Key Performance Indicators (KPIs)

Quarter One 2026-27

Introduction

Our Distribution System Operation (DSO) Key Performance Indicators (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.

This year, 2026-27, we have **increased** the number of targets we are measuring ourselves against, to ensure we keep improving, continue to grow, and remain ambitious and transparent in our ongoing commitment to our stakeholders. We will:

- 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
- 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

Green	Better than target
Amber	Behind target but will still meet overall target for the year
Red	Behind target with overall delivery at risk

DSO KPI Information

DSO incentive criteria	KPI	Technical details
DSO Benefits	Deferred reinforcement	The value of BSP, primary or secondary substation; or customer-driven reinforcement deferred by DSO activities, such as procuring flexibility services or increased network monitoring. Measured in millions of pounds and derived from cost-benefit analyses
	Accelerated connections *via* ANM	Measures network capacity facilitated through Active Network Management, enabling faster connections. Measured in MW
	Capacity of flexible connections energised	Capacity of flexible connections energised, reflecting operational efficiency or service enablement. Measured in MW
	Social value enabled through the Social DSO Fund *	The customer and social value monetary being delivered by our Social DSO Fund investments, in million of pounds and stated as an overall, whole-life NPV
	ED2 net customer bill impact *	Measures the reduction, or avoided increase, of the average customer bill in £/customer that is attributable to DSO activities
	Total value of benefits delivered	The overall NPV in millions of pounds of direct-to-customer, wider social and environmental benefits being delivered through DSO activities
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
	LV monitoring visibility *	Shows the proportion of assets and/or customers covered by network monitoring at LV level
Flexibility Marketplace Development	Flexibility services procured	Tracks the volume of capacity procured in MW through flexibility contracts, reflecting operational impact of DSO services
	Flexibility service providers registered *	Count of unit contracted providers participating in flexibility markets. Indicator of competition and market liquidity
	Flexibility utilisation rate *	Calculated as activated MWh divided by contracted MWh. Ensures procurement matches real network need and avoids over-procurement
	Strategic regional partnerships focussing on delivering social value	Tracks the number of strategic partnerships formed to deliver social value through DSO initiatives
Network Performance	Curtailment efficiency *	Reduction in distributed generation curtailment due to flexibility interventions. Calculated as the actual curtailment vs the counterfactual scenario (value of curtailment in the absence of flexibility). Stated as a percentage
Options Assessment and Conflict of Interest Mitigation	DSO stakeholder satisfaction survey	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 MWh
	Flexibility dispatched	Records the volume of flexibility dispatched to manage network constraints, expressed in MWh

* New KPI for 2026-27

DSO KPIs Quarter One 2026-27

	KPI	Q1 Actual	Q1 Target	Year to Date Actual	2026-27 Target	2025-26 Actual	RAG Rating
DSO Benefits	Deferred reinforcement	0	0	**£10.0 m**	£6.1 m	£3.0 m	
	Accelerated connections via ANM	-	-	**11 (1) MW**	30 (1) MW	30 (1) MW	
	Capacity of flexible connections energised	5 MW	14 MW	**139 MW**	111 MW	273 MW	
	Social value enabled through the Social DSO Fund *	-	-	**£1 : £20.0**	£1 : £16.5	-	
	ED2 net customer bill impact *	-	-	**£3.69**	£2.34	-	
	Total value of benefits delivered	£20.2m	£25.9 m	**£103.4 m**	£62.4 m	£39.8 m	
Data and Information Provision	Primary substation utilisation forecasting accuracy	-	-	**90%**	88%	90%	
	Local authorities engaged	32	30	**120**	108	86	
	Individual interactions with our published data	424,864	342,860	**2,000,000**	1,567,100	1,500,000	
	LV monitoring visibility *	65%	-	**68%**	65%	-	
Flexibility Marketplace Development	Flexibility services procured	2 MW	3 MW	**20 MW**	10 MW	22 MW	
	Flexibility service providers registered *	72	71	**80**	68	58	
	Flexibility utilisation rate *			**8.25**	6.25	-	
	Strategic regional partnerships focussing on delivering social value		5	**21**	7	3	
Network Performance	Curtailment efficiency *	-	-	**99.50%**	99.45%	-	
Options Assessment and Conflict of Interest Mitigation	DSO stakeholder satisfaction survey	-	-	**9.42**	9.23	8.60	
	Network options assessments recommending flexibility	-	-	**70%**	66%	50%	
DER Decision-Making Framework	Energy savings from smart network operation (Smart Street)	2,777 MWh	1,855 MWh	**7,420 MWh**	5,667 MWh	5,427 MWh	
	Flexibility dispatched	0 MWh	18 MWh	**70 MWh**	8,786 MWh	8,698 MWh	

* New KPI for 2026-27

DSO KPIs Quarter One 2026-27 cont.

	KPI	Further commentary
DSO Benefits	Deferred reinforcement	Following strong performance last year of £6.1m against a target of £3.0m, we have increased our target to £10.0m in line with ED3 ambitions to maximise reinforcement deferral through expanded flexibility procurement, monthly tendering, increased flexibility market participation and ANM-enabled connections. Data available at end of Q2, following summer flexibility tender
	Accelerated connections via ANM	The 2026/27 target of 11 MW (1 connection) relates to projects with a high degree of certainty of connecting in the year. Our ambition is to enable further ANM connections - any additional high-certainty projects that come into the ANM pipeline in year will be reflected in future forecasts and targets
	Capacity of flexible connections energised	Our 2026/27 target is based on the current pipeline of connections expected to energise during the year, alongside improved delivery performance to maximise the number of projects successfully connected
	Social value enabled through the Social DSO Fund *	Successful applications from our live round of Social DSO funding will be awarded by the end of Q2, following which an update will be provided. We continue to invest in and support small-scale, community projects that deliver benefits to all customers across the North West
	ED2 net customer bill impact *	Reflects net impact on customers' bills from DSO activities in 2026/27 and calculated when full year data is available. The bill impact metric measures the full value delivered to consumers, recognising direct DUoS savings and broader bill benefits resulting from avoided or deferred network reinforcement and the accelerated uptake of low-carbon technologies
	Total value of benefits delivered	The total value of benefits delivered in Q1 was slightly below target, reflecting slight delays in connection energisations relative to expectations. We expect this to be a timing issue rather than a reduction in overall delivery, with forecasted performance indicating that the position will recover over the remainder of 2026/27
Data and Information Provision	Primary substation utilisation forecasting accuracy	Reported in the final quarter, this KPI tracks forecasting accuracy at primary substations to improve network planning, optimise asset utilisation and reduce the risk of under- or over-investment
	Local authorities engaged	Our target is to again increase the number of local authority engagements this year, reflecting our ongoing focus on collaboration and driving strategic partnerships. We have had a strong start to the year with 32 engagements against a target of 30
	Individual interactions with our published data	We aim to increase the number of interactions with published data this year. We have published a number of new datasets and, through ongoing stakeholder engagement, we aim to drive greater utilisation and insight generation. Our first quarter performance of 420,000 interactions exceeded the target by 24%
	LV monitoring visibility *	Reported in the final quarter of the year, this KPI represents the percentage of customers covered by LV monitoring on our network. A higher coverage improves visibility of network activity, supporting informed planning decisions
Flexibility Marketplace Development	Flexibility services procured	This KPI tracks procured flexibility services in year. Our 20MW target reflects genuine ambition and aligns to ED3 objectives and 'Build and Flex' strategy. Performance in Q1 was slightly below target
	Flexibility service providers registered *	This new KPI measures engagement with flexibility markets through the registration of service providers, increasing the pool of assets available to support network operation. Performance is in line with target for Q1
	Flexibility utilisation rate *	Our second new flexibility KPI, this metric measures the extent of which contracted flexibility services are being utilised to manage network constraints. Expressed as the number of hours deployed at contracted capacity
	Strategic regional partnerships focussing on delivering social value	A strategic partnership is a formal agreement between two or more organisations that have mutually agreed to work together to share one or more pools of resources in pursuit of the same outcomes. The target of 21 represents a significant increase on the 7 partnerships formed last year, supporting greater collaboration and community impact
Network Performance	Curtailment efficiency *	Calculated at the end of the year - this new KPI shows efficiency of curtailment management, with a target of 99.5% reflecting our ambition to minimise customer curtailment, maximise network utilisation and enable increased low-carbon technology connections
Options Assessment and Conflict of Interest Mitigation	DSO stakeholder satisfaction survey	Calculated at year end when results are in, scores stakeholder satisfaction with our DSO engagement and services. Our 94.2% target represents an improvement on 92.3% achieved last year, reflecting our commitment to delivering high-quality stakeholder engagement and responsive decision-making
	Network options assessments recommending flexibility	Target increased to 70% of flexibility recommendations - driven by enhanced network assessment, consideration of 'Build and Flex' principles for ED3 - ensuring flex is considered ahead of, or alongside, reinforcement where efficient and viable to do so
DER Decision-Making Framework	Energy savings from smart network operation (Smart Street)	Target calculated from annual project delivery forecast and is a measurement of reduction in electricity consumption (MWh) achieved through Smart Street voltage optimisation
	Flexibility dispatched	2026/27 target set at 70MWh, which represents a 40% increase on underlying dispatch volumes reported in 2025/26 (excluding a one-off large contract dispatch event). The target will be kept under review as flexibility markets and dispatch opportunities continue to develop

* New KPI for 2026-27


SP Electricity
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