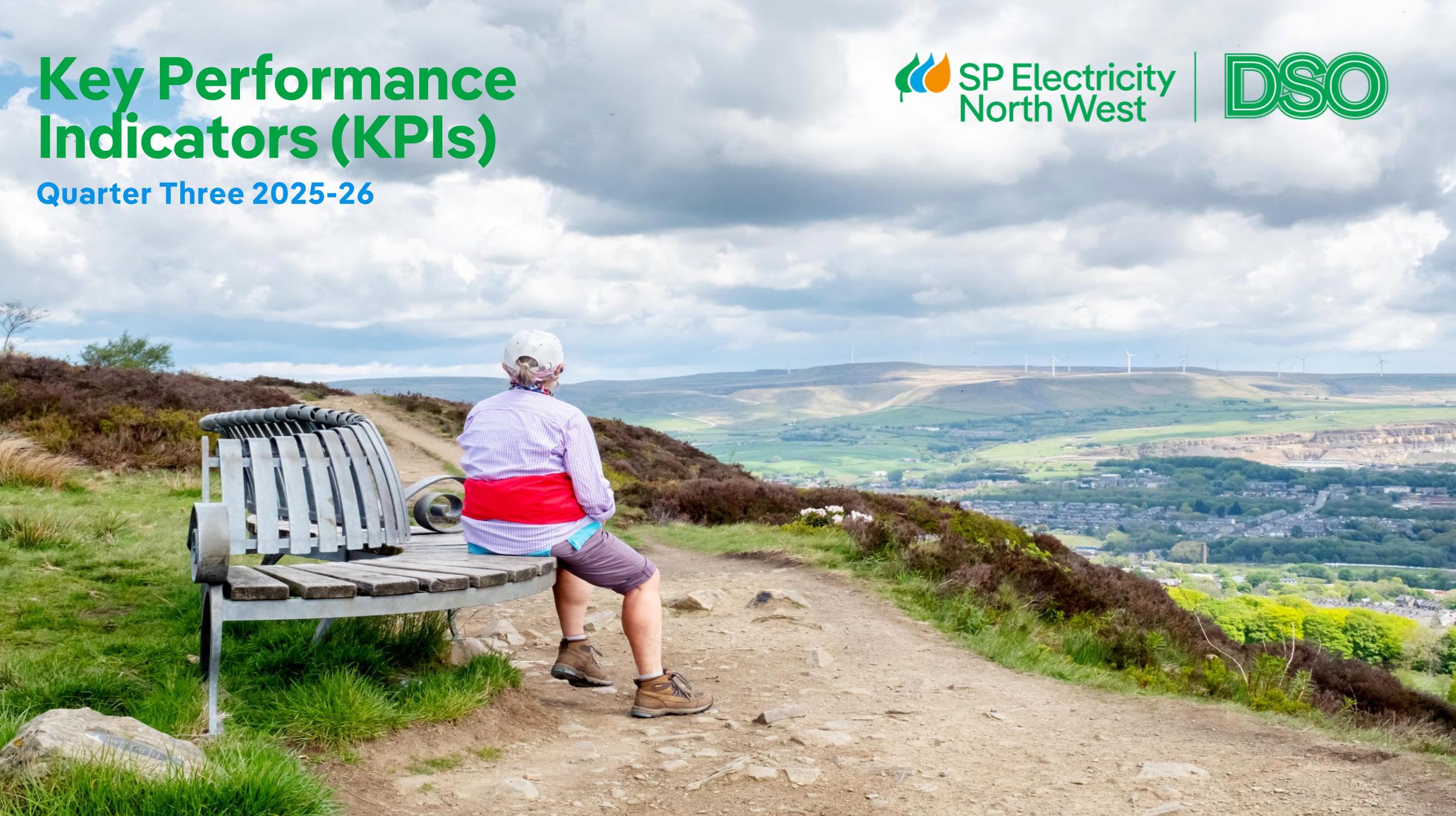


Key Performance Indicators (KPIs)

Quarter Three 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



DSO KPIs Information

	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 Three 2025-26

	KPI	Q3 Actual	Q3 Target	Year to Date Actual	2025-26 Target	2024-25 Actual	RAG Rating
DSO Benefits	Deferred reinforcement	-	£0.3 m	£2.4 m	£3.0 m	£3.7 m	
	Accelerated connections via ANM	-	10 MW	30 MW	30 MW	-	
	Capacity of flexible connections energised	39 MW	82 MW	100 MW	273 MW	248 MW	
	Value of benefits delivered to wider society	£16.7 m	£11.1 m	£23.8 m	£39.8 m	£21.8 m	
Data and Information Provision	Primary substation utilisation forecasting accuracy	-	-	-	90%	88%	
	Local authorities engaged	32	26	76	105	86	
	Individual interactions with our published data	316,041	384,669	988,276	1,500,000	951,568	
Flexibility Marketplace Development	Flexible services procured	2 MW	7 MW	9 MW	22 MW	7 MW	
	Projects enabled through Social Impact Fund	£105,450	-	£105,450	£90,000	-	
	Strategic regional partnerships focussing on delivering social value	5	1	5	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)	1,671 MWh	1,357 MWh	3,392 MWh	5,427 MWh	3, 618 MWh	
	Flexibility dispatched	4,416 MWh	4,349 MWh	4,416 MWh	8,698 MWh	4,349 MWh	

DSO KPIs Quarter Three 2025-26 cont.

	KPI	Further commentary	RAG Rating
DSO Benefits	Deferred reinforcement	At this point, our year-to-date performance is slightly behind target. However, our Autumn flex tender should provide further deferred reinforcement opportunities.	Green
	Accelerated connections via ANM	We continue to work with potential customers to facilitate further ANM connections as we increase ANM penetration.	Green
	Capacity of flexible connections energised	At this point, we report 100 MW of flexible connections. We set an ambitious target for 2025-26 driven by last year's performance. Whilst domestic LCT connection volumes have more than trebled since last year, we've seen a drop in major connections. However, societal benefits continue to exceed targets.	Red
	Value of benefits delivered to wider society	With one quarter remaining, our year-to-date forecast benefits are aligned to adjusted targets. We propose an adjustment to target to reflect our reprofiled Smart Street delivery programme.	Green
Data and Information Provision	Primary substation utilisation forecasting accuracy	Results for this KPI will be available later this year.	Green
	Local authorities engaged	We expect to meet our target for local authorities engaged, increasing our performance on last year.	Green
	Individual interactions with our published data	Whilst currently behind target, quarter 4 (Q4) is traditionally a strong quarter for data interactions and we expect to match our ambitious 2025-26 target which was an increase of 35% on prior year interactions.	Orange
Flexibility Marketplace Development	Flexible services procured	We're still waiting for the results from our Autumn flex tender and quarterly monthly tenders, however we expect to fall short of our target to treble flex procurement year-on-year. We continue to increase the size and frequency of our tender rounds as well as diversifying our product range.	Red
	Projects enabled through Social Impact Fund	So far, we've committed over £105,000 of expenditure to community and social DSO projects this year, exceeding our target.	Green
	Strategic regional partnerships focussing on delivering social value	The investments made through our social impact fund have benefited five strategic partners.	Green
Options Assessment and Conflict of Interest Mitigation	DSO Stakeholder Satisfaction	Results for this KPI will be available this year following our stakeholder engagement survey in April.	Green
	Network options assessments recommending flexibility	Results for this KPI will be available later this year.	Green
DER Decision-Making Framework	Energy savings from smart network operation (Smart Street)	Following a re-baseline of our Smart Street roll-out in ED2, we've proposed to rephrase our targets to align with the updated delivery programme. We expect to hit our revised target by the end of Q4.	Orange
	Flexibility dispatched	We expect to meet our full-year target for flexibility dispatch by the end of Q4.	Green



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