

Key Performance Indicators (KPIs)

Quarter Two 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. The new KPIs for 2026/27 were selected based on a review of other DSO's KPIs, to improve cross sector comparability. 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

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



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 financial, 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 authority engagement sessions	Counts the number of local authority 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

DSO KPIs Quarter Two (July-Sept) 2026-27



KPI		Q2 Actual	Q2 Target	Year to Date Actual	2026-27 Target	2025-26 Actual	RAG Rating
DSO Benefits	Deferred reinforcement	£3.51 m	£4.00 m	£3.53 m	£10.00 m	£6.10 m	
	Accelerated connections via ANM	-	-	-	11 (1) MW	30 (1) MW	
	Capacity of flexible connections energised	5 MW	40 MW	56 MW	159 MW	111 MW	
	Social value enabled through the Social DSO Fund *	-	-	-	£1 : £20.0	£1 : £16.50	
	ED2 net customer bill impact annual saving *	-	-	-	£3.69	£2.34	
	Total value of benefits delivered	£23.3 m	£22.9 m	£44.0 m	£99.4 m	£62.4 m	
Data and Information Provision	Primary substation utilisation forecasting accuracy	-	-		90%	88%	
	Local authority engagement sessions	33	30	65	120	108	
	Individual interactions with our published data	892,099	500,000	1,316,963	2,000,000	1,567,100	
	LV monitoring visibility *	-	-	-	68%	65%	
Flexibility Marketplace Development	Flexibility services procured	17.11 MW	5.67 MW	19.14 MW	20.00 MW	10.00 MW	
	Flexibility service providers registered *	84	74	84	80	68	
	Flexibility utilisation rate *	-	-	-	8.25	6.25	
	Strategic regional partnerships focussing on delivering social value	8	5	13	21	7	
Network Performance	Curtailment efficiency *	-	-	-	99.50%	99.45%	
Options Assessment and Conflict of Interest Mitigation	DSO stakeholder satisfaction survey	9.23	-	-	9.38	9.23	
	Network options assessments recommending flexibility	-	-	-	70%	66%	
DER Decision-Making Framework	Energy savings from smart network operation (Smart Street)	2,716 MWh	2,394 MWh	5,609 MWh	7,981 MWh	5,667 MWh	
	Flexibility dispatched	0 MWh	378 MWh	1,440 MWh	1,510 MWh	8,786 MWh	

* New KPI for 2026-27

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cont.



KPI		Further commentary
DSO Benefits	Deferred reinforcement	£3.51m of reinforcement was deferred in Q2. Whilst this is slightly below our stretch target, results from our summer flexibility tenders and a flexible connection arrangements enabled the deferral of reinforcement at two primary sites. We continue to expand flexibility procurement, increase market participation and offer more flexible contracts
	Accelerated connections via ANM	Focus remains on progressing the next ANM connection, which is scheduled to go live in November. Alongside this, we continue to identify and develop further opportunities to accelerate and manage eligible connections using our ANM system
	Capacity of flexible connections energised	The capacity of energised flexible connections reached 57 MW YtD against a stretch target of 80 MW, following a strong Q1 performance but lower volumes in Q2. We continue to work closely with customers to progress the connection pipeline, maximise delivery performance and increase the volume of flexible connections energised throughout the remainder of the year
	Social value enabled through the Social DSO Fund *	Final awards from our current funding rounds are being formalised and an update on social value delivered will be provided in Q3, once outcomes have been confirmed. Through the fund, we support community-led initiatives that deliver tangible benefits to customers and communities across the North West, strengthening the role of DSO in delivering wider social value
	ED2 net customer bill impact *	The net customer bill impact will be calculated at year-end once performance data is available. The metric captures the total value delivered to consumers through DSO activities, including direct network cost savings and wider bill benefits arising from deferred reinforcement, increased flexibility utilisation and the accelerated connection of low-carbon technologies
	Total value of benefits delivered	The total value of benefits-maintained performance ahead of plan following Q2. The annual target, which is based on our 2025/26 benefits model, has been revised downward slightly to reflect updates to our Smart Street benefits methodology based on more recent data
Data and Information Provision	Primary substation utilisation forecasting accuracy	Calculated in the final quarter of the year for our regulatory reporting, 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 authority engagement sessions	Local authority engagement sessions are ahead of target, reflecting our continued focus on collaboration with local authorities across the North West. These engagements support regional planning, enable whole-system thinking and strengthen strategic partnerships that help deliver efficient network investment and decarbonisation objectives
	Individual interactions with our published data	Individual interactions with our published data increased significantly in Q2, driven by an increase in user registrations over the last six months. This demonstrates a growing use of our data to support network planning, connection decisions and market participation
	LV monitoring visibility *	Reported in the final quarter of the year, this KPI measures the percentage of customers on our network covered by LV monitoring, with greater coverage improving network visibility and supporting more informed planning and operational decisions. We remain on track to increase coverage to 68% by year-end, driven by the integration of Smart Street monitoring data
Flexibility Marketplace Development	Flexibility services procured	Flexible services procured in Q2 greatly exceeded expectations, bringing our YtD position ahead of target. Procurement grew with increased market participation and successful tendering activity, including the procurement of 9 MW of generation turn-up, supporting our ambition to expand flexibility to deliver our ED2 commitments and longer-term ED3 'Build and Flex' objectives.
	Flexibility service providers registered *	The total number of registered FSPs reached 84 against a YtD target of 74, exceeding expectations and reflecting continued growth in market engagement. Increasing FSP registration broadens the pool of assets available to support network operation and flexibility procurement, strengthening our ability to deliver flexibility-led solutions across the network
	Flexibility utilisation rate *	Flexibility utilisation remained at zero hours as no flexibility services were dispatched during the period. Whilst performance is below target, contracted flexibility remains available to support constraint management when required, with utilisation levels inherently driven by real-time network needs and system demand
	Strategic regional partnerships focussing on delivering social value	New strategic partnerships increased by 8 in Q2, which exceeded expectations and reflects continued progress in building collaborative relationships that support DSO outcomes. A key achievement is our new partnership with E.ON Next to deliver 'Social Flex' - installing batteries for vulnerable customers and at key industrial/commercial locations across Greater Manchester
Network Performance	Curtailment efficiency *	Calculated at the end of the year, this new KPI measure the reduction in distributed generation curtailment due to flexibility interventions, 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	We greatly exceeded expectations with an CSAT score of 9.23 against a target of 8.60. Ofgem's recent assessment highlighted our cross-vector and regional engagement as a particular strength, recognising our collaboration with local authorities, gas networks, transport bodies and other partners to support whole-system outcomes and regional decarbonisation
	Network options assessments recommending flexibility	Our target for this year is 70% of flexibility recommendations in our DNOA - facilitated through enhanced network assessment models and considering 'Build and Flex' principles for ED3 - ensuring flex is considered ahead reinforcement, where efficient and viable to do so
DER Decision-Making Framework	Energy savings from smart network operation (Smart Street)	Energy savings from Smart Street was 2,716 MWh against a target of 2,394 MWh, moving performance ahead of plan. This reflects strong delivery of Smart Street voltage optimisation benefits, reducing electricity consumption across the network and increasing the value delivered to customers
	Flexibility dispatched	Flexibility dispatched remained at 0 MWh. Whilst performance is below target, flexibility remains available to support constraint management when needed, and dispatch volumes are expected to increase in Q3 as network requirements and utilisation opportunities develop

* New KPI for 2026-27

