Electricity Distribution

Key Performance Indicators (KPI)

Quarter 3 2025/26

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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.

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

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.

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DSO Quarter 3 External Performance Scorecard (1 of 2)

DSO Role	Key Performance Indicator (KPI)	Unit	2025/26 Target	Q3 Figure	RAG	Our view
Planning and Network Development	**Distribution transformer capacity directed vs added**	MVA	240 MVA Directed 240 MVA Added	**Expected: 199.7 MVA** **Added: 178.9 MVA (90%)**		We have delivered over 90% of the network capacity that the DSO has proposed to DNO. This is an increase of 15% since the previous quarter following corrective action taken.
	Electric Vehicle (EV) uptake tracker	% Uptake rate of predicted # of registrations per quarter	100% of 194,893	**97%** **Data up to end of September 2025**		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 and the reporting methodology used for annual regulatory reporting. The metric shows that EV uptake across our regions is consistent with the Holistic Transition pathway.
	Heat Pump (HP) uptake tracker	% Uptake rate of expected # of registrations per quarter	100% of 112,332	**16%** **Data up to end of December 2025**		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. The metric shows that HP uptake across our regions is not consistent with the Holistic Transition pathway.
	Secondary Network visibility	% of customers fed from distribution substations	70%	**72.3%**		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, which is supported by the Strategic Action Plan to fully embed this into system planning. The overall benefit is an increase in confidence for customers and developers to connect new low carbon technologies.

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DSO Quarter 3 External Performance Scorecard (2 of 2)

DSO Role	Key Performance Indicator (KPI)	Unit	2025/26 Target	Q3 Figure	RAG	Our view
Flexibility Market Development	**Carbon impact of flexibility**	kgCO2e/MWh	5 kgCO2e/MWh	0.38		We have dispatched 4GWh of Flexibility across 41k dispatches so far this year. During December, we dispatched 7.75MWh of fossil generation through our Operational Resilience, Utilisation Only flex product 'Responder', which is only used during rare fault conditions. On this occasion it was used to secure the network in Plymouth in event of next fault, which could lead to ~£2.2m in CMLs/CIs if unsecured. This demonstrates how securing the availability of larger generation assets through our flex markets can be a huge benefit for operational use cases.
	Zones with sufficient liquidity	Number	27	28		We have surpassed our target of 27 High Voltage (HV) zones with sufficient flexible capacity, now counting 28 zones across our licence areas. This achievement means that these zones now have enough flexibility assets, such as batteries, demand-side response, and distributed generation, to keep the local distribution network balanced and resilient.
Network Operation	**Short-term load forecast mean average percentage error (MAPE)**	%	40% (Cumulative)	45		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 and temperatures. Current tooling applies strong correlation with temperatures in the previous month, adjusted for temperatures in the same month last year. Temperature variation can significantly impact accuracy. Improvements to source data and logic are ongoing and are expected to be completed and implemented in March 2026. We expect the MAPE figure to decrease once this is fully embedded.
	Amount of Curtailment Avoided	GWh	300	667		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.

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External Metric Spotlight: Distribution transformer capacity directed vs added

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Planning & Network Development	**Distribution transformer capacity directed vs added**	MVA	240 MVA Directed 240 MVA Added	**Expected: 199.7 MVA** **Added: 178.9 MVA (90%)**		We have delivered over 90% of the network capacity that the DSO has proposed to DNO. This is an increase of 15% since the previous quarter following corrective action taken.

What is this metric?
This metric monitors the success of the DSO in recommending and directed the DNO to complete upgrades to the secondary network.

Why are DSO involved?
In RIIO-ED2 we established a function to direct secondary reinforcement activity across NGED. This is to provide greater consistency and coordination of identification of need when it comes to network reinforcement.

What Benefits and behaviours does this drive?
- Supports faster connections for customers and facilitates decarbonisation by directing capacity in the right places.
- Demonstrates our ways of working and whether the risks identified by DSO are being remedied as part of our functionally separate approach to DSO/DNO Governance.

What data does this metric use?
- Capacity added: data comes from the internal Secondary Reinforcement dashboard, updated monthly but one month behind
- Capacity directed: yearly target comes from DSO Secondary System Planning team.

What is our methodology?
We pro-rata the capacity directed by month and present the capacity added against this target as both parts of the metric.

How do we decide our target?
We reassessed our target based on the under/over delivery in previous years and reassessment of inputs (this will only affect future years, not current year).

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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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