

Key Performance Indicators (KPIs)

Year-end 2025-2026



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 year-end 2025-26

	KPI	Year to Date Actual	2025-26 Target	2024-25 Actual	RAG Rating
DSO Benefits	Deferred reinforcement	£6.1 m	£3.0 m	£3.7 m	Green
	Accelerated connections via ANM	30 MW	30 MW	-	Green
	Capacity of flexible connections energised	111 MW	273 MW	248 MW	Red
	Value of benefits delivered to wider society	£62.4 m	£39.8 m	£21.8 m	Green
Data and Information Provision	Primary substation utilisation forecasting accuracy	88%	90%	88%	Orange
	Local authorities engaged	108	105	86	Green
	Individual interactions with our published data	1,567,100	1,500,000	951,568	Green
Flexibility Marketplace Development	Flexible services procured	10 MW	22 MW	7 MW	Red
	Projects enabled through Social Impact Fund	£105,450	£90,000	-	Green
	Strategic regional partnerships focussing on delivering social value	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%	44%	Green
DER Decision-Making Framework	Energy savings from smart network operation (Smart Street)	5,667 MWh	5,427 MWh	3,618 MWh	Green
	Flexibility dispatched	8,786 MWh	8,698 MWh	4,349 MWh	Green

DSO KPIs year-end 2025-26 cont.

	KPI	Further commentary	RAG Rating
DSO Benefits	Deferred reinforcement	2025/26 performance exceeded target by 103% , largely driven by flexibility procured at primary substations and the connection of ANM-managed generation	Green
	Accelerated connections via ANM	In line with the target for this year, we continue to work with potential customers to facilitate further ANM connections as we increase ANM penetration across our network	Green
	Capacity of flexible connections energised	We set an ambitious target for 2025/26 following last year's performance. Whilst domestic LCT connection volumes have more than trebled since last year , we have seen a drop-off in major connections activity. Societal benefits continue to exceed targets	Red
	Value of benefits delivered to wider society	The total value of benefits that our DSO delivered during 2025/26 surpassed target by 57% , primarily attributable to accelerated generation connections through flexibility contracts and ANM, and enhanced benefit modelling	Green
Data and Information Provision	Primary substation utilisation forecasting accuracy	Performance remains consistent vs. prior year. Our forecasts drive efficient capacity release interventions (reinforcement/flexibility services) that maintain a healthy capacity headroom, which secures supply and avoids underused assets	Orange
	Local authorities engaged	Our target for 2025/26 was exceeded by 3 engagement sessions - an improvement of 26% from the prior year - highlighting our commitment of ongoing support to our Local Authorities	Green
	Individual interactions with our published data	Engagement and interactions with our public datasets exceeded target and showed an increase of 64% on prior year, underscoring the value users place on accessible, high-quality, and transparent data	Green
Flexibility Marketplace Development	Flexible services procured	Procured capacity from flexible services increased by 43% from 2024/25. We set an ambitious target for 2025/26 and continue to increase our commercial flexibility remit following the introduction of monthly flexibility tenders	Red
	Projects enabled through Social Impact Fund	This year we have committed over £105k of expenditure to community and social DSO projects - investing £15k more than our target for the year accelerating benefits for local communities on their net zero journey	Green
	Strategic regional partnerships focussing on delivering social value	Investments made through our social impact fund have benefited 7 strategic partners - significantly ahead of target	Green
Options Assessment and Conflict of Interest Mitigation	DSO Stakeholder Satisfaction	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	Green
	Network options assessments recommending flexibility	Our DSO/DNO processes are working effectively to ensure that an appropriate number of sites requiring reinforcement are recommended for flexibility - 32% more than our 2025/26 target	Green
DER Decision-Making Framework	Energy savings from smart network operation (Smart Street)	Project delivery data shows that Smart Street rollout has outperformed initial forecasts, enabling £6.9m of direct bill-savings for our customers	Green
	Flexibility dispatched	Ahead of our target for the year, showing an increase in flexibility dispatched by 102% on prior year, reflecting consistently high-utilisation of procured flexibility	Green



SP Electricity
North West



DSO

