



Stakeholder Engagement Workshops

November 2019

WHERE ARE WE NOW

Paul Stapleton, Managing Director

£500 million 2017-24 investment plans

Investment targeted to deliver:

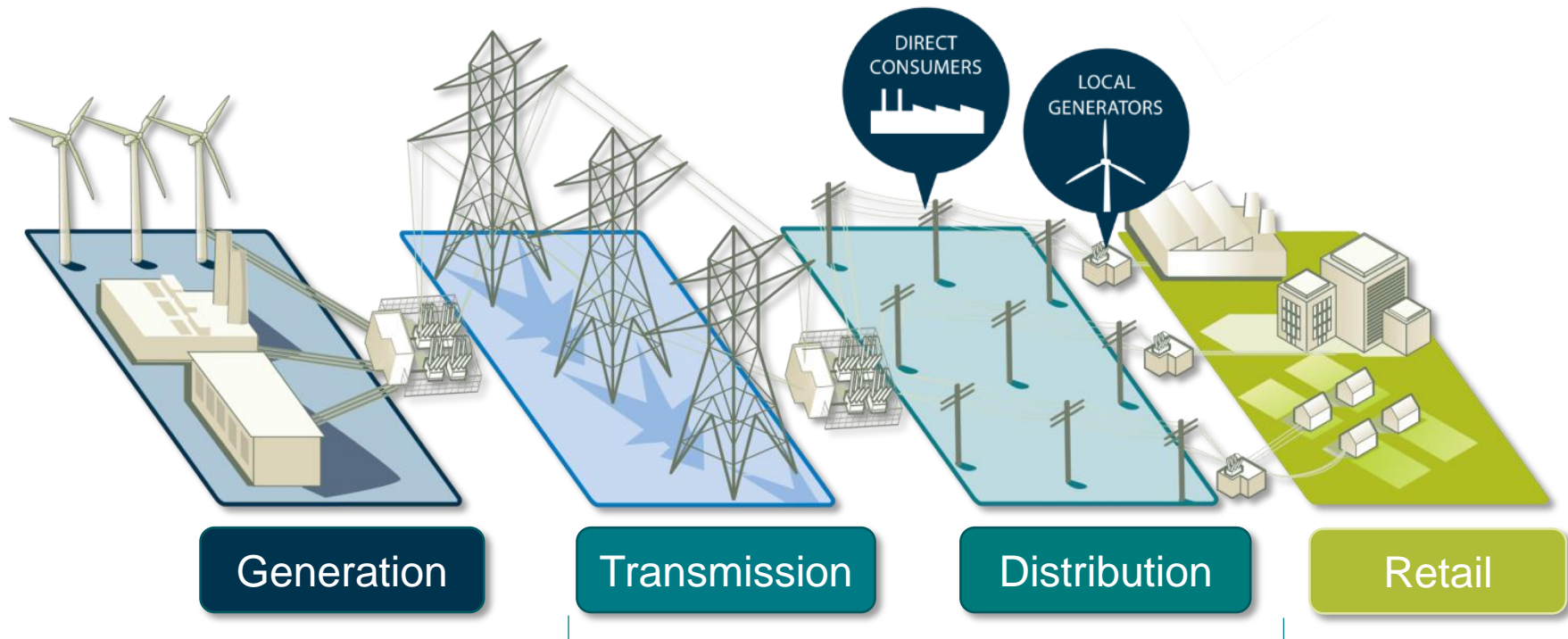
- Reduction in power cuts
- Replacement of older parts of the network
- Major safety programme
- Preparing for a low carbon future
- Responding to customers
- Driving efficiencies
- Minimising environmental impact
- Engaging with customers & stakeholders

Our network promises for 2017-2024

At NIE Networks, we believe that all of our customers deserve excellent service. Over the coming years we will be striving to deliver the following ten promises to you:

1. We will deliver approximately 145,000 outputs including refurbishing or replacing existing network assets
2. 90% of customers will have power restored within 3 hours
3. All customers will have power restored within 18 hours. *Excluding severe weather events.*
4. We will invest over £40 million every year to replace old or worn parts of the network
5. Customer and employee safety is essential. We will spend £60 million to reduce risk of interference or vandalism to the network
6. We are preparing for a low carbon future by trialling technologies that have the potential to further reduce costs in the long term.
7. We will deliver £55 million of efficiency savings
8. We will respond to 80% complaints within two days and 100% within five days
9. We will continue to minimise the impact of our business on the environment
10. We will continue to engage with and listen to the needs of our customers and stakeholders

Electricity market overview



**NIE Networks owns & maintains
the electricity networks**

Focus on safety

Safe, reliable & value for money networks:

- Plans to ‘wrap’ all electricity poles in Northern Ireland
- Part of a major programme to implement Government ESQCR legislation
- Engaging with the public on safety

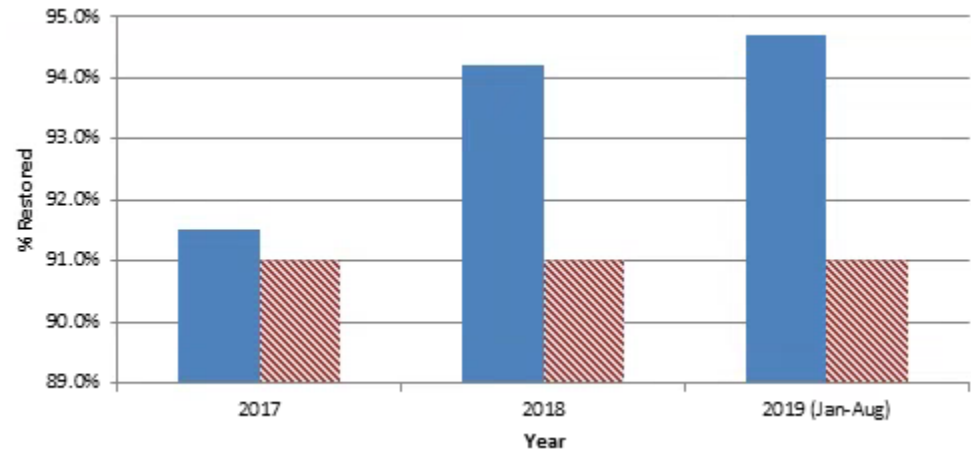


Reducing Power Cut Targets

Restore 90% customers within 3 hours

Previous target 87%

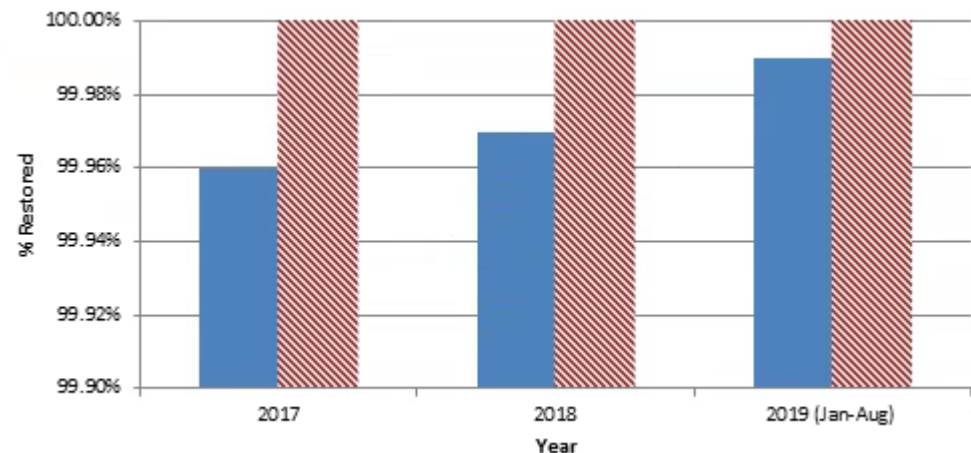
- Exceeding current target



Restore 100% customers within 18 hours

Previous target 24 hours

- Trending towards target



 Target

 Actual

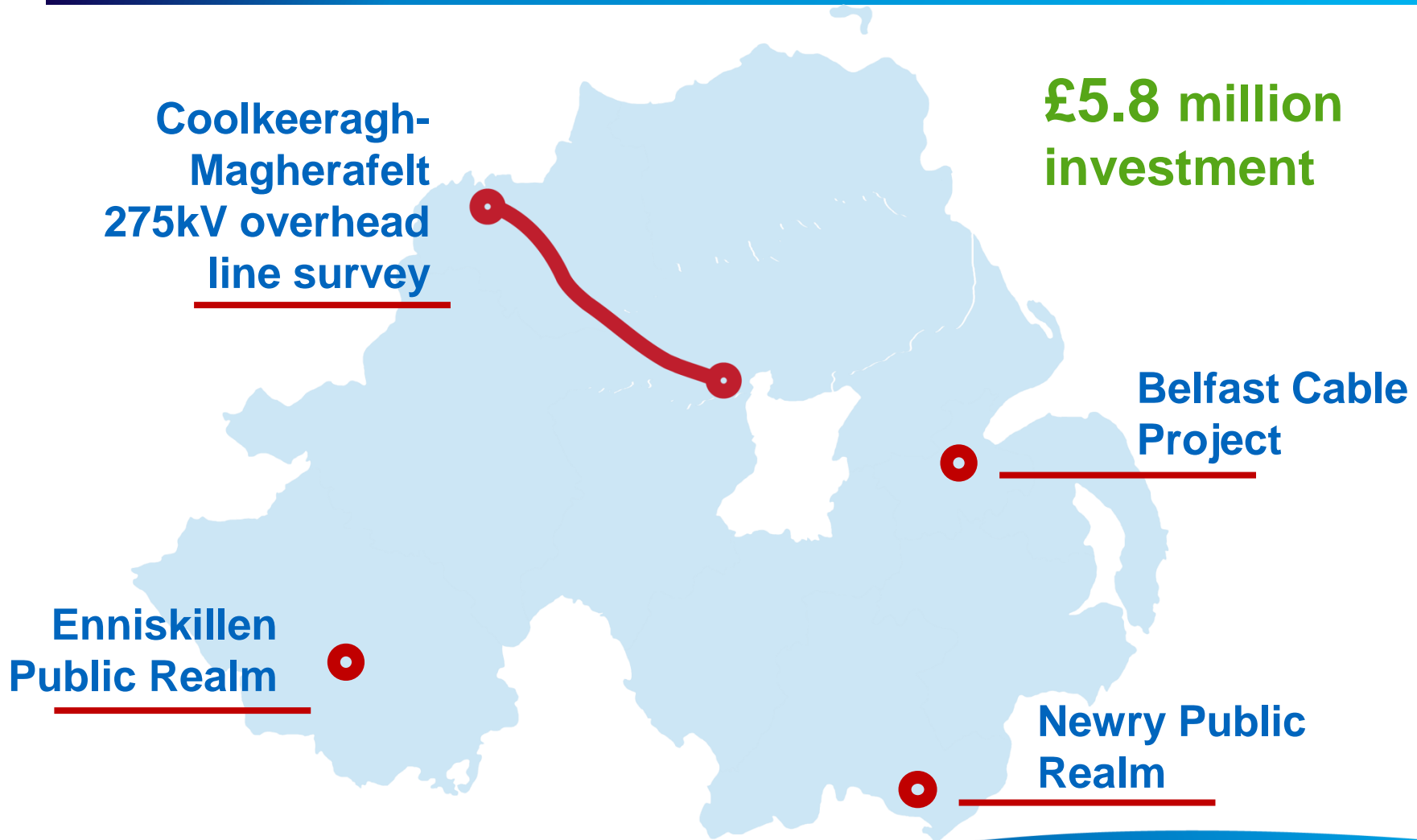
Response to Storms

Storm Ali (Sept 18):

- Over 100,000 customers affected
- 92.1% in 18 hours
- 94.6% in 24 hours
- 99.5% in 48 hours



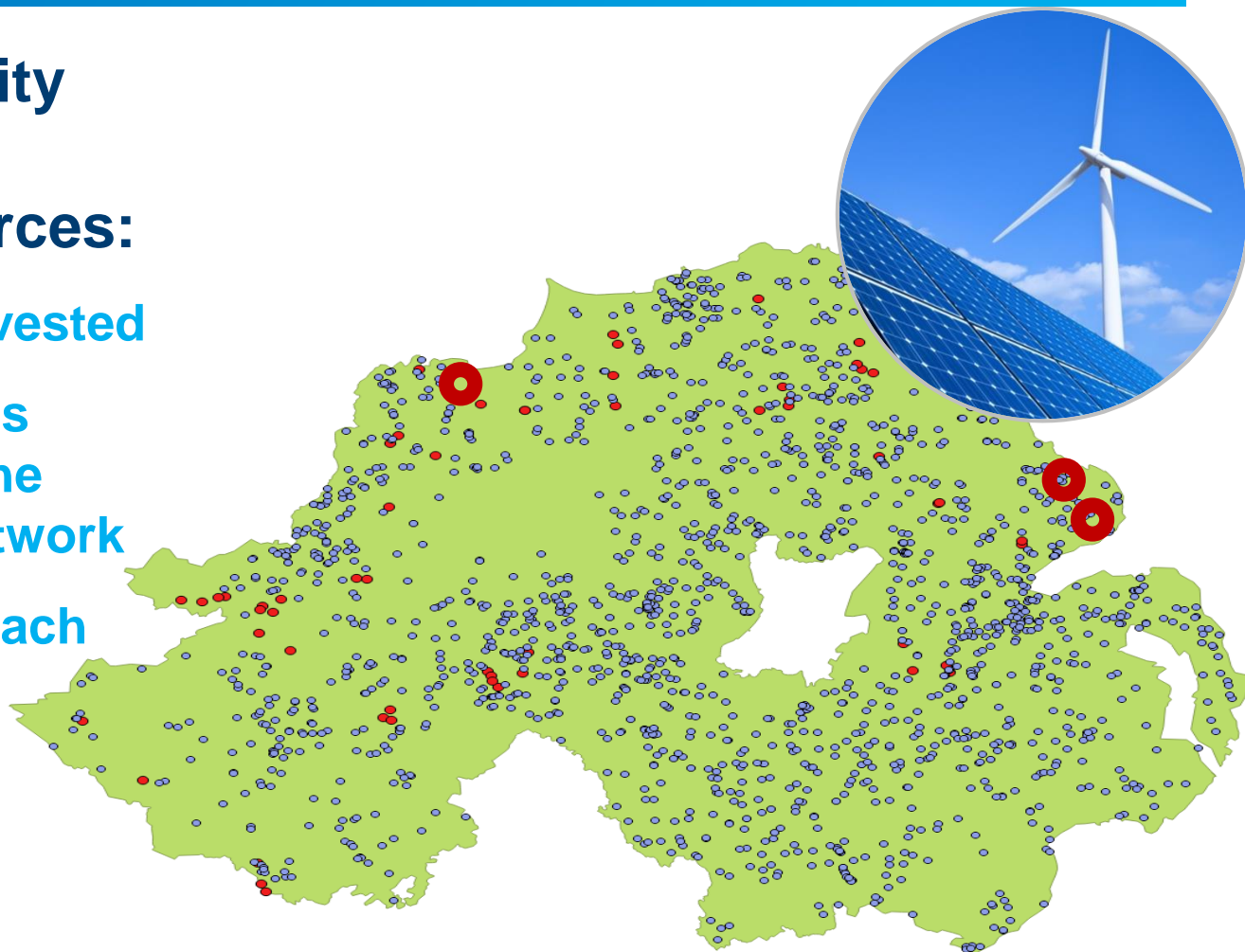
Major projects completing this month



Renewables

44% of electricity generated by renewable sources:

- £365 million invested
- 90% renewables connected to the distribution network
- Different approach from GB



Driving Efficiency in our Business

Reducing costs:

- Redundancy programme early 2018
- Improving processes
- More mobile workforce



A Lot More To Do

Priorities for 2020:

- **Customer-centric approach**
- **Further network investment to improve power supply**
- **Transition to a low carbon energy system**



Questions & Answers

