

Major Connections Annual Report

2025/26



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Foreword

I'm pleased to introduce the third published version of our Major Connections Annual Report. Building on previous reports, this publication provides a clear update on our performance during the year and how we are delivering for Major Connections customers against the expectations set out within ED2.

As a Distribution Network Operator (DNO), SP Electricity North West plays a vital role in delivering the RIIO-ED2 outcomes of supporting net zero, enabling economic growth and delivering a high-quality, cost effective service for customers. As the role of the distribution networks continues to evolve towards a more active Distribution System Operator (DSO) model, our Major Connections activity is increasingly central to facilitating decarbonisation through low carbon generation, storage, electrified transport and demand growth.

Over the past 12 months, we delivered thousands of connections across our licence area, while continuing to support and shape the wider connections reforms. This includes improving customer experience, increasing network capacity utilisation and supporting quicker and more transparent connections outcomes.

The period also marked an important change in ownership with global energy company Iberdrola acquired an 88% shareholding in Electricity North West through its UK business, ScottishPower. Following this acquisition, the company was rebranded as SP Electricity North West. SP Electricity North West continues to operate as a legally separate distribution licence during the 2025/26 period, with no material changes to our operating model or delivery of ED2 outputs.

As electrification accelerates across homes, businesses and transport, customers' expectations around reliability, resilience and responsiveness continue to increase. We are committed to delivering an excellent customer experience, supported by strong performance against the Major Connections Incentive and other customer focused outputs. Our customers can expect expert technical support, clear communication and value for money as we work with them to progress their projects and support their net zero ambitions.

Over the last year we have continued to deliver a reliable and consistent service for our major connections customers. We have maintained strong stakeholder relationships while embedding new ways of working to support future growth and innovation across the network.

I hope you find this report a useful and transparent account of our performance and progress, and I welcome your feedback as we continue to improve our service throughout the remainder of RIIO ED2.



Stephanie Trubshaw
Chief Operating Officer,
SP Electricity North West



1. Introduction

This Major Connections Annual Report sets out our performance and progress during the 2025/26 regulatory year. It explains how we are meeting the needs of major connections customers while responding to the rapid changes taking place across the energy system.

Customers range from developers of utility scale renewable generation and battery storage to data centres and electric vehicle (EV) charging networks. Supporting these customers is critical to enabling decarbonisation, economic growth and a secure electricity network.

1.1. Our Commitment

Major connections projects are often complex, involving technical design, planning consents and commercial delivery. They require clear communication, flexible solutions and a strong understanding of both customer requirements and wider impacts on the electricity network.

We are committed to providing a service that:

- ✓ Meets regulatory obligations and industry standards
- ✓ Is shaped by customer and stakeholder feedback
- ✓ Supports national and local energy and decarbonisation objectives



1.2. Major Connections Incentive

Ofgem's Major Connections Incentive (MCI) is designed to ensure Distribution Network Operators understand and respond effectively to the needs of larger connections customers. The incentive focuses on improving customer experience, reducing the time taken to deliver connections, and providing clear, timely information throughout the connections process.

The Major Connections Incentive comprises two core elements:

- ✓ **The Major Connections Customer Satisfaction Survey (MCCSS)**, which assesses overall customer satisfaction. The incentive is applied on either a financial or reputational basis, depending on the level of effective competition demonstrated within each Relevant Market Segment (RMS).
- ✓ **The Major Connections Annual Report (MCAR)**, which provides reputational reporting on performance, including the timeliness of connections delivery and progress against our Major Connections Strategy.

In line with Ofgem’s latest competition tests (see Figure 1), the Major Connections incentive for SP Electricity North West applies on a **financial basis for Distributed Generation Low Voltage (DGLV)**, and on a **reputational basis for the non contestable elements of all other relevant market segments**.

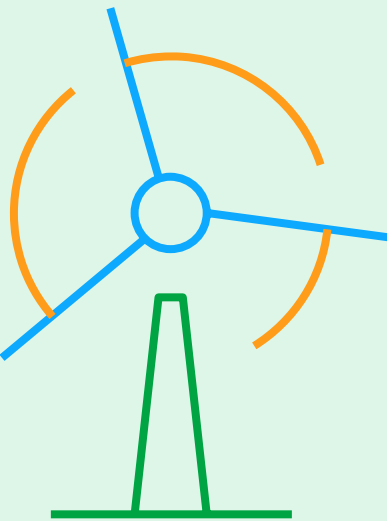


Figure 1

	ENWL	NPg		NGED				UKPN			SPEN		SSEN	
RMS		NPgN	NPgY	WMID	EMID	SWALES	SWEST	LPN	SPN	EPN	SPD	SPMW	SSEH	SSES
Metered Demand LV														
Metered Demand HV														
Metered Demand HV & EHV														
Metered Demand EHV and above														
Distributed Generation LV														
Distributed Generation HV and EHV														
Unmetered Local Authority														
Unmetered PFI														
Unmetered Other														

Key

Demonstrated evidence of effective competition. MCI applied on a reputational basis

Not demonstrated evidence of effective competition. MCI applied on a financial basis

1.3. Explaining the market segments

1.3.1. Distributed Generation Low Voltage (DGLV)

The Distributed Generation Low Voltage market segment (DGLV) covers activities defined as “new or modified connection of generation and storage equipment involving only low voltage (<1000V) work.

1.3.2. Non-Contestable works

Customers can choose us to deliver their whole connection, or they can choose an alternative provider who may also be suitable for their needs. Where a customer chooses an alternative provider to deliver the ‘contestable’ element of the work, the provider would be responsible for the design and installation of the new network, and we would be responsible for the ‘non-contestable’ elements. The reputational element of the MCI covers non-contestable activities we need to carry out to support competition in connections.

1.3.3. Independent Connection Provider (ICP)

An ICP is an accredited company that can build electricity networks to agreed standards and quality required to be owned by either a Distribution Network Operator (DNO) such as SP Electricity North West or an Independent Distribution Network Operator (IDNO).

For an ICP to carry out some of the connection works they must be registered with National Electricity Registration Scheme (NERS) that is administered by Lloyds Register Quality Assurance (LRQA).

1.4. Purpose of this report:

This report provides:

- ✔ A summary of major connections delivered during 2025/26
- ✔ Key performance information, including timescales to provide quotations
- ✔ Major connections customer satisfaction results
- ✔ Performance against our Connections Strategy

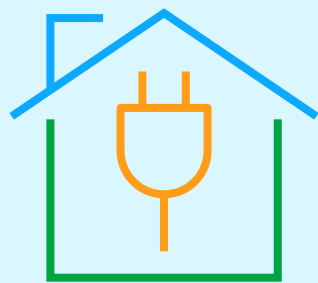
2. Summary of Major Connections

During the 2025/26 reporting period, SP Electricity North West continued to prioritise responsiveness and efficiency, aiming to maintain our focus across Ofgem’s Time to Quote (TTQ) and Time to Connect (TTC) standards.

Time to Quote (TTQ) measures the average time taken to issue a quotation to customers in each market segment.

Time to Connect (TTC) measures the average time from a customer accepting a quotation to their connection being energised. This includes any time required for the customer to complete their own site works prior to energisation.

For a third year we’re pleased to have exceeded the targets set out by Ofgem, delivering quotes ahead of Guaranteed Standards of Performance timeframes, whilst outperforming customer satisfaction targets through the customer satisfaction survey.



2.1. Time to Quote

The table below shows the average number of days it takes for us to quote in each of the relevant market segments. This is shown as SLC15A for quotations where the contestable work has been included and SLC15 for quotes containing non-contestable elements only.

The tables are split by whether the relevant market segment is subject to the reputational or financial element of the Major Connections Incentive.

2.1.1. Major Connections Time to Quote – DGLV - Financial Incentive

TIME TO QUOTE	2023/24	2024/25	2025/26	2026/27	2027/28
Distributed Generation Low Voltage – Overall	29.9	29.0	26.5		
Distributed Generation Low Voltage – Contestable works (SLC15A)	30.2	29.4	26.7		
Distributed Generation Low Voltage – Non-contestable works only (SLC15)	22.7	21.0	20.4		

In 2025/26 reporting period 3170 budget & quotes were issued, this is a significant increase from the previous years figure (2,272) with **3116 quotes issued**.

Overall, across both contestable and non-contestable works, we provided Distributed Generation Low Voltage (DGLV) quotes in an average of 26.5 working days. This is an improvement of over 2 days and reflects we focus we’ve made in this area following customer feedback that speed is imperative to their satisfaction. This also outperforms our Major Connections Strategy target of 35 working days by more than 8 days.

On average, we provided DGLV quotes in 26.7 working days, outperforming the Guaranteed Standard of 45 working days and improving on our previous years figure by more than 2 days. These quotes include both contestable and non-contestable elements of work.

Where customers have chosen to use an independent connection provider for their low voltage distributed generation, we have provided their quote for the non-contestable element in an average of 20.4 working days, outperforming the Guaranteed Standard of 30 working days and showing another improvement on our previous results.



2.1.2. Major Connections Time to Quote – Non-Contestable - Reputational Incentive

TIME TO QUOTE	GUARANTEED STANDARDS	2023/24	2024/25	2025/26	2026/27	2027/28
Overall non-contestable	-	13.2	12.4	13.2		
Demand Low Voltage	15 working days	11.3	11.0	10.9		
Demand High Voltage	20 working days	15.3	13.6	15.2		
Demand HV/EHV	50 working days	33.3	47.4	15.7		
Demand EHV+	65 working days	51	49.5	39.0		
Distributed Generation HV/EHV	50 working days	33.3	27.6	28.7		
Unmetered Local Authority	~	~	~	~		
Unmetered PFI	~	~	~	~		
Unmetered Other	~	~	~	~		

In addition to our Guaranteed Standards of Performance (GSoP) as set by Ofgem, we also outlined ambitions in our Connections Strategy to provide a time to quote for Demand LV within 11 working days and Demand HV within 15 working days.

Our average time to quote for providing non-contestable works quotes has risen slightly to align with those reported in year one. This has primarily been due to an increase in applications, specifically within Demand high voltage work.

In 2025/26 reporting period 3676 budget & quotes were issued, this is a small increase from the previous years figure (3466) with **3660 quotes issued.**



2.2. Time to Connect

The tables below show the average number of days it takes from acceptance of the quotation to eventual connection in each of the relevant market segments. This is shown as SLC15A for schemes where we deliver both contestable and non-contestable works and SLC15 for schemes where we deliver the non-contestable elements only.

The tables are split by whether the relevant market segment is subject to the reputational or financial element of the Major Connections Incentive.

It is important to note this full duration is inclusive of all elements of the delivery of the scheme including any planning, consents and customer works for all schemes.

2.2.1. Major Connections Time to Connect – DGLV - Financial Incentive

TIME TO CONNECT	2023/24	2024/25	2025/26	2026/27	2027/28
Distributed Generation Low Voltage – Overall	~	~	~		
Distributed Generation Low Voltage – Contestable works (SLC15A)	~	~	~		
Distributed Generation Low Voltage – Non-contestable works only (SLC15)	~	~	~		

This year 1903 quotes were accepted, reflecting a 61% uptake, an increase of 3% from the previous year. None of these schemes required site works to be undertaken by SP ENW.

In addition to the above we have a strategic commitment to financially close projects and process any refunds within 55 working days. In 2025/26 we have achieved this in 51.3 working days for DGLV.



2.2.2. Major Connections Time to Connect – Non-Contestable - Reputational Incentive

TIME TO QUOTE	2023/24	2024/25	2025/26	2026/27	2027/28
Overall non-contestable	366	408	397.0		
Demand Low Voltage	182	230	191.8		
Demand High Voltage	362	398	404.3		
Demand HV/EHV	~	296	~		
Demand EHV+	~	~	~		
Distributed Generation HV/EHV	1720	870	1240.0		
Unmetered Local Authority	~	~	~		
Unmetered PFI	~	~	~		
Unmetered Other	~	~	~		

Time to connect is measured from the date of a customer’s acceptance to the date of energisation. The time between therefore includes all the time for the ICP to carry out their work in line with their customers’ requirements and approach us for the final connection.

During 2025/26, 518 quotes were accepted, this reflects a 14% uptake.

2.2.3. Major Connections Time to Connect – Major Connections Strategy

In addition to our Guaranteed Standards of Performance (GSoP) as set by Ofgem, we also outlined ambitions in our Connections Strategy to provide a time to connect for Demand LV and Demand HV. We also set out ambitious targets for speed of design approval response and speed of issuing bilateral connection agreements (BCA).

	TARGET	2025/26
Time to connect Demand LV	7 working days	4.9
Time to connect Demand HV	15 working days	14
Design approval response	8 working days	7.6
Issue bilateral connection agreements	10 working days	8.8

We have also committed to financially closing projects and processing any refunds within 55 working days. In 2025/26 we have achieved this in 49 working days for non contestable.

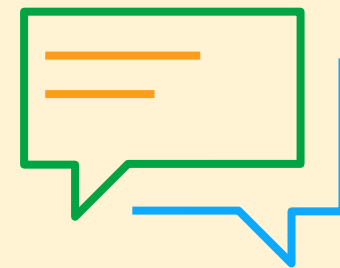
3. Customer Satisfaction & Engagement

At SP Electricity North West we recognise that the success of our major connections services relies not only on the timely delivery of infrastructure, but also on the quality of the relationships with our customers. Our approach to customer engagement is built around early dialogue, transparent and clear communication, and a strong commitment to continuous improvement informed by stakeholder feedback.

Over the past 12 months we have worked alongside customers through various engagement such as customer panels and events to gain deeper insight into how we can better meet their needs. This has resulted in the development of online webinars and educational series, a rebrand of our Pre-Application Customer Engagement Team, commonly known as PACE, to the more customer friendly.

We remain fully committed to putting customers and stakeholders at the heart of what we do, using their feedback to shape meaningful improvements now and into the future.

The next few pages of this report will summarise both formal regulatory feedback gathered as part of the Major Connections Customer Satisfaction Survey (MCCSS) and some of the other key Engagement Events and Activities that have taken place across the year.



3.1. Major Connections Customer Satisfaction Survey Results

As part of our regulatory and stakeholder commitments, all DNO's including SP Electricity North West, undertakes weekly Major Connections Customer Satisfaction Surveys to understand the experiences of our major connections customers and identify opportunities to improve our services.



Surveys are undertaken by an independent third party and the scores received are reported against either a financial or reputational incentive depending on the whether the DNO has been able to demonstrate effective levels of competition within the market.

The Customer Satisfaction score is taken from the average score out of 10 in response to the 'killer question' which is asked of customers at 2 points during their connections journey; shortly after quotation and shortly after completion of their connection.

We have an Ofgem target of achieving 74.1% customer satisfaction. Our Connections Strategy aims to improve on this score and have an internal target of 85%.

In 2025/26, customer satisfaction continued to improve across both financial and reputation incentive areas. These results reflect the hard work and commitment of our Connections team and the continued commitment of our organisation to strive to provide the best service possible for our customers.

3.1.1. Financial Incentive

The financial surveys cover work specifically from the 'Distributed Generation Low Voltage (DGLV)' market segment. This is defined as "new or modified connection of generation and storage equipment involving only low voltage (<1,000V) work". The segment is defined by the work necessary on our network and not necessarily the voltage of connection.

£

MCCSS SCORE	2023/24	2024/25	2025/26	2026/27	2027/28
MCCSS Target	7.41/10	7.41/10	7.41/10		
Overall MCCSS score subject to financial penalty	8.6	8.71	8.80		
Distributed Generation Low Voltage	8.6	8.71	8.80		

Customer Satisfaction with our distributed generation low voltage customers has continued to improve and we're thrilled to have achieved 8.80 out of 10 (88%), outperforming the connections strategy target of 85%.

The error margin for our financial Major Connections Customer Satisfaction Survey score for DGLV is 7%.



3.1.2. Reputational Incentive

The reputational surveys cover non-contestable works across all eight relevant market segments where we have successfully demonstrated competition. The results of the surveys undertaken are shown below, note this did not cover all relevant market segments.



MCCSS SCORE	2023/24	2024/25	2025/26	2026/27	2027/28
Overall MCCSS score subject to reputational assessment	8.98	8.98	9.02		
Demand Low Voltage	8.81	8.74	8.88		
Demand High Voltage	9.25	9.09	9.19		
Demand HV/EHV	~	~	~		
Demand EHV+	~	10	~		
Distributed Generation HV/EHV	~	10	8.67		
Unmetered Local Authority	~	~	~		
Unmetered PFI	~	~	~		
Unmetered Other	~	~	~		

With customers surveyed under our ‘Reputational Incentive’ we are delighted to report that overall satisfaction has increased to 9.02/10 (90%).

Although the reputational element of the Major Connections Incentive is not subject to a financial penalty, the statistical robustness of the score is reported for context. The error margin for our reputational Major Connections Customer Satisfaction Survey score is 12%.

3.2. Pre-Application Support Team

Supporting customers with early engagement throughout pre-application support services enables us to guide the customer through their journey, understanding their requirements and providing supporting guidance to help their project delivery.

This year we’ve worked to raise awareness of this service through marketing, attendance at events and rebranding to ensure a clear service offer and we’re pleased to have delivered 332 sessions with 98% overall satisfaction and 100% satisfaction for those market segments specified in the Major Connections Strategy.

Volumes of ICP surgeries reflect the positive ongoing relationship SP ENW have with ICPs in our licence area. Many who are well established with strong ongoing relationships and don’t require additional support from our pre-application support team.

	TARGET	ACTUAL
Speed of offering surgery sessions	90% within 10 working days	100% within 10 working days
Number of Surgery Sessions - Overall	~	332
Number of Surgery Sessions – DGLV	~	33
Number of Surgery Sessions - ICP	~	3
Satisfaction with surgery session – Overall	85%	98%
Satisfaction with surgery session – DGLV	85%	100%
Satisfaction with surgery session - ICP	85%	100%

Customer quotes were provided anonymously via survey.

“Excellent understanding of our requirements and extremely helpful in outlining options and appropriate solution.”

“Honestly one of the best grid surgeries I had.”



3.3. Connections Customer Events

Over the last 12 months we’ve engaged with customers to seek input from them on what subjects they’d like to hear more from us on.

Our DGLV customers requested events covering the various application processes and customer journeys, applications and ENA standards. We provided this through the delivery of an 8-part mini-series; “Power-up Your Low Carbon Business”. Feedback was positive and the events resulted in further engagement suggestions that we’ll be taking forward in the next year.

For ICP customers we delivered a “From Submission to Approval: Designing for Success” webinar, focused on the internal process submissions go through and providing an insight into the Competition in Connections team.

	TARGET	ACTUAL
Overall Events Attendance	~	292
Number of Events Delivered - Overall	~	9
Number of Events Delivered - DGLV	~	8
Number of Events Delivered - ICP	~	1
Satisfaction with Events – Overall	85%	86%
Satisfaction with Events – DGLV	85%	86%
Satisfaction with Events - ICP	85%	87%

ICP quotes were provided anonymously via survey.

“Would appreciate more of these as they are beneficial” - ICP feedback

“The presentations are great” - DGLV feedback

“Very useful and great insight” - DGLV feedback

3.4. Economic Growth Advisory Panel

SP ENW hosts quarterly Stakeholder Advisory Panels. These panels are comprised of subject matter experts, representatives from local authorities, academic institutions, business leadership groups, and a wide range of private organisations from across our licence area. They are a crucial channel for stakeholders to provide feedback and scrutiny on our business plan commitment performance, as well as advice, guidance and oversight of our current and future performance and investment.

The Economic Growth Advisory Panel is a critical channel and provides a 'voice of business' to help SP ENW identify and respond to emerging issues that affect regional businesses, large and small, and incorporate these into our planning and decision-making. The connections team have regularly engaged with the panel throughout the year at their quarterly meetings to get feedback on the connections engagement strategy and to hear about challenges and issues affecting connections customers, directly from stakeholders.

At previous meetings in 2025/26, connections stakeholders have provided:

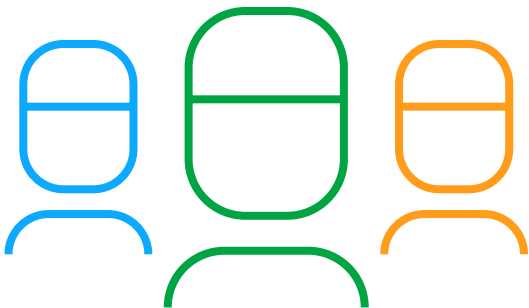
- ✓ Valuable feedback our apprenticeship scheme to get more talent into the pipeline to deliver more connections,
- ✓ Guidance and scrutiny on our connections engagement strategy and customer journey, including our pre-application support and surgery sessions
- ✓ Insights into our Un-looping programme and its performance

3.5. Events with Connections attendance

In addition to the events we ran in house, we've also attended a number of events run by customers or stakeholders to raise the profile of the work Connections do and support customers with any questions they may have.

In 2025/26 this has totalled 12 events during which we've had hundreds of conversations with customers. This has included business specific events such as Cumbria Energy Intensive Industry Meeting and broader events such as the Distributed Energy Show in Birmingham.

Moving into 2026/27 we'll continue to work alongside customers, raising awareness of Connections and proactively gathering feedback to help shape and improve our delivery.



4. SP Electricity North West Connections Strategy

Our Major Connections Strategy describes how we engage with our major connections customers and how we are addressing the needs of these customers.

Reporting of our performance has been embedded throughout this report within the relevant sections and a copy of our annual scorecards included in the Appendix.

Our strategy embeds the three principles (see figure 2), defined by Ofgem under the Major Connections Incentive, to achieve high levels of service in each stage of our customers' connections journey. The scope of the strategy aligns with that of the annual report, including non-contestable works and distributed generation low voltage.

Figure 2 – Principles of our connections strategy



Principle 1

Support connection stakeholders prior to making a connections application by providing accurate, comprehensive and user-friendly information.



Principle 2

Deliver value for customers by ensuring simplicity and transparency through the application process.



Principle 3

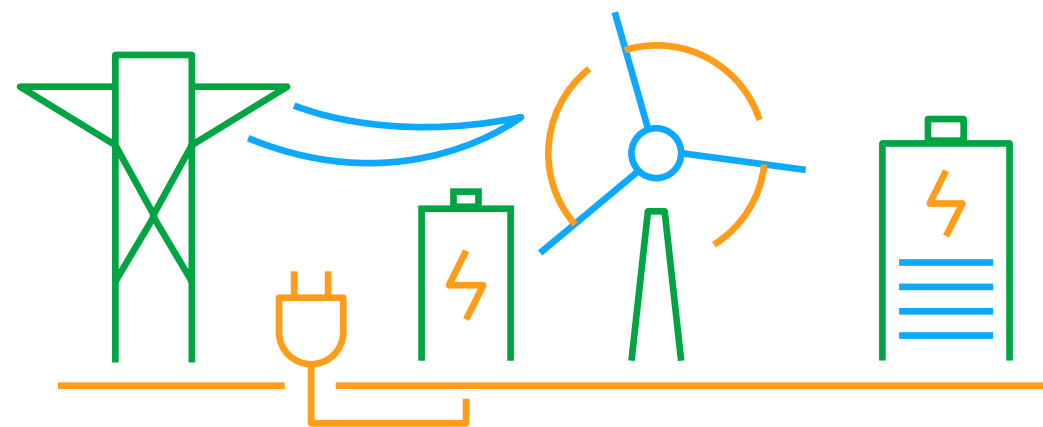
Facilitate the delivery of timely and economical connections that meet customers' needs.

5. Closing Remarks

At SP Electricity North West, we recognise that major connection customers are not only key stakeholders - they are enablers of economic growth, community development and part of the critical infrastructure that shapes the future landscape within our license area.

The 2025/26 customer satisfaction results showcase our continued commitment and progress towards providing exceptional customer service and the feedback gathered, combined with engagement and anecdotal feedback will support our ongoing drive for continued improvement.

Moving into 2026/27 we will continue to work closely with customers, industry partners and wider stakeholders to ensure that our approach to major connections continues to support economic growth, system flexibility, and achievement of the UK's Net Zero goals.



6. Appendix

For our DGLV customers, we set out stretching targets and committed to report on key aspects of the service we provide, aligned to the three principles defined by Ofgem.

Our performance against these commitments is shown in the table below.

Strategy Commitments: DGLV		Target	Actual
Principle 1	Number of budgets & quotes issued	No target	3170
	Number of surgery sessions held	No target	33
	Speed of offering surgery sessions	90% within 10 working days	100%
	Satisfaction with surgery session	85%	100%
	Satisfaction with engagement activities	85%	86%
Principle 2	Number of quotes issued	No target	3116
	Speed of time to quote	35 working days	26.7
	Customer satisfaction with quotation process	85%	88%
Principle 3	Number of quotes accepted	No target	1903
	Customer satisfaction with their connections	85%	None Completed
	Time to financially close projects and process any refunds	55 working days	51.3

For our non-contestable customers, we also set stretching targets and committed to report on key aspects of the service we provide to ICPs and IDNOs, again aligned to the three principles defined by Ofgem.

Our performance against these commitments is shown in the table below.

Strategy Commitments: Non-contestable		Target	Actual
Principle 1	Number of budgets & quotes issued	No target	3676
	Number of surgery sessions held	No target	3
	Speed of offering surgery sessions	90% within 10 working days	100%
	Satisfaction with surgery session	85%	100%
	Satisfaction with engagement activities	85%	87%
Principle 2	Number of quotes issued	No target	3660
	Speed of time to quote: LV Demand	11 working days	10.9
	Speed of time to quote: HV Demand	15 working days	15.2
	Customer satisfaction with quotation process	85%	90%
Principle 3	Number of quotes accepted	No target	518
	Speed of Design Approval response	8 working days	7.6
	Speed of issuing Bilateral Connection Agreements	10 working days	8.8
	Speed of Time to Connect: LV Demand	7 working days	4.9
	Speed of Time to Connect: HV Demand	15 working days	14.0
	Customer satisfaction with their connections	85%	80%
	Time to financially close projects and process any refunds	55 working days	49

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