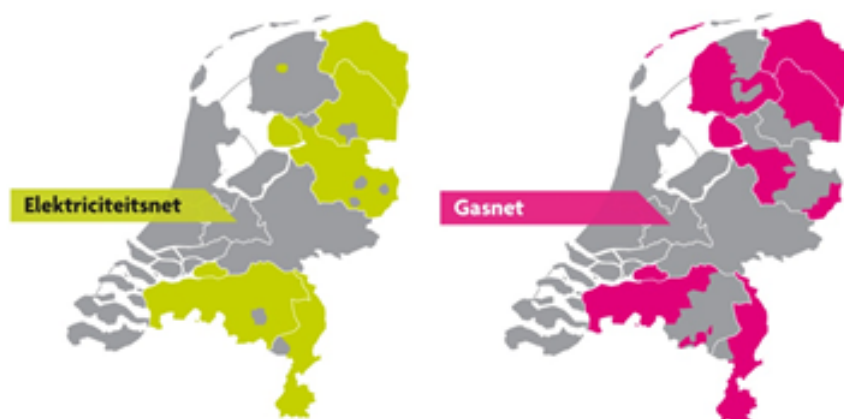


# DSO Enexis

## Enexis (2012) Figures

- Electricity grid: 134.200 km, 2.662.000 connections
- Transport electricity: 35.043 GWh
- Gas grid: 44.764 km, 2.074.000 connections
- Transport gas: 6.350 Mm<sup>3</sup>
- Interruptions Electricity unplanned: Mean time lost per year 21,6 minutes
- Interruptions Gas unplanned: Mean time lost per year 36 seconds
- Employees: 4.229
- Customer satisfaction: 7,9

## Working area Enexis



# Service norms (SN) Enexis

Regulations for DSO's in NL (Context)	Operational consequences for the DSO
<p>Regulation in the Netherlands are:</p> <ul style="list-style-type: none"><li>• Electricity: Netcode</li><li>• Gas: (grid)connection and Distribution Contracts</li><li>• Yearly reports to the Energy Regulator ACM (Authority Consumer Market)</li></ul>	<p>Translation into practical instructions for:</p> <ul style="list-style-type: none"><li>• Registration of data</li><li>• Planning, engineering and realisation</li><li>• Transparant and auditable</li><li>• Acceptable for internal organisation</li></ul>
Service quality standards for DSO's (NL)	Results DSO Enexis
<p>The quality of distribution services for DSO's in NL are:</p> <ul style="list-style-type: none"><li>• SN1: Incase of an unplanned interruption within 2 hours on the site</li><li>• SN2: Responce to a customer request for an price offer should be provided within 10 workingdays</li><li>• SN3: Appointments should be made in timeslots of 2 hours</li><li>• SN4: Minor work should be provided to the customer within 3 workingdays, Major work within 10 workingday (unless a longer period is requested by the customer)</li><li>• SN5: Planned work should be agreed with the customer at least 5 working days in advance</li><li>• SN6: Incase of planned interruption the customer must be informed at least 3 working days in advance</li><li>• SN7: same as SN2 for major customers</li><li>• SN8: the response time to a customer inquiry should not exceed 10 workingdays</li></ul>	<p>The scores are annulay reported in percentages.</p> <p>For almost all norms Enexis scores are better than 96%</p>