

Appendix 1

WWU Customer Challenge Group

Overall RAG Ratings (July – Dec 2019)

The CEG has scored Chapters of the WWU Business Plan on a best endeavours subjective basis. Finer detail regarding different components within each Chapter can be found in Appendix 2 – Detailed RAG by Chapter.

WWU Business Plan (Chapter numbers refer to December 2019 submission)	RAG (July)	RAG (Oct)	RAG (Dec)
2. Our Consumer value proposition (new for Oct)	N/A		
3. Outputs & incentives			
4. Track record			
5. Giving consumers and stakeholders a stronger voice			
6. Customer service			
7. Social Obligations			
8. Customer bills			
9. Cost efficiency			
10. Using competition to deliver best value			
11. Our innovation strategy			
12. Dealing with uncertainty			
13. Our net zero ready vision for 2035			
14. Environmental Action Plan			
15. Asset resilience			
16. The Distribution network			
17. Connecting homes and businesses			
18. Transmission and pressure management			
19. Workforce resilience			
21. Cyber resilience (removed for final submission)			N/A
22. Business IT security plan	N/A		
23. Financeability – OUTSIDE CEG REMIT	N/A	N/A	N/A