

Definitions integrated annual report and green bond report 2015

KPIs are listed in the order of appearance in the integrated annual report 2015. Additional KPIs reported in the Green Bond report are listed at the bottom.

KPI	Unit	Description	Report
Imports and exports	GWh	Imports is the amount of electricity in GWh transported from connected grids into our grid via the interconnections. Exports is the amount of electricity in GWh transported from our grid via the interconnections to connected grids.	IAR
Customer satisfaction	%	Customer satisfaction was measured in an independent survey, conducted in the Netherlands and in Germany. The customer satisfaction score is based on the percentage of customers who judge their relationship with TenneT as 'satisfying' or better.	IAR
Grid availability			
Grid availability	%	Grid availability is the sum of the availability of the national grids, thereby overestimating the impact for TenneT as a whole. Grid availability is calculated as $1 - (\text{customer minutes lost} / \text{total minutes in one year})$. In NL we report the SAIDI, based on interrupted customer minutes. In GE we report the ASIDI based interrupted active power flow.	IAR and Green bond report
Interruptions	#/minutes	Number of incidents that resulted in no energy supplied to customers. For the Green Bond report the number of minutes the connection was out of operation is reported.	IAR and Green bond report
Energy not transported	MWh	Total amount of energy not transported during all incidents in one year, based on transformer capacity.	IAR
Technical data			
Number of substations	#	Number of locations where electricity is transformed to a lower voltage level.	IAR
HDVC converter locations	#	Locations where electricity is converted from AC to DC or from DC to AC.	IAR
Connected OWF's	#	Wind parks for which TenneT hold a liability according to EnWG §17e Ab. 1 and 3	IAR
Total circuit length	km	The length of the overhead lines and underground cabling (a circuit consists of three phases)	IAR
Overhead lines	km	Circuit length of our overhead lines (lines that are visible)	IAR
Underground cabling	km	Circuit length of our cables which are laid under the ground.	IAR
Stakeholder dialogues	#	Public events organised by TenneT where public was invited to learn more about our projects.	IAR
Carbon footprint		More detailed information about the carbon footprint calculation can be found on our website: http://www.tennet.eu/nl/about-tennet/csr-sustainability.html	
Carbon footprint (gross)	ton CO2	The summation of all individual contributors to our carbon footprint, without taking greening or compensation into account.	IAR
Carbon footprint (nett)	ton CO2	The summation of all individual contributors to our carbon footprint, with taking greening or compensation into account.	IAR
SF6 leakage	ton CO2	The carbon footprint related to our SF6 leakage, a strong contributor to greenhouse gas emissions.	IAR
Lease vehicles	ton CO2	The carbon footprint based on the amount of km travelled with lease cars.	IAR
Gas consumption	ton CO2	The carbon footprint based on the gas consumption of our offices. For the gas consumption in our offices in Germany the figures are based on previous year and will be restated next year.	IAR
Grid losses	ton CO2	The carbon footprint based on the grid losses, where a different conversion factor is used for NL and GE, because the grid mix is different.	IAR
Electricity use stations	ton CO2	The carbon footprint based on the electricity consumption of our stations for which TenneT has 100% ownership. The electricity use of our stations in Germany is based on the previous year and will be restated next year.	IAR
Electricity use offices	ton CO2	The carbon footprint based on the electricity use of our offices. For the electricity use in our offices in Germany the figures are based on previous year and will be restated next year.	IAR
Travel	ton CO2	The carbon footprint based on the amount of kilometres travelled by car, train and plain.	IAR
Grid losses	Gwh	Grid losses is energy that is lost while transporting electricity. Every fifteen minutes, we compare the total amount of kWh transferred into the grid with the total transferred out, which result in the amount of energy lost. These in- and outflows are electronically measured in 15-minute time slots at control centres using external meter readings in the grid. The accumulated data is periodically checked and reported on by an independent metering company using validated software. TenneT verifies this data with its metering systems. The completeness of the metering data is determined by a plausibility check.	IAR
Transported electricity	Gwh	The amount electricity transported to our customers. The data is based on the same measurements as described for the grid losses.	IAR
SF6			
SF6 leaked	kg	The amount of SF6 leaked is directly recorded by the amount of refills that occur during the year on specific components. Specific maintenance guidelines are in place on the way that these recordings should be made. These refills are reported by the service providers.	IAR and Green bond report
SF6 banked	kg	The amount of SF6 in our assets is stored in our asset information system and based on the specifications of our suppliers.	IAR and Green bond report
SF6 leakage rate	%	The amount leaked divided by the amount banked.	IAR and Green bond report
Oil leaked	litres	The oil leakage of cables is directly recorded by the amount of oil refilling that occurs during the year on specific components. Specific maintenance guidelines are in place that give instruction to the way that these recordings should be made.	IAR
Environmental incidents	#	Within our stations and lines we have technical equipment that contain oil or cooling liquids. An accidental spill is an environmental incident and are reported in our incident management system, iTask.	IAR

Employees			
Number of internal employees	#	The number of internal and external employees (headcount) for TenneT NL include the employees of the subsidiaries NOVEC and Duvenkot. The number of internal employees for TenneT D include interns.	IAR
Number of external employees	#	See above	IAR
Male employees	%	The split between male and female for TenneT NL excludes NOVEC and Duvenkot.	IAR
Female employees	%	See above	IAR
Safety			
LTIF		LTIF is defined as the number of lost time injuries per million working hours. The LTIF is calculated as the division of the LTI x one million (#LTI x 1,000,000), by the total number of working hours. The LTI is defined as the sum of the number of work related incidents, resulting in fatalities, permanent total disabilities and lost workday cases (LWCs). Number of work related incidents is including contractor personnel at TenneT sites. Working hours are defined as the total number of worked hours. Working hours are calculated including TenneT personnel and contractor personnel at TenneT sites. There is a generally increasing safety awareness within the company, enforced by the Safety Vision 2018 which entails both to work on strengthening our safety culture and to improve related processes. Our employees and contractors are aware of their obligation towards TenneT to report incidents. We have no indications that the reported number of lost-time injuries is not accurate or complete.	IAR and Green bond report
Investigation index	%	The Investigation Index designates the number of incident investigations that are carried out according to the specifications, expressed as a percentage of the total number of mandatory investigations. Incidents that require a mandatory investigation are those with one of the following classifications: Fatality (FAT), Lost Workday Case (LWC), Restricted Workday Case (RWC), Medical Treatment Case (MTC), and High Risk Incident (HRI).	IAR
Health			
Absentee rate	%	The absentee rate is calculated as the division of the total days not worked due to illness by the total number of working days. The number of working hours is calculated by using the number of available working days, based on the number of full-time equivalent employees. There is a difference in the illness and working day calculation principles between TenneT in the Netherlands and Germany. In the Netherlands these days are based on a seven-day week (Mo - Sun), in Germany they are based on a five-day week (Mo - Fr). Further calculation principles: Maternity leave is not considered as an illness; A day partly not worked due to illness is considered as a full day of illness	IAR
Reported in Green Bond			
Allocation of proceeds	%	Allocation of proceeds describes how much of the Green Bond funding has been used for financing the assigned projects.	Green Bond report
Advancement of projects in the building phase	year	Year in which the platform will start operating	Green Bond report
# households (actual capacity)	#	Actual capacity transmission line divided by average electricity consumption of one German household	Green Bond report
CO2 emissions (actual capacity)	ton CO2	Actual capacity transmission line multiplied by the carbon emission per kWh for fossil based power generation.	Green Bond report
Significant controversies		Events like major leaks, heavy accidents, etc	Green Bond report