

Electricity
Distribution

Key Performance Indicators (KPI)

Quarter 2 2025/26

nationalgrid ► DSO



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](#). You can find our previous metric publications [here](#).

This month, we have included a new external metric: Amount of Curtailment Avoided. Already being tracked internally, this will be included in future publications of our metrics to better report how DSO makes more efficient use of network resources.

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, 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 2 External Performance Scorecard (1 of 2)

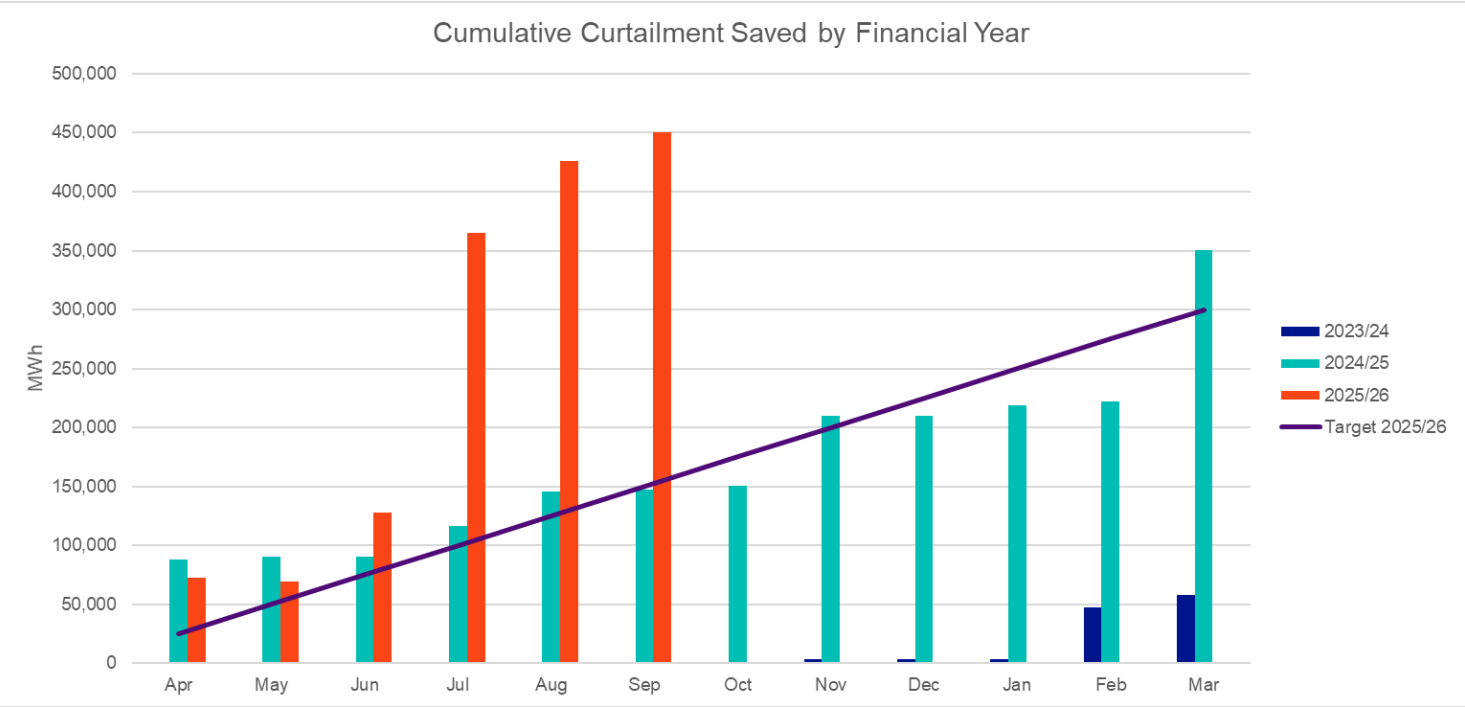
DSO Role	Key Performance Indicator (KPI)	Unit	2025/26 Target	Q2 Figure	RAG	Our view
Planning and Network Development	Distribution transformer capacity directed vs added	MVA	240 MVA Directed 240 MVA Added	156 MVA Directed 118 MVA Added		We have delivered over 75% of the network capacity that the DSO has proposed to DNO. This is a drop of 5% since the previous quarter. The DSO has a plan in place for corrective action to reach our target of 100%.
	Electric Vehicle (EV) uptake tracker	% Uptake rate of predicted # of registrations per quarter	100% of 203,147	Predicted: 48723 Installed: 43835 90% uptake rate (end of June)		The predictions are based on the 2024 Distribution Future Energy Scenarios 'Holistic Transition' pathway, and comparing the number of Electric Vehicles predicted against what has been registered in our region using Department for Transport data (published up to the end of June 2025).
	Heat Pump (HP) uptake tracker	% Uptake rate of expected # of registrations per quarter	100% of 66,270	Predicted: 37444 Installed: 5783 15% uptake rate (end of July)		The predictions are based on the 2024 Distribution Future Energy Scenarios 'Holistic Transition' pathway, and comparing the number of domestic Heat Pumps predicted against what has been registered in our region using Microgeneration Certification Scheme data (published up to the end of July 2025).
	Secondary Network visibility	% of customers fed from distribution substations	70%	71.2%		Visibility of our network has continued to increase at a faster rate than anticipated in the year to date. This reflects work across the sector to improve the availability of data and adoption of smart meters throughout the network. The overall benefit is an increase in confidence for customers and developers to connect new low carbon technologies.

DSO Quarter 2 External Performance Scorecard (2 of 2)

DSO Role	Key Performance Indicator (KPI)	Unit	2025/26 Target	Q2 Figure	RAG	Our view
Flexibility Market Development	Carbon impact of flexibility	kgCO2e/MWh	5 kgCO2e/MWh	0.0		We are pleased to share that no fossil fuel-based flexibility was instructed by the DSO throughout the first half of the year. We have dispatched a total of 1110 MWh since April 2025. Overall, we have dispatched 1.1GWh of Flexibility across 6400 dispatches this year.
	Zones with sufficient liquidity	Number	27	23		Liquidity of zones has increased over the last quarter from 21 to 23 zones. This is a result of more assets registering on Market Gateway. The capacity of registered assets in the two additional zones is now greater than the required flexibility. We remain confident that we can achieve our target of 27 zones.
Network Operation	Short-term load forecast mean average percentage error (MAPE)	%	40% (Cumulative)	39% (Cumulative)		Reliable forecasting reduces the risk of outages, supports efficient system operation, and helps manage costs. 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.

New External Metric Spotlight: Amount of Curtailment Avoided

DSO Role	Key Performance Indicator (KPI)	Unit	2025/26 Target	Q2 Figure	RAG	Our view
Network Operation	Amount of Curtailment Avoided	GWh	300	450		The volume of curtailment reduction advised by the DSO has increased year on year, with the total for this FY already surpassing previous years and the 300GWh target for FY26.



Instead of our generation customers being impacted, the DSO advises the control centre of alternative curtailment options to better manage planned outages. This makes more efficient use of network resources and thus avoids potential generator outages.

Between June and August this year, the total volume of curtailment avoided was far greater than previous periods. This is because there were three outages which would have otherwise necessitated a long curtailment period for generators.

Connections Reform impacted KPIs

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

Thank you

We'd really like to hear from the communities, businesses, customers and stakeholders that we serve. If you have feedback about the contents of this pack or are interested in more information from us, please use these links:

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