

Electricity  
Distribution

# Key Performance Indicators (KPI)

End of Year Figures

Quarter 4 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](#).

## 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](mailto:nged.dso@nationalgrid.com)

# DSO Quarter 4 External Performance Scorecard

DSO Role	Key Performance Indicator (KPI)	Unit	2025/26 Target	Q4 Figure	RAG	Our view of our performance this year
Planning and Network Development	Distribution transformer capacity directed vs added	MVA	246.4 MVA Directed	<b>Expected: 246.4 MVA</b>	Green	In Q3, we took corrective action based on the figures, which yielded an initial 15% improvement over that quarter. The improved processes led to improved visibility and accountability throughout Q4, and we are pleased that by the end of Q4 103% of the network capacity that the DSO proposed to DNO was delivered. The 3% overperformance was through the completion of additional work agreed between the DSO and DNO. Our performance this year exemplifies the value of a close working relationship between our Functionally Separate DSO and DNO.
			246.4 MVA Added	<b>Added: 254.3 MVA (103%)</b>		
	Secondary Network visibility	% of customers fed from distribution substations	70%	<b>73.3%</b>	Green	Visibility of our network increased at a faster rate than anticipated throughout the year. 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. We will continue to report this metric next year.
Flexibility Market Development	Carbon impact of flexibility	kgCO2e/MWh	5 kgCO2e/MWh	0.97	Green	We dispatched 6.5GWh of Flexibility across 110k dispatches this year.  Only three days of dispatch had carbon content this year where we utilised a gas generator for 10.6 MWh under our Scheduled Availability Operational Utilisation (SAOU) product and our real-time Operational Utilisation (OU) only product. On these occasions 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	Green	We surpassed our target of 27 High Voltage (HV) zones with sufficient flexible capacity in Q3, finishing the year with 28 zones across our licence areas. This achievement was driven by strong market growth and a significant increase in assets registering in our markets.  Overall, 35% of zones now have enough flexibility assets, such as batteries, demand-side response, and distributed generation, to support a balanced and resilient local distribution network. From next year, we will report performance as a percentage of zones rather than an absolute number, with a target of achieving sufficient liquidity in 50% of all zones.
Network Operation	Amount of Curtailment Avoided	GWh	300	835	Green	The volume of curtailment reduction advised by the DSO has increased year on year since inception, with the total for this FY already surpassing previous years and the 300GWh target for FY26. The significant overperformance this year was driven by three large potential curtailment events, and we do not anticipate a repeat of this. Based on our latest planning, we anticipate DSO will enable 700GWh of curtailment being avoided in the next financial year.

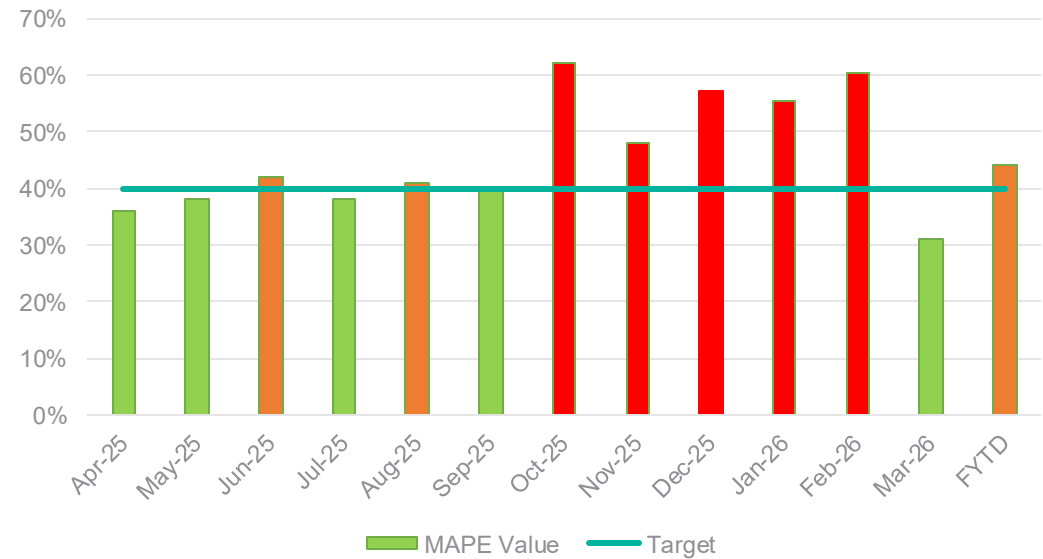
# Spotlight: Short-term load forecast mean average percentage error (MAPE)

DSO Role	Key Performance Indicator (KPI)	Unit	2025/26 Target	Q4 Figure	RAG	Metric Summary
Network Operation	Short-term load forecast mean average percentage error (MAPE)	%	40% (Cumulative)	44		Reliable forecasting reduces the risk of outages, supports efficient system operation, and helps manage costs. The DSO models customer behaviors using an AI tool which predicts the load on our network. We then compare this figure to the actual data. The cumulative MAPE figure measures the error rate of this prediction, which is refined as we learn more about customer behaviors and weather patterns.

The tool we used this year applied particularly strong correlation with temperatures in the previous month, adjusted for temperatures in the same month last year. Although effective in Q1, weaknesses were exposed as weather deteriorated in Q2 and Q3, which significantly impacted accuracy.

We have worked with our digital team to develop improvements to source data and logic, which has been used to calculate our March results. These improvements are already showing a 50% improvement in accuracy from the previous month,

Operational Forecasting MAPE



# Connections Reform impacted KPIs

National Grid DSO is actively supporting the ongoing programme of connections reform. At the start of the Financial Year, we identified new KPIs that drive National Grid DSO to work with NESO & NGET to accelerate connections, but due to delays with the process, were not able to progress against them. These indicators will go live this year as connections reform progresses.

DSO Role	Key Performance Indicator (KPI)	Unit	2026/27 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%	<p>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.</p> <p>This supports whole system efficiency and avoids conflicting plans, helping large and small customers alike.</p>

# KPIs Monitoring Holistic Transition

This year our external scorecard tracked the external publication of Electric Vehicle (EV) and Heat Pumps (HP) across our network against the figures anticipated in the 2024 'Holistic Transition' pathway. While informative, they are not a reflection of our performance and are published infrequently. We will therefore not retain this as a metric next year but will continue to monitor latest figures as and when they become available.

DSO Role	Key Performance Indicator (KPI)	Unit	2025/26 Target	Q4 Figure	RAG	Our view of our performance this year
<b>Planning and Network Development</b> (External Metrics)	<b>Electric Vehicle (EV) uptake tracker</b>	% Uptake rate of predicted # of registrations per quarter	100% of 194,893	<b>Q4 Data Pending (97% as at end of September 2025)</b>	Green	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.
	<b>Heat Pump (HP) uptake tracker</b>	% Uptake rate of expected # of registrations per quarter	100% of 112,332	<b>15%</b>	Red	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.

# 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:

**Email:** [ngeddso@nationalgrid.com](mailto:ngeddso@nationalgrid.com)

**LinkedIn:** [National Grid Electricity Distribution](#)

National Grid Electricity Distribution plc  
Avonbank  
Feeder Road  
Bristol BS2 0TB  
United Kingdom

**[dso.nationalgrid.co.uk](http://dso.nationalgrid.co.uk)**

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