nationalgrid DSO

Performance Metrics

Q3 2024/25

Introduction

Following engagement with our stakeholders, we published our annual targets in Spring 2024 and committed to reporting our key performance indicators (KPIs) on a quarterly basis. These KPIs were developed to show how we are delivering against the commitments made in our DSO Strategic Action Plan

National Grid DSO commits to:

Transparency: We will publish quarterly summaries of our performance against our KPIs on our website. This is to enhance transparency and invite external feedback from stakeholders to improve performance.

Stakeholder Engagement: We will actively engage with stakeholders to refine and improve these measures over the next two-years, ensuring they are still relevant to our stakeholder's priorities.

Internal Monitoring: We will conduct monthly internal reviews of our performance to drive continuous improvement and to maximise consumer benefits.

Independent DSO Panel: We will establish regular quarterly cadence with the independent panel who will provide regular feedback and strategic challenge to our DSO activities.

If you have any feedback on these measures, please contact us at nged.dso@nationalgrid.com

DSO Q3 2024/25 Achievements and Progress

We continue to progress transparency, collaboration & accountability with our stakeholders

- Held the 3rd meeting of our **Independent DSO Panel**, in which they reviewed our feedback from Ofgem and challenged our governance processes.
- Published the latest update to our **DSO Parent Directive**, which includes an update on our approach to Conflicts of Interest.
- Held two virtual workshops in October. One for **all DSO stakeholders** and a specific one for our **Local Authority stakeholders**. Topics included: deep dive on our data, Regional Energy Strategic Plans (RESPs), progress on Local Area Energy Plans (LAEPs), and our mid-year performance progress.
- Conducted a mid-year **Stakeholder Satisfaction Pulse Survey** to understand from stakeholders how they feel we are performing.

We have grown our flexibility market capabilities

- We received responses across more than **500 flexibility zones** in our Long-Term procurement for **8 different FSPs.**
- Supporting this procurement, we grew the number of assets on our Market Gateway to over **150,000 assets. This includes approximately half of the EV charge points on our network.**
- **Launched an extra 17 zones in our short-term market,** whilst transitioning to the latest Open Networks standardised products.

We have enhanced our industry leading strategic planning processes

- Progressed site strategies at key Grid Supply Points (GSPs) through **whole system collaboration** with NGET, NESO and adjoining DNOs to ensure we are delivering coordinated transmission reinforcement
- Continued to meet with Local Authority stakeholders to share our **Network Development Plans (NDPs)**, explaining how their data has fed into our forecasts and plans.

Facilitating whole system coordination to improve operational decision making

- Improved forecasting has **avoided curtailment of 210GWh** of generation, **avoiding energy wastage, maximising renewable energy utilisation** and enhancing grid efficiency.
- We created a team which focuses solely on operational decision making and drafted our **Operational Decision-Making Framework** for consultation and engagement with stakeholders in Q4.

DSO Q3 2024/25 External Performance Scorecard

Role	Key Performance Indicator (KPI)	23/24 Performance	24/25 Performance	24/25 Target	Current Trend
Planning and network development	Percentage of outcomes in our annual investment report (DNOA) which recommend flexibility	22.5%	24.4%	23%	↑
	Percentage accuracy of load forecast across our substations for the year ahead	90%	90%	94%	→
	Percentage of local authorities in our license area that require our support, and we are supporting to create LAEPs and decarbonisation initiatives	93%	100%	100%	↑
Network operation	Percentage of potentially conflicting decisions between NESO and DSOs which have an agreed process to manage them	<1%	8.3%	9%	↑
	Percentage of feedback received from Network Operation publications and regular engagement with stakeholders	-	-	85%	→
	Amount of curtailment avoided through enhanced outage planning process	58GWh (5% of total curtailment)	210GWh	100 GWh (10% of total curtailment)	↑
Flexibility Market development	Assets registered and pre-qualified on Market Gateway	70,000	154,500	100,000	↑
	Percentage of feedback received from Flexibility Market Development publications and regular engagement with stakeholders	-	83%	85%	→
	Percentage of flexibility available vs requested	34.6%	37.5%	47%	→
	Reinforcement investment deferred through targeted use of flexibility	£80m	-	£90m	→
	Number of flexibility use cases where the revenue stacking is not possible	61%	59%	55%	↑
	Volume of flexibility procured in our regions	17GWh	6GWh	19GWh	→
	Volume of domestic asset capacity available through Market Gateway	166MW	488MW	237MW	↑

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Further information contact

nged.dso@nationalgrid.com