

Key Performance Indicators (KPIs)

Quarter Four 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 focusing 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 Four 2025-26



	KPI	Q4 Actual	Q4 Target	Year to Date Actual	2025-26 Target	2024-25 Actual	RAG Rating
DSO Benefits	Deferred reinforcement	£3.7 m	£2.3 m	£6.1 m	£3.0 m	£3.7 m	Green
	Accelerated connections via ANM	-	20 MW	30 MW	30 MW	-	Green
	Capacity of flexible connections energised	10 MW	109 MW	111 MW	273 MW	248 MW	Red
	Value of benefits delivered to wider society	£36.9 m	£16.7 m	£62.4 m	£39.8 m	£21.8 m	Green
Data and Information Provision	Primary substation utilisation forecasting accuracy	88%	90%	88%	90%	88%	Red
	Local authorities engaged	32	27	108	105	86	Green
	Individual interactions with our published data	449,268	480,838	1,567,100	1,500,000	951,568	Green
Flexibility Marketplace Development	Flexible services procured	4 MW	8 MW	10 MW	22 MW	7 MW	Red
	Projects enabled through Social Impact Fund	-	£45,000	£105,450	£90,000	-	Green
	Strategic regional partnerships focussing on delivering social value	2	2	7	3	-	Green
Options Assessment and Conflict of Interest Mitigation	DSO Stakeholder Satisfaction	-	-	8.86	8.6	7.94	Green
	Network options assessments recommending flexibility	66%	50%	66%	50%	44%	Green
DER Decision-Making Framework	Energy savings from smart network operation (Smart Street)	2,276 MWh	1,357 MWh	5,667 MWh	5,427 MWh	3,618 MWh	Green
	Flexibility dispatched	4,370 MWh	4,349 MWh	8,786 MWh	8,698 MWh	4,349 MWh	Green

DSO KPIs Quarter Four 2025-26 cont.



	KPI	Further commentary	RAG Rating
DSO Benefits	Deferred reinforcement	DSO benefits delivered in the last quarter were £19.7m ahead of target	Green
	Accelerated connections via ANM	Our forecasts drive efficient capacity release interventions (reinforcement/flexibility services) that maintain a healthy capacity headroom, which secures supply and avoids underused assets	Green
	Capacity of flexible connections energised	We held 32 engagement sessions with our local authorities in Q4, 5 more than our target	Red
	Value of benefits delivered to wider society	Engagement and interactions with our public datasets continues to increase month-on-month, underscoring the value users place on accessible, high-quality, and transparent data	Green
Data and Information Provision	Primary substation utilisation forecasting accuracy	We set an ambitious target for 2025/26 and continue to increase our commercial flexibility remit following the introduction of monthly flexibility tenders	Red
	Local authorities engaged	Previous awarded funding through our Social DSO Fund has pushed up passed our target for this year	Green
	Individual interactions with our published data	2 new strategic partnerships were formed in Q4, in line with target	Green
Flexibility Marketplace Development	Flexible services procured	2025/26 score is the result from the April-May 2025 Stakeholder Satisfaction survey. The April-May 2026 survey results will be available in the Q3 2026/27 KPI scorecard	Red
	Projects enabled through Social Impact Fund	66% of sites were recommended from this year collaborative DNOA assessment, ahead of the 50% target	Green
	Strategic regional partnerships focussing on delivering social value	Project delivery continues to outperform initial forecasts, delivering more benefits to our customer than anticipated	Green
Options Assessment and Conflict of Interest Mitigation	DSO Stakeholder Satisfaction	The volume of dispatched flexibility in Q4 was ahead of target	Green
	Network options assessments recommending flexibility	DSO benefits delivered in the last quarter were £19.7m ahead of target	Green
DER Decision-Making Framework	Energy savings from smart network operation (Smart Street)	Our forecasts drive efficient capacity release interventions (reinforcement/flexibility services) that maintain a healthy capacity headroom, which secures supply and avoids underused assets	Green
	Flexibility dispatched	We held 32 engagement sessions with our local authorities in Q4, 5 more than our target	Green



 SP Electricity
North West

 DSO