

nationalgrid ► DSO

Key Performance Indicators (KPIs)





Quarter 1 2025/26



Introduction

Following continuous 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 the [DSO Strategic Action Plan: One Year On](#).

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 Quarter 1 External Performance Scorecard

DSO Role	Key Performance Indicator (KPI)	Unit	Q1 Figure	RAG	Our view
Planning and Network Development	Distribution transformer capacity directed vs added	MVA	51.5 MVA 44.4 MVA		We have delivered 80% of the capacity that the DSO has proposed to DNO. We expect this activity to ramp up throughout the year.
	Electric Vehicle (EV) uptake tracker	% Uptake rate of expected # of registrations per quarter	No Data Available	N/A	These datasets are held externally to National Grid DSO, and our intention with the KPI was to demonstrate to stakeholders how uptake was progressing across our licence area, There has been an unexpected lag in releasing the quarterly data, which means we are unable to report the figures this quarter.
	Heat Pump (HP) uptake tracker	% Uptake rate of expected # of registrations per quarter	25.6% 1337 registered in month of April only		<p>These datasets are held externally to National Grid DSO, and our intention with the KPI was to demonstrate to stakeholders how uptake was progressing across our licence area. There has been an unexpected lag in releasing the quarterly data, which means we are only able to report the April figures for this quarter.</p> <p>The figure reported is a % of a monthly target calculated based on the annual target of 66,270 for the year, divided by 12. Based on the trend in previous years, we expect the April figure to be retroactively updated ahead of our Q2 publication, and the overall % figure to be significantly higher.</p>
	Secondary Network visibility	% of customers fed from distribution substations	70.2%		Visibility of our network has increased at a faster rate than anticipated in the year to date. We will therefore look to recalibrate our target for the current and subsequent years.
Flexibility Market Development	Carbon impact of flexibility	kgCO2e/MWh	0.0		We are pleased to share that no fossil fuel-based flexibility was instructed by the DSO throughout the quarter. A total of 160MWhs since April 2026.
	Zones with sufficient liquidity	Number	21		Liquidity of zones has increased over the last month from 20 to 21 zones. This is a result of more assets registering on Market Gateway and the capacity of registered assets in an additional zone now being greater than the required flexibility.

KPI Spotlight: Short-term load forecast mean average percentage error (MAPE)

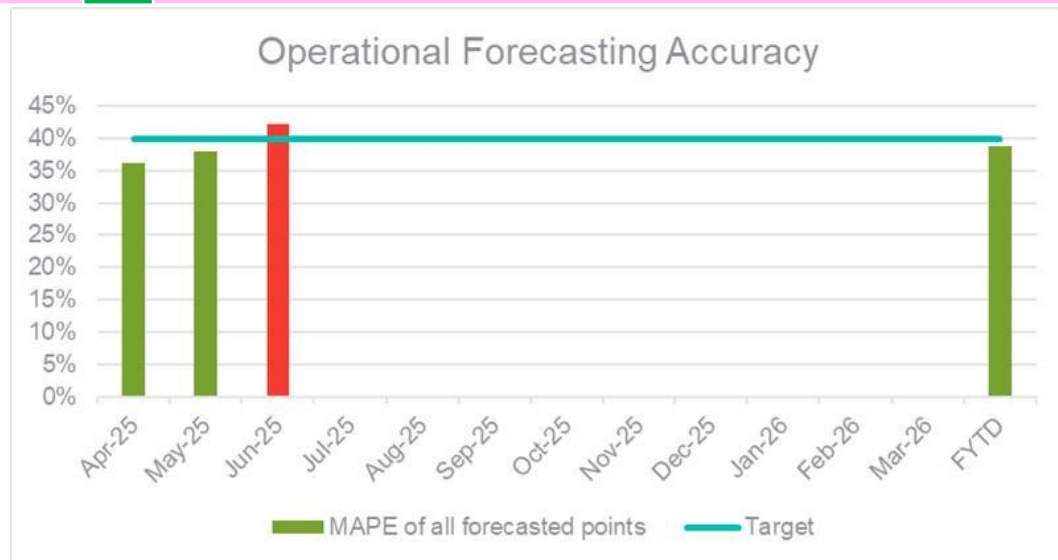
Network Operation	Short-term load forecast mean average percentage error (MAPE)	%	39% Cumulative	<div></div>	We are delivering projects in FY26 that will seek to improve the accuracy of our forecasts.
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The DSO models customer behaviours using an AI tool which predicts the load on our network. We then compare this figure to the actual data.

The MAPE figure measures the error rate of this prediction, which is refined as we learn more about customer behaviours. It is notably impacted by changes to weather patterns.

Our target is to achieve a MAPE figure below 40% over FY2025-26.

Reliable forecasting reduces the risk of outages, supports efficient system operation, and helps manage costs.



Our 2025/26 KPIs (Page 1 of 2)

DSO Role	Key Performance Indicator (KPI)	Unit	2025/26 Target	How the KPI works and why it benefits stakeholders.
Planning and Network Development	Distribution transformer capacity directed vs added	MVA	Directed: 240 MVA Added: 240 MVA	Monitors the success of the DSO where it recommends that the DNO add capacity to the network. This supports faster connections for customers and facilitates decarbonisation by directing capacity in the right places
	Electric Vehicle (EV) uptake tracker	% Uptake rate of expected # of registrations per quarter	100% of 203,147	Monitors the actual update of EV (based on external datasets) compared to what we have modelled in our Best View forecast. This further drives assurance of our modelling and ensures the network is ready for low carbon technologies without delay or extra cost.
	Heat Pump (HP) uptake tracker	% Uptake rate of expected # of registrations per quarter	100% of 66,270	Monitors the actual update of HPs (based on external datasets) compared to what we have modelled in our Best View forecast. This further drives assurance of our modelling and ensures the network is ready for low carbon technologies without delay or extra cost.
	Secondary Network visibility	% of customers fed from distribution substations	70%	<p>The DSO tracks the number of customers who are supplied via distribution transformers which we can collect usage data from (in accordance with all privacy laws and regulations), and compares that figure to the overall number of customers who are supplied via distribution transformers.</p> <p>This enables us to model customer behaviours more effectively (and therefore run the network more efficiently).</p>

Our 2025/26 KPIs (Page 2 of 2)

DSO Role	Key Performance Indicator (KPI)	Unit	2025/26 Target	How the KPI works and why it benefits stakeholders.
Network Operation	Short-term load forecast mean average percentage error (MAPE)	%	40%	<p>The DSO models customer behaviours using an AI tool which predicts the load on our network. We then compare this figure to the actual data. The MAPE figure measures the error rate of this prediction, which is refined as we learn more about customer behaviours. It is notably impacted by changes to weather patterns.</p> <p>Reliable forecasting reduces the risk of outages, supports efficient system operation, and helps manage costs.</p>
Flexibility Market Development	Carbon impact of flexibility	kgCO ₂ e/MWh (58.6kgCO ₂ e/MWh out of scope)	5 kgCO ₂ e/MWh	Measures how much carbon is produced by DSO directed flexibility. Supports Net Zero and helps customers and communities' benefit from low carbon solutions
	Zones with sufficient liquidity	Number	27	Measures the regions (HV Zones) across our license areas which have enough assets registered on Market Gateway to support the flexibility required. The measure is to meet this for the first year of a constraint. Makes flexibility opportunities available to a wide range of providers, including community groups and innovators

Connections Reform impacted KPIs

National Grid DSO is actively supporting the ongoing programme of connections reform. For this performance year we have identified new KPIs that drive National Grid DSO to work with NESO & NGET to accelerate connections. These indicators will go live as our work on reform progresses.

DSO Role	Key Performance Indicator (KPI)	Unit	2025/26 Target	Benefits to tracking the KPI
Transmission Distribution Interface	Accelerated offers issued	MW	3,000 MW	The DSO T-D Interface team is responsible for issuing accelerated connections dates for customer offer variations under Technical Limits. The KPI tracks the generation export capacity of these offers. This enables quicker connections for customers needing urgent access to the network
	Accelerated offers accepted	MW	2,100 MW	Not all of the connection offers are accepted. This KPI tracks the generation export capacity of the accepted connection offers, with a view to improving acceptance rates from 60%. Helps customers connect faster, supporting decarbonisation and local growth
Network Operation	Proportion of GSP site strategies agreed with NESO and NGET	%	33%	NGED has 56 Grid Supply Points (GSPs) in our region. We have a 3-year strategy to establish site strategies across them all. This will mean we have a range of network interventions for a range of scenarios prepared and agreed ahead of need. It therefore delivers swift engineering decisions and minimises delays to customer connections. This supports whole system efficiency and avoids conflicting plans, helping large and small customers alike

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