

Key Performance Indicators (KPIs)

Quarter Two 2025-26



Introduction

Our Distribution System Operation (DSO) KPIs are shared quarterly to ensure the transparency of, and to take accountability for, our activities.

Being a social DSO, we are committed to delivering a just, inclusive and efficient energy transition, with clear and meaningful actions leading to the unlocking of whole system benefits, and our KPIs reflect this. Our journey towards green growth will also positively impact the communities that we serve across the North West.

Our commitment to our stakeholders is to:

- Publish DSO KPIs every quarter (four times a year)
- Encourage and embrace feedback on our KPIs from all stakeholders, including our independent DSO stakeholder panel, to allow us to improve and enhance our work
- Ensure we continue drive activities that align with our social DSO goals to develop and implement a future energy network that benefits the communities that we serve

RAG Rating Key



Better than target

Behind target but will still meet overall target for the year

Behind target with overall delivery at risk



	KPI	Details
DSO Benefits	Deferred reinforcement	Value of reinforcement deferred due to DSO activities such as procuring flexibility services and through increased network monitoring. Measured in millions of pounds, typically derived from cost-benefit analyses
	Accelerated connections via ANM	Measures the network capacity facilitated through Active Network Management (ANM), enabling faster connections and measured in MW
	Capacity of flexible connections energised	Capacity of flexible connections energised, reflecting operational efficiency or service enablement
	Value of benefits delivered to wider society	Societal, environmental, and economic benefits delivered through DSO activities, valued in millions of pounds
Data and Information Provision	Primary substation utilisation forecasting accuracy	Evaluates the accuracy of peak demand forecasts across primary substations, supporting network planning decisions
	Local authorities engaged	Counts the number of Local Authorities engaged in energy planning sessions, indicating outreach effectiveness
	Individual interactions with our published data	Tracks the number of interactions with published datasets on our Data Portal – summarising dataset access, download or ingestion via API, along with the actions which utilise the various filters and analytical tools held within the Data Portal platform
Flexibility Marketplace Development	Flexibility services procured	Tracks the volume of capacity procured in megawatts through flexibility contracts, reflecting operational impact of DSO services
	Projects enabled through Social Impact Fund	Following Cost Benefit Analysis, represents the value awarded through DSO-enabled projects, stated in pounds to reflect direct investment contributions
	Strategic regional partnerships focussing on delivering social value	Tracks the number of strategic partnerships formed to deliver social value through DSO initiatives
Options Assessment and Conflict of Interest Mitigation	DSO stakeholder satisfaction	Reflects stakeholder satisfaction scores from surveys or feedback mechanisms, used to gauge engagement quality
	Network options assessments recommending flexibility	Shows the proportion of network assessments recommending flexibility, highlighting strategic use of non-build solutions
DER Decision-Making Framework	Energy savings from smart network operation (Smart Street)	Represents benefits to consumers through energy savings from smart network operations, indicating efficiency gains in megawatt-hours
	Flexibility dispatched	Records the volume of flexibility dispatched to manage network constraints, expressed in megawatt-hours

DSO KPIs Quarter Two 2025-26

	KPI	Q2 Actual	Q2 Target	Year to Date Actual	2025-26 Target	2024-25 Actual	RAG Rating
DSO Benefits	Deferred reinforcement	£2.4 m	£0.2 m	£2.4 m	£3.0 m	£3.7 m	
	Accelerated connections via ANM	30 MW	0 MW	30 MW	30 MW	-	
	Capacity of flexible connections energised	36 MW	55 MW	62 MW	273 MW	248 MW	
	Value of benefits delivered to wider society	£4.7 m	£8.7 m	£6.9 m	£43.6 m	£21.8 m	
Data and Information Provision	Primary substation utilisation forecasting accuracy	-	-	-	90%	88%	
	Local authorities engaged	16	26	36	105	86	
	Individual interactions with our published data	316,135	320,568	639,436	1,500,000	951,568	
Flexibility Marketplace Development	Flexible services procured	7.50 MW	7.00 MW	7.50 MW	21.54 MW	7.18 MW	
	Projects enabled through Social Impact Fund	-	-	-	£45,000	-	
	Strategic regional partnerships focussing on delivering social value	-	-	-	3	-	
Options Assessment and Conflict of Interest Mitigation	DSO Stakeholder Satisfaction	-	-	8.86	8.6	7.94	
	Network options assessments recommending flexibility	-	-	-	50%	44%	
DER Decision-Making Framework	Energy savings from smart network operation (Smart Street)	973 MWh	5,900 MWh	1,721 MWh	23,598 MWh	15,732 MWh	
	Flexibility dispatched	-	-	-	8,698 MWh	4,349 MWh	

