nationalgrid DSO

DSO Quarterly Metrics 2026

FY27 Q1, April – June 2026

July 2026

Contents & Introduction

Creating outcomes for our customers

In May 2026 we published our DSO Strategic Roadmap, covering years 4 and 5 of our 2023 to 2028 ED2 Business Plan. This Roadmap outlines what we will deliver for the remainder of our RIIO-ED2 price control.

Click here to read our Strategic Roadmap.

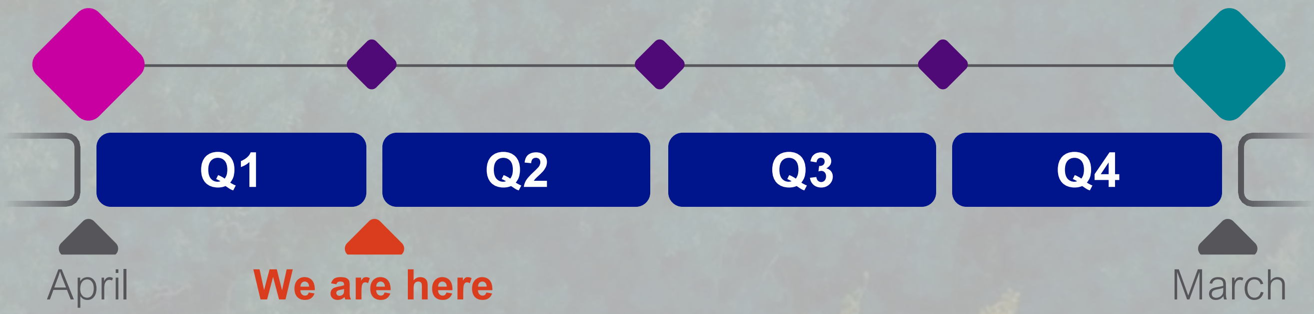
As part of our commitment to transparency, we published the Key Performance Indicators (KPIs) we use to ensure we are delivering on Strategic Objectives, our Roadmap and the customer outcomes we have promised.

This document is a quarterly update on our performance against our KPIs and our Roadmap.

Our annual reporting process

Each year we…

1. **Establish customer-centric KPIs and an end-of-year target**
2. **Update on the progress we've made at the end of each quarter**
3. **Report on how we performed over the year and any remediation actions necessary next year**



We remain committed to…

publishing 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. You can find our previous metric publications here.

actively engaging with stakeholders to refine and improve these measures, ensuring they are still relevant to our stakeholder's priorities. We conduct monthly internal reviews of our performance to drive continuous improvement and to maximise consumer benefits.

continuing a regular quarterly cadence with the independent panel who will provide regular feedback and strategic challenge to our DSO activities. The minutes of these meetings are published here.

Our FY27 Key Performance Indicators

Strategic Objective	Key Performance Indicator	Why it matters to our customers	Year 4 Target
Communities and businesses benefit from **clean and affordable local energy** produced within our region	Proportion of our Grid Supply Points with agreed Site Strategies	When agreed with NESO and NGET, GSP Site Strategies make sure infrastructure is built where actually needed to provide transmission capacity to distribution customers when they need it.	33 % of GSPs
	Carbon intensity of the flexibility we dispatch through our markets	Low-carbon flexibility consistently out-competes high-carbon flexibility on price, so keeping our market carbon intensity low also keeps customer bills low, whilst benefiting the environment.	2.5 $kgCO_2(e)/MWh$ 360 days zero carbon
Communities and businesses know our network will be **reliable, safe and affordable** for their needs	Proportion of constraints on our primary network with selected solutions to deliver	Constraints limit how our customers can access our network, so investing in appropriate long-term solutions is how we remove these limitations and make sure the needs of our customers are met.	95 % of solutions selected
	Amount of curtailments or outages we can mitigate for our customers	When our DNO colleagues need to maintain our network, we (DSO) look at the planned outages and advises on alternative options that reduce the impact of the maintenance on our customers.	700 GWh of outage or curtailment avoided
Communities and businesses can grow, thrive and **connect without network barriers**	Amount of additional transformer capacity to be added to our network	As customer needs grow, we plan what future network will be needed and direct our DNO colleagues to add additional capacity so that it's ready when and when our customers need it	Directed: 335 MVA Added: 335 MVA
	Amount of connection offers we accelerate for our customers	New customer connections can be delayed by necessary transmission upgrades, so we offer flexible ways for customers to accelerate their connection, which they can choose to accept.	Offered: 2,000 MW Accepted: 1,435 MW
Local priorities inform the **transparent decisions** we make about our network	Level of engagement with the strategic stakeholders that inform our decisions	Local plans and priorities vary across our region, so engaging with stakeholders to capture their needs ensures our network planning and operation activities are focused on our customers.	100 % of strategic stakeholders engaged
Stakeholders can make robust decisions using **dependable data and insights** from our network	Level of visibility of the customers connected to our secondary network	Our customers use energy in very different ways, so by understanding how our customers use our network we can make better decisions about how cost-effectively plan and operate our network.	75 % of secondary network customers
	Accuracy of short-term load forecasts informing our operational decisions	Our model of customer behaviours predicts the flows of power across our network and informs our decision making, so improving our accuracy helps keep down the cost of actions we take.	40 % mean average percentage error
Customers have **fair and inclusive choices** on how they participate in the whole energy system	Volume of flexibility available via our markets for operating our network	We use flexibility to operate our network and support the whole energy system, so as network and system needs grow, so must the volume of available flexibility, to help keep our network reliable.	Assets: 450,000 Capacity: 4 GW
	Proportion of network zones with sufficient liquidity for competitive prices	Zones with sufficient liquidity are those with enough competition between flexibility providers to cause prices to drop, thereby reducing our network operation costs and helping avoid bill rises.	50 % of zones
Stakeholders trust our people to be **capable, collaborative and accessible** in our work	Progress on delivering our Strategic Roadmap	Our Strategic Roadmap defines the actions we will take to deliver the customer commitments in our business plan, so measuring delivery ensures customers receive what we've promised them.	95 % of milestones on target for delivery
	Improved efficiency associated with business improvements	We are constantly working to improve datasets, models, automation, systems and processes, which helps free up our people to focus on other priorities and deliver more value for customers.	4,300 hours of effort saved via efficiencies

Our Q1 figures

Key Performance Indicator	Y4 Target	Q1 Outturn	RAG	Our view on our performance in Q1 this year
Proportion of our Grid Supply Points with agreed Site Strategies	33 % of GSPs	**N/A**		National Grid DSO is actively supporting the ongoing programme of connections reform. Last 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.
Carbon intensity of the flexibility we dispatch through our markets	2.5 kgCO$_2$(e)/MWh 360 days zero carbon	**0 kgCO2(e)/MWh** **91 Days Zero Carbon**		No carbon flexibility has been procured through our markets between 1 April and 30 June. We operate an open market whereby carbon neutral flexibility is naturally the cheapest form of energy.
Proportion of constraints on our primary network with selected solutions to deliver	95 % of solutions selected	**N/A**		This is a new metric to inform on a new process we are implementing this year. Throughout Q1 we have developed the processes and will begin reporting on our metric in Q2.
Amount of curtailments or outages we can mitigate for our customers	700 GWh of outage or curtailment avoided	**88.5 GWh**		We have completed more outage studies this year than at the equivalent point in previous years and select the most impactful outages to study to attempt to maximise the curtailment we avoid. Curtailment outcomes are not guaranteed and cannot be predicted prior to the study, but we are deploying additional resource to increase the opportunities and ensure we deliver the best outcomes for customers. These actions are already bringing us back in line with our Q2 targets.
Amount of additional transformer capacity to be added to our network	Directed: 335 MVA Added: 335 MVA	**83.7 MVA** **40.9 MVA**		In Q1 this year to date, we have under performed against our linear delivery target so far, but this is not unusual and is consistent with previous years where our reporting catches up as the year progresses. We therefore expect to be much closer by the end of Q2.
Amount of connection offers we accelerate for our customers	Offered: 2,000 MW Accepted: 1,435 MW	**N/A**		National Grid DSO is actively supporting the ongoing programme of connections reform. Last 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.
Level of engagement with the strategic stakeholders that inform our decisions	100 % of strategic stakeholders engaged	**33%**		Through our Strategic Engagement and Flexibility Commercial teams, we have incorporated stakeholder feedback into the RESP process and through our Flexibility Roundtable event in May. To support the feedback loop, we are now planning for our next Electricity Futures series in October.
Level of visibility of the customers connected to our secondary network	75 % of secondary network customers	**74.1%**		We are currently on track to surpass our target for the year. Having outperformed in FY26, we are continuing to increase our network visibility at the same rate.
Accuracy of short-term load forecasts informing our operational decisions	40 % mean average percentage error	**43%**		At the end of last year, we deployed new tooling which was intended to reduce our error rate below our target of 40%. This is still being worked through, and we expect this to gradually reduce.
Volume of flexibility available via our markets for operating our network	Assets: 450,000 Capacity: 4 GW	**329,146** **3 GW**		We are steadily increasing the number of assets operating in our markets and therefore adding capacity. We are slightly ahead of where we expected to be at this stage of the year.
Proportion of network zones with sufficient liquidity for competitive prices	50 % of zones	**39%**		We operate our markets through 83 zones across our license areas. 70 of these zones are benefitting from inclusion in our Short Term, Day Ahead flexibility market launched this year, and we expect to see improved liquidity in these markets as the year progresses.
Progress on delivering our Strategic Roadmap	95 % of milestones on target for delivery	**100%**		This was the first quarter of our 2-year Strategic Roadmap. We want to maintain delivery momentum with 100% of our milestones reporting as on-target at this early stage. You can read highlights from this first quarter on page **5**.
Improved efficiency associated with business improvements	4,300 hours of effort saved via efficiencies	**N/A**		This is a new external which we will report on at the end of the year.

Progress on delivering our Strategic Roadmap

Each quarter, we will provide an update on progress against our Strategic Roadmap, published in May earlier this year following inputs collected at our event in March. We have committed to deliver 21 initiatives, split into 85 activities, by March 2028.

Highlights this quarter:

2 Activities completed in Q1

27 Activities currently in progress

100% on target for delivery

1.1 Make our Network Models and Insights More Relevant to End Users

In May 2026, we delivered on **1.1.1 Network Capacity** by publishing new heatmaps on our Connected Data Portal. This builds on our Network Opportunity and Development Map to provide more accessible insights to stakeholders.

2.2 Operate New Use Cases for Flexibility & 3.1 Expand Flexibility Use Cases to Grow Customer Reward Opportunities

DSO Operations and Flexibility teams are working closely together to progress the **Responder Trial (Storm Readiness)** on both roadmaps. You can read the full story here.

1.4 Deliver Network Models that Reflect the Future

We successfully completed activity **1.4.1 Develop 1 Year Ahead Model** ahead of schedule. Reflecting the latest insights, this new model of our network will support us in making the right investment decisions for our network at the right time.

2.2 Operate New Use Cases for Flexibility

As part of **2.2.4 FlexUP Market Growth Phase 1**, in Q1 we enabled 1080MWh of Demand Turn Up, surpassing the 500MWh delivered over the entirely of FY26

DSO ED2 Business Plan Commitments

As part of NGED's original ED2 Business Plan submission, we committed to deliver several activities within the DSO by the end of 2028. This is a summary update on how we are meeting these.

	Commitment	Description	Our activities	RAG
1	**Drive Net Zero**	Drive the achievement of net zero across our regions sooner than 2050 in line with stakeholder plans by ensuring network capacity is available.	Through our Stakeholder Engagement teams, we are continually engaging with Local Area Energy Plans (LAEPs). Our DFES publication plan is on track.	
2	**Ensure capacity is available for LCTs**	Ensure customers are able to connect low carbon technologies quickly and easily with the network ready to support at least an additional 1.5 million electric vehicles and 600,000 heat pumps by 2028.	Using our network models, we work with NGED field operations colleagues to direct where additional network capacity is available at the right time in the right place. Our DFES publication plan is on track and we are supporting LAEPs as required.	
3	**Drive delivery of LAEPs and local energy surgeries**	Make it easy for customers to adopt low carbon technologies and achieve net zero in their region much sooner than 2050 by driving the delivery of Local Area Energy Plans and proactively engaging all local authorities each year via 90 local energy surgeries.	DSO Stakeholder Engagement teams are on track to meet our target of 90 Net Zero surgeries in the current financial year. We held 544 of these in the 2025-26 regulatory year. Further information on how to engage is available here.	
4	**Publish an annual DFES**	Deliver a network to meet the evolving needs of our customers by aligning our future energy forecasts with the plans of local regions and the Electricity System Operator, by updating NGED's Distribution Future Energy Scenarios every year.	DSO evolves and updates the DFES on an annual basis. The latest guidance is available here.	
5	**Ensure flexibility first**	Keep bills as low as possible and minimise the need for load related reinforcement by adopting a "flexibility first" approach to maximise utilisation of the existing network.	We monitor the health and growth of our flexibility markets through our performance scorecard with clear targets to grow and sustain our markets. These metrics are all reporting green.	
6	**Develop flexibility markets**	Unlock capacity from the existing grid and therefore avoid the need for reinforcement by stimulating the development of flexibility markets and implementing simple, fair and transparent rules for procuring flexibility services, with a six month tender and exceptional customer satisfaction for flexibility services.	We monitor the health and growth of our flexibility markets through our performance scorecard with clear targets to grow and sustain our markets. We publish our Market Insights Report; Procurement Statement; and our flexibility customer experience testimonies on our website.	
7	**Achieve whole systems outcomes**	Deliver solutions that achieve the greatest social benefit to customers by utilising a whole system approach for major reinforcement to improve network efficiency. We will undertake three regional collaboration trial schemes by 2025 involving gas, electricity, water, waste, transport and heating sectors.	Over time, since the submission of our Business Plan in 2021, our approach to whole systems has evolved. Our Strategic Engagement teams support projects on a whole systems basis, notably through Regional Energy Strategic Plans (RESPs). We published our Whole System Register in May 2026.	

Thank you

We'd love to hear from our customers and stakeholders. If you have feedback about the contents of this document or would like more information from us, please contact us:

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