

DSO

DISTRIBUTION SYSTEM OPERATOR

DSO Performance

Q1 2024



Introduction



- In April 2023 we formed the DSO as a legally separate company with an independent Supervisory Board.
- We review our performance monthly to identify how we can maximise benefits for customers.
- From April 2024 we are publishing a regular summary of our performance, to promote transparency and external challenge from our customers and stakeholders.
- Our headline measures of success are customer satisfaction and the benefits we are delivering through flexibility.
- In total we have selected ten measures which we believe are simple to understand, within our influence and which contribute to customer benefits.
- We will engage with stakeholders to refine these measures, including through development of our plans for 2024/25.

Performance at Q1 2024



	23/24 outturn	24/25 target	Commentary
DSO customer satisfaction – overall	TBC	90%	23/24 outturn will be updated following annual DSO Stakeholder Satisfaction survey
Benefits from flexibility, in-year, based on contracts to date	£90.9m	£94.3m	Contract awards across Tender Rounds 7 and 8 put us on track for £410m over 2023-28
% of new network capacity released through flexibility (FDt)	97.1%	92.7%	Our 23/24 performance and 24/25 target reflects network reinforcement currently in-flight that will deliver MVA capacity in 24/25.
Year-ahead forecasting accuracy (Primary substations)	89.5%	90.0%	23/24 outturn measures accuracy of forecasts for 2022/23.
Year-ahead forecasting accuracy (Secondary substations, SVt)	96.7%	96.7%	Strong performance in 23/2. Targeting to maintain accuracy as we roll out monitoring to more rural sites.
Local authority DSO customer satisfaction	TBC	90%	23/24 outturn will be updated following annual DSO Stakeholder Satisfaction survey.
Curtailment efficiency of generation with flexible connections (CEt)	99.0%	99%	Strong performance in 23/24. Targeting to maintain as more generation connects.
Enhanced network access during planned outages	22.3 GWh	90 GWh	Our 24/25 reflects wider rollout of forecasting techniques used in the Eastern Network (King's Lynn) during 23/24.
GSPs covered by enhanced ESO-DSO data-exchange	5	10	Launch of MW Dispatch in Mar 2024. Exploring options to expand data exchange with ESO in 24/25.
Instances of non-compliance with DSO:DNO operational agreement	0	0	No issues to report in 2023/24.

Technical notes

* These are the three DSO performance outturn metrics proposed by Ofgem in 2023. More details are available [here](#). We will work with Ofgem in 2024 to refine the definitions to ensure they are transparent and comparable across DSOs.



	Notes
DSO customer satisfaction (Ofgem survey)	This reflects the survey of DSO customer satisfaction conducted annually on behalf of Ofgem between April and May.
Benefits from flexibility, in-year, based on contracts to date	This reflects capacity related investment that would have been made during the year but was deferred due to flexibility contracts. The methodology is described in more detail within our 2023/24 DSO Performance report
* % of new network capacity released through flexibility (FDt)	This reflects the proportion of network capacity expansion during the year that came from flexibility. The denominator includes capacity from flexibility and traditional network reinforcement.
Year-ahead forecasting accuracy (Primary substations)	This reflects the average forecast accuracy for peak utilisation across almost 1,000 primary substations.
* Year-ahead forecasting accuracy (Secondary substations, SVt)	This reflects the proportion of areas where we ability to forecast substation utilisation (and therefore additional capacity needs) on the secondary network.
Local authority customer satisfaction	This reflects the same DSO customer satisfaction survey above, but focuses on the perspectives of our 133 local authority customers.
* Curtailment efficiency (CEt)	This reflects the proportion of their network capacity which was available to generation and storage sites with flexible or curtailable connections across the year. It excludes any reductions for Transmission constraints.
Enhanced network access during planned outages	This measures the impact of actions the DSO takes to maintain network access for local generation and storage during planned outages, and is measured vs the impact of normal DNO practices.
GSPs covered by enhanced ESO-DSO data-exchange	Enhanced ESO-DSO data-exchange is currently facilitated through our MW Dispatch collaboration with the ESO. This enables regular two-way data sharing on network conditions and DER availability.
Instances of non-compliance with DSO:DNO operational agreement	Reviewed monthly with Supervisory Board. Our operational agreement can be found here .