training" Programme, which is a risk-based response to the potential risk associated with driving for work, continued during 2012.

Involvement with the HSA

ESB Networks continued their support of the KEEP SAFE Programme for 5th and 6th Class primary school children in association with the Health and Safety Authority and other national bodies, coordinated by Junior Achievement Ireland.

Dangerous Occurrences

Table 10 reports on the number of dangerous occurrences associated with the networks infrastructure during 2012. These figures are broken down as third party damages[9] and non-third party notifiable fault incidents[10].

Table 10. Dangerous Occurrences

Description of criteria	Value
Number of safety incidents	
3rd Party plant damages (excluding underground cable dig-ins)	854
3rd Party plant damages caused by underground cable dig-ins	816
Non 3rd party – MV and 38kV notifiable fault incidents (e.g. line drops)	121
Non 3rd party – LV notifiable fault incidents	844

Increases in cable dig-ins for LV overhead incidents reflect some increase in building activity.

Theft and Break-Ins to Substations

The issue of metal theft including unauthorised break-ins to ESB Networks' substations poses a significant safety risk to the individuals involved. This mirrors the overall national trend of increased metal theft over the last number of years. In addition to the public safety risks associated with this activity there are also significant additional negative impacts and costs arising from increased security measures, damage to equipment, environmental damage and clean-up costs due to oil spillages, disruption to work programmes etc. ESB Networks continues to monitor closely the level of security incidents to assess the level of risk pertaining to various substation sites. This also assists in deciding on required mitigation measures for same, such as mobile monitoring systems etc.

9 Third party damages are incidents where third parties cause damage to the networks infrastructure. These are broken down into incidents that involve damage to underground electricity cables termed 'Dig-Ins' and incidents that cause damage to other plant such as overhead lines, minipillars and substations.

10 Non-third party notifiable fault incidents are principally incidents on the overhead lines networks where an overhead line conductor / wire falls e.g. in stormy conditions or due to corrosion or other plant item failure.

8. Sustainability

ESB Networks Strategy and Responding to Change

As set out in the strategy document "Sustainable Networks Strategy Towards 2020", the vision for ESB Networks is to become a world class sustainable networks business. This will be achieved by the delivery of infrastructure and services that support national economic growth and sustainability targets and business and value growth underpinned by excellence in safety, service, asset management and people development.

In 2012, ESB Networks continued its effort to deliver the sustainable network of the future and some of the highlights are as follows:

R&D Projects

The delivery of R&D in 2012 saw continued field trials, analysis of results to date and the identification of further initiatives which warrant attention. Performance analysis was undertaken which informed a submission to the EU for a large scale deployment as a Project of Common Interest. This process saw innovative technologies shown to be proven and societally cost justified by ESBN R&D scrutinised by an independent Expert Group of the European Commission Task Force for Smart Grids.
In addition to development of on-going projects which are showing potential, new projects were initiated addressing more advanced topics. These are leveraging the experience gained to date, integrating promising new technologies and the input of a greater group of stakeholders.

Carbon Reduction

Delivery on our internal carbon reduction targets, particularly on ESB Networks buildings and "Green Fleet" continued apace. This included the replacement of storage heaters with new energy efficient electric heaters across a wide range of Networks buildings. Vehicle rationalization and improved utilization, use of Biofuel and the installation of a Fleet Management System (FMS) in approximately 2,000 vehicles helped reduce the carbon emissions associated with our fleet. At the end of 2012, a 30% reduction in our carbon footprint had been achieved against the 2006 baseline.

Environment

ESB Networks is committed to operating to the highest environmental standards as part of its '2020 Sustainable Networks Strategy'. During 2012 ESB Networks successfully retained it's external accreditation to the International Standard for EMS (Environment Management Systems) to ISO14001:2004.

Renewable Generation

By the end of 2011, the Gate 3 Offer Program had been completed, with 121 offers totalling 1,990MW issued to customers by ESB Networks as Distribution System Operator. The timeline for offer acceptance did not progress in 2012, due to the outstanding consultation on dispatch principles, SEM-12-028. However a total of 21 Gate 3 offers for connection to the Distribution System, totalling 243MW, were accepted by the end of 2012. This is in addition to the 13 Gate 3 offers, totalling 136MW, that were accepted in 2011. Three of these were connected in 2012.

The option to build contestably has been well received by generation customers with more contestable options being sought by customers during 2012. During the year projects such as Gibbet Hill, Garracummer, Monaincha Bog and Knocknagoum Wind Farms entered their construction phases. Gibbet Hill and Garracummer were both energised in 2012 and Monaincha Bog and Knocknagoum Wind Farms are scheduled to be energised in 2013.

Offers Issued Update

Modifications:

In addition to completing the Gate 3 offer program, there were 18 modified offers issued during 2012. These consisted of Gate 2, Gate 3 and Non-GPA type offers.

Non-GPA:

Also, furthermore to above, under the 2009 CER direction CER/09/099, 31 offers were issued to generators outside the Group Processing Approach during 2012.

This brought the total amount of offers issued during 2012 to 49.

Energised and Connected Projects

In 2012, a total of 124MW of generation was connected to the Distribution System. Wind equated to 120MW of this figure. This brings the total generation connected to the Distribution System to 1,214MW by the end of 2012, where 1,023MW accounted for Wind.

9. Service Level Agreements

There are three market roles that ESB Networks performs that are central to supporting a fully open market; these roles are the Meter Registration System Operator (MRSO), Data Collector and Meter Operator. These functions involve daily processes to support the market. The processes are detailed in a suite of documents referred to as the Market Process Documents (MPDs).

Service Level Agreements (SLA) set out the target service levels that ESB Networks will operate to in providing market roles to all market participants. The format of the SLA's, in general terms, outline the time frames within which suppliers can expect the required transactions to have been completed in response to the supplier message. These market messages and related SLA's are based on the agreed processes approved by CER. They set out performance standards which ESB Networks must strive to achieve and report on, as laid down in condition 13 of the DSO licence. As provided in that condition, the standards and/or targets of performance may be determined by the CER from time to time.

SLA Report

The Service Level Agreement (SLA) Report in the following tables contain the complete set of results for 2012. The report provides a description of each SLA and the measure against which its level of performance is reported. It is inevitable that a small number of exceptional transactions will require special manual handling for a number of reasons. To accommodate such cases the performance targets are set below 100%, in most cases it is 95%. The target timeline for those transactions that do exceed the SLA timeline is set at twice the SLA timeline.

The actual performance is measured as the percentage of transactions that were completed within the agreed SLA timeline and the percentage completed within twice the SLA timeline during 2012. The target for the number of transactions to be completed within the SLA timeline for all SLA's with the exception of 14A and 14B (these SLA's relate to NQH Meter Reading) is set at 95%. The target levels for 14A and 14B are stated in the comments column of Table 13. The comments column is used to provide an explanation of the reason why the actual performance has not reached the set performance target within the SLA timeline.

Performance against SLA's:

The performance levels against these SLA's were very good in most cases in 2012. There are a total of 44 SLA's in place and in 2012 the performance target to be achieved within the SLA timeline was met or exceeded in 36 of them. While this represents a slight reduction in performance compared to 2011, when the SLA timeline was met in 39 SLA's, in most of the exceptions, performance was marginally outside of a very demanding target..

Table 11. Change of Supplier

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
Change of Supplier(NQH)	**1A**	Validate within 5 days	100%	100%	
	1B	Using customer read – Complete within 3 days	99.71%	99.78%	
	1B	Using special read – Complete within 10 days	92.71%	100%	
	1B	Using scheduled read – Complete within 3 days	97.18%	97.72%	
Change of Supplier(QH)	**2A**	Validate within 5 days	99.96%	99.96%	
	2B	Complete within 3 days	100%	100%	
Change of Supplier Cancellation	**3A**	Validate cancellation within 5 days	99.95%	99.95%	
	3B	Complete cancellation within 5 days	100%	100%	

Table 12. New Connections and Connection Agreements

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
New Connection and registration with supplier (NQH)	**5A**	Prepare Quote – Within 7 working days where no site visit required. Within 15 working days where site visit required	98.75%	100%	Calculations for this SLA were based on records for quotations issued within customer charter guidelines
	5B	Complete connection – Within 10 working days of receipt of ETCI certificate.	99.3%	100%	
	5C	Data Processing – Issue details to Supplier within 10 Days	99%	100%	
New Connection and registration with supplier (QH)	**6A**	Prepare Quote – Within 7 working days where no site visit required. Within 15 working days where site visit required	98.75%	100%	Calculations for this SLA were based on records for quotations issued within customer charter guidelines
	6B	Complete Connection – Within 10 working days of receipt of ETCI certificate.	99.3%	100%	
	6C	Data Processing – Issue details to Supplier within 10 Days	99%	100%	
Change to meter point characteristics	**8A**	Prepare quote – Within 7 working days where no site visit required. Within 15 working days where site visit required	98.75%	100%	Calculations for this SLA were based on records for quotations issued within customer charter guidelines
	8B	Complete change – Within 10 working days of receipt of ETCI certificate.	99.3%	100%	
	8C	Process Change – Issue details to Supplier within 10 Days	99%	100%	

Table 13. Meter Works

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
De-energisation of Meter Point	**9A**	De-energise within 5 days	92.31%	96.56%	A large increase has occurred in the number of these requests submitted by one Supplier. Arising from the Price Increase in Oct 2012, there were 20,000 token meter re-set jobs logged. This extra volume of work has impacted adversely on delivery of other meter works service orders. This mainly occurred in the larger urban areas.
	9B	Issue Meter details to Supplier within 10 Days	96.59%	99.23%	
Re-energisation of Meter Point	**10A**	Re-energise within 5 days	98.26%	99.13%	
	10B	Issue Meter details to Supplier within 10 Days	98.82%	99.78%	
Change of Meter Configuration	**11A**	Reconfigure within 5 days after the receipt and validation of Supplier request	92.07%	96.04%	A large increase has occurred in the number of these requests submitted by one Supplier. Arising from the Price Increase in Oct 2012, there were 20,000 token meter re-set jobs logged. This extra volume of work has impacted adversely on delivery of other meter works service orders. This mainly occurred in the larger urban areas.
	11B	Process data within 10 days	98.98%	99.65%	
Meter Problems and Reports of damage	**12A**	Repair or replace faulty meter within 5 days	79.04%	89.56%	
	12B	When a faulty meter is Repaired or Replaced – Process Meter Data within 5 days	98.40%	99.28%	

Table 14. Meter Data

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
NQH Meter Reading	**14A**	Scheduled Read – Distribution of Reads to Suppliers within 7 days	99.0%	100%	
	14A	2 Scheduled reading visits per annum	100%	N/A	Within SLA timeline target is 100%
	14A	4 Scheduled reading visits per annum	98.0%	N/A	Within SLA timeline target is 97%.
	14A	Actual reads for scheduled meter reading visits	85%	N/A	Within SLA timeline target is 80%
	14A	Actual reads for scheduled MD meter reads	96%	N/A	
	14A	One actual read per annum	98.23%	N/A	Within SLA timeline target is 98%
	14B	No Consecutive Block Estimations	98.98%	N/A	Within SLA timeline target is 98.10%.
	14B	No Consecutive MD Block Estimations	100%	N/A	Within SLA timeline target is 100%
	14C	Out of Cycle Customer Read- Readings processed within 3 days	98%	99%	
QH Data Collection	**15A**	D+4 QH data- Send to SEM-O / Suppliers in 1 workday	100%	100%	
	15B	QH Actual Data	On D+4		Within 10 days
		Send to suppliers within 4 and 10 days**	99.4%	99.6%	**SEM Timeline
Request for Special Read	**18A**	Site visit by 7 days	74%	N/A	Process was reviewed in 2010 and changes are required to this report as data is incomplete. Change Request has been raised but not acted on due to IT Services change freeze for last two years.
	18B	Issue of Meter details within 3 Days	77%	N/A	See 18A comment

Table 15. Miscellaneous MRSO Processes

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
Data Aggregation	**16**	Issue of aggregated data to SEM-O/TSO/Suppliers and Generators within 5 days	100%	N/A	
Change of SSAC	**20**	Complete process in 3 days	100%	100%	
De-registration	**21**	Auto Completion within 5 days	99.99%	100%	
		Manual Completion within 10 days	100%	100%	

Table 16. Change of Customer

Market Processes		Standard Approval timelines (SLA)	Actual Performance		Comments
Description	No.		Within SLA timeline	Within twice timeline	
Change Customer Details	**24**	Complete within 5 days	100%	100%	
Change of Legal Entity	**25**	Complete within 5 days	100%	100%	

10. Compliance with licence requirements

Annual Compliance Report

The Compliance Officer for ESB Networks submits a report on Compliance to the CER each year and the Compliance Report was submitted to CER in March 2012.

Records and Reporting

The following tables serve to illustrate the sections of this report that meet the reporting requirements contained in the DSO and TAO licences.

Table 17. DSO Licence Compliance Matrix

Clause in DSO Licence		Requirement	Performance Report Reference
Title	No.		Section
Relevant Assets	5.1	Submit a register of all relevant assets to CER annually	10
Performance of	13.4	Report annually on performance	Entire report
DSO's Business	13.5	Publication of criteria	2
Records and Reporting	17.1	Maintain a record of its general operation under Conditions 7, 8, 9, 13, 14 and 15: 7 Theft of Electricity 8 Meter Point Registration Service 9 Provision of Metering and Data Services 13 Performance Reporting 14 Access to Land or Premises 15 Customer Service Code and Complaints Handling Procedure	 10 10 10 Entire Report 10 3.2 3.3
	17.3	Report annually on performance	Entire report
	17.4	Publication of Report	2.1
	17.5	Presented in a standard form to be approved by the CER	Entire Report

Table 18. TAO Licence Compliance Matrix

Clause in TAO Licence		Requirement	Performance Report Reference
Title	No.		Section
Performance of TAO's Business	11	Report annually on performance	Entire report

Market Services

Condition 17 of the DSO Licence states that the Licensee shall keep a record of its general operation of the arrangements mentioned in Conditions 7, 8, 9, 13, 14 and 15 and, if the CER so directs in writing, of its operation of any particular cases specified, or of classes specified, by the CER. Condition 7, 8 and 9 relate to Market Services and the records of their general operation that are kept by ESB Networks are as follows:

Condition 7: Detection and Prevention of Theft of Electricity

In compliance with licence condition 7 records were kept in respect of incidents where theft of electricity was suspected or where there was interference with metering equipment and that these incidents were reported to the supplier.

Condition 8: Meter Point Registration Service

In compliance with licence condition 8 records were kept in respect of the Meter Point Registration Service i.e. of MPRN, identity of the supplier, meter class, premises address and other information required for change of supplier.

Condition 9: Provision of Metering and Data Services

Salient business and transaction data were maintained on the services provided under Condition 9 of DSO licence Provision of Metering and Data Services. These services include, provision of metering equipment, installation, commissioning, testing, repair and maintenance of metering equipment and data collection.

Access to Land and/or Premises

Pursuant to Condition 14 of the DSO Licence and as required in Condition 17, the following are the general principles and procedures that ESB Networks will follow in respect of any person acting on its behalf who requires access to land and/or premises for the purposes set out in this licence.

- All such employees or representatives acting on behalf of ESB Networks will possess the skills necessary to perform the duties for which access is required and will be appropriate persons to visit and enter the land and/or premises.
- Both employees and representatives of ESB Networks will be in possession of identity cards that clearly identify them as such. These identifications will be available to the persons occupying the land and/or premises. All vehicles arriving on these sites will either carry the full ESB Networks livery or be clearly identified as working on behalf of ESB Networks.
- ESB Networks will ensure that any person visiting land and/or premises on its behalf will be able to inform final customers connected to the Electricity System, on request, of a contact point for help and advice they may require in relation to the distribution of electricity.

Records are maintained of individual training, levels of approval to carry out work and the issue of ID cards. The contact number of the customer contact centre is available via briefing material to all team members and is printed on ESB Networks vehicles.

Register of Assets

Table 19. Register of Distribution System Assets at end of 2012

Asset	Units	Volume
220kV		
220kV Substations	Sub	3
220/110kV Transformer Capacity	MVA	2,250
110kV		
110kV Overhead Lines	km	423
110kV Underground Cable	km	182
110/38kV Substations	Sub	82
110kV/MV Substations	Sub	28
110/38kV Transformer Capacity	MVA	6,166
110kV/MV Transformer Capacity	MVA	1,345
38kV		
38kV Overhead Lines	km	5,680
38kV Underground Cable	km	921
38kV Substations	Sub	432
38kV Transformer Capacity	MVA	5,022
MV		
20kV 3-ph Overhead Lines	km	13,700
20kV 1-ph Overhead Lines	km	27,600
10kV 3-ph Overhead Lines	km	13,700
10kV 1-ph Overhead Lines	km	27,700
20kV Underground Cable	km	600
10kV Underground Cable	km	8,757
3-ph Pole mounted Transformers	Trafo	19,712
1-ph Pole mounted Transformers	Trafo	212,690
MV Ground Mounted Substations	Sub	19,694
LV		
LV 3-ph Overhead Lines	km	4,200
LV 1-ph Overhead Lines	km	54,000
LV Underground Cable	km	12,200
Mini-Pillars	MP	166,306