

## Business Plan Reporting Guidance

Subject	Details
<b>Publication date:</b>	29 September 2022
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This document provides instructions and guidance to the electricity distribution operators to enable them to prepare and publish information on how they perform against the commitments they made in their Business Plans.

This document constitutes the Business Plan Reporting Guidance referred to in SLC50.

This document is issued by the Authority under Part B of SLC50. We may revise and reissue this document in accordance with Part B of SLC50. The most recent version of the Business Plan Reporting Guidance is published on our website.

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## 1. Introduction

### Context and related publications

- 1.1. This guidance sets out the purpose and structure of the report, to be published annually by the electricity distribution network operators on how they have performed against commitments made in their RIIO Business Plan ("Business Plan Commitment Report").

### Your feedback

- 1.2. We believe that consultation is at the heart of good policy development. We are keen to receive your comments about this guidance. We'd also like to get your answers to these questions:
1. Do you have any comments about the overall quality of this guidance?
  2. Do you have any comments about its tone and content?
  3. Was it easy to read and understand? Or could it have been better written?
  4. Any further comments?
- 1.3. Please send any general feedback comments to [RIIO-ED2@ofgem.gov.uk](mailto:RIIO-ED2@ofgem.gov.uk).

## 2. Business Plan Reporting Guidance

### Section summary

This chapter sets out the purpose and structure of the report, to be published annually by the electricity distribution network operators on how they have performed against commitments made in their RIIO Business Plan ("Business Plan Commitment Report").

## Introduction

- 2.1. Each licensee is required to publish their Business Plan Commitment Report on or before 31 October 2016 and by each subsequent 31 October, unless we have directed otherwise. The Business Plan Commitment Report should be readily accessible to the public, and on the licensee's website.
- 2.2. Where a group of licensees consider that they wish to may publish a single Report, which applies to all the licensees within the group, provided that sufficient information about each individual licensee is reported.
- 2.3. The licensee should send us a copy of the Business Plan Commitment Report to us by the same date. A copy should be sent via email to [RIIOED2@ofgem.gov.uk](mailto:RIIOED2@ofgem.gov.uk).

## Purpose

- 2.4. The Business Plan Commitment Report should provide a summary of the licensee's performance in relation to the commitments the licensee made in its RIIO Business Plan.
- 2.5. The Business Plan Commitment Report should include specified summary performance information that allows comparison across the electricity distribution sectors. This is referred to as the "Performance Snapshot

## Structure and content of the report

- 2.6. The Business Plan Commitment Report should include a one-page summary of its performance against the commitments in its RIIO Business Plan. This summary should be prominent. The Business Plan Commitment Report can include an executive

summary, introduction, and/or other introductory section to provide context on the information and data contained in the Performance Snapshot.

2.7. The content of the Performance Snapshot should include the following data and information:

2.8. Data contained in the Key Summary Information RIGs sheet [X] for the relevant Regulatory Year on the following general and financial indicators, namely:

- Number of customers;
- Total DNO network length (in kilometres);
- Total Expenditure, including total expenditure as a percentage of allowed revenue; and,
- Unrestricted Domestic Tariff charge, not including domestic customer rebate.

2.9. Data contained in the summary RIGs sheet [X] for the relevant Regulatory Year on the following outputs:

- **Reliability and Safety:** Customers Interrupted and Customer Minutes Lost (unweighted, including exceptional events), in addition, the licensee may also choose to show figured excluding exceptional events;
- **Connections:** Times to Quote, Time to Connect and number of connections per Regulatory Year.

2.10. Additional information on the following outputs:

- **Customer satisfaction:** overall Broad Measure of Customer Service score out of 10;
- **Vulnerability:** reference to their Vulnerability Strategy and provide a qualitative summary of progress against bespoke targets. For example, this could include number of households on their Priority Services Register (PSR);
- **Major Connections:** reference to their Major Connections Strategy and provide aggregate customer satisfaction score out of 10;
- **Distribution System Operator (DSO):** DSO Performance Panel Score out of 10, Stakeholder Satisfaction Score out of 10, and progress against DSO Key Performance Indicators, including incentive reward and/or penalty values per Regulatory Year; and,

2.11. Additional qualitative summary information on the following outputs:

- **Reliability and Safety:** safety performance and compliance with Health and Safety Executive (HSE) legislation;

- **Community outreach:** activities which support the development and delivery of community-based energy schemes to drive the UK's achievement of net zero.
- **Environmental impact:** reference to their Annual Environmental Report (AER) and/or provide a summary of progress towards their environmental commitments;
- **Innovation:** additional qualitative summary information regarding activities for innovation; and,
- **[others TBC at FDs]**
- The licensee may also wish to report on any commitments from Regulatory Year 8 in RIIO-ED1 in the Report issued on 31 October 2023 (Regulatory Year 1 of RIIO-ED2). The licensee may do this within this Report and provide summary information on the following outputs:
- **Social obligations:** individual stakeholder engagement and consumer vulnerability score out of 10; and,
- **Incentive on Connections Engagement (ICE):** penalties incurred under the ICE scheme, if any.

2.12. The price base should be 2012/13 for all values related to RIIO-ED1 and should be 2020/21 for all values related to RIIO-ED2. This should be clearly indicated within the report.

2.13. The data and information included in the Performance Snapshot should only relate to the Regulatory Year covered by the Business Plan Commitment Report.

2.14. In order to ensure that the information published in the Performance Snapshot is meaningful to stakeholders, the licensee should avoid, as far as practical, the use of any technical terms and where acronyms are used, they are clearly explained