

DSO

DISTRIBUTION SYSTEM OPERATOR

DSO Key Performance Indicators

Q2 2026



Introduction



- In April 2023 we formed the DSO as a legally separate company with an independent Supervisory Board.
- From April 2024 we have published a regular summary of our performance, to promote transparency and external challenge from our customers and stakeholders.
- As we evolve as a DSO and develop our plans for ED3, we will constantly refine our KPIs. These are aligned to our priority outcomes and reflect what our customers care about the most.
- We want to hear your views on these KPIs and whether we have missed anything. Please send any feedback to dso@ukpowernetworks.co.uk.

Performance in 2026/27

Metric	2025/26 Outturn (Year 4 – July 2026)	Last Updated	2026/27 target (Year 4 – March 2027)	Commentary
Year-ahead forecasting accuracy for all our substations	Primary (RRE 2) – 89.2% Secondary – 67.3%	October 2025	Primary – 90.0% Secondary – 75.0%	Improving secondary network forecasting is a key area of focus for the year ahead.
Year-ahead forecasting accuracy of our LCT forecasts	BEV 78.3% Domestic HP 92.6%	October 2025	85.0%	Electric vehicle uptake was lower than expected in the previous year.
Year to Year Capacity Headroom out-performance	101.5%	October 2025	100.0%	The latest forecasts show demand has decreased slightly, increasing available headroom.
Conversion rate from contracted to onboarded flexibility in-year	70.0%	April 2026	70.0%	Following the implementation of new rules we have improved our conversation rate.
Benefits from flexibility, in-year, based on contracts to date (RRE 7)	£121m	July 2026	£99m	This is based on our tenders for the year in 2023-24 prices.
Curtailment efficiency of generation with flexible connections (RRE 6)	98.7%	July 2026	96.9%	Curtailment remains slightly higher than expected but still represents high levels of network access.
Amount of capacity unlocked, in-year, for new connections via Technical Limits	-	October 2025	-	We are pausing tracking of this KPI whilst the Connections Reform process completes.
Flexible Connections (RRE 1)	587.25 MW (59 Sites)	July 2026	830.35 MW (72 sites)	We are working with customers to connect on a timely basis.
Enhanced network access during planned outages	61 GWh	July 2026	220 GWh	Whilst below target for the year, this is a successful outcome for customers.
Overall DSO customer satisfaction	9.59	October 2025	9.5	We were recognised as the DSO that provides the best customer service in the 2025 DSO Stakeholder Satisfaction Survey. We will set a new target once Ofgem publishes the 2025/26 results.
Customer satisfaction relating to our network planning responsibility	9.64	October 2025	9.5	We are constantly looking to improve our processes and the data and information we provide to our customers. We will set a new target once Ofgem publishes the 2025/26 results.
Instances of non-compliance with DSO:DNO operational agreement	1	July 2026	0	We are working closely with our teams to ensure this is resolved in a timely manner.

Technical notes

Metric	Notes
Year-ahead forecasting accuracy for all our substations	This reflects the average forecast accuracy for peak utilisation across all our substations. Primary is linked to RRE 2 in the annual Ofgem DSO reporting pack.
Year-ahead forecasting accuracy of our LCT forecasts	This reflects the average accuracy for LCTs (currently EVs and HPs only) from our DFES forecast and will soon expand to other technologies.
Year to Year Capacity Headroom out-performance	This reflects how well we are managing peak demand in terms of the available headroom on our network.
Conversion rate from contracted to onboarded flexibility	This reflects how well our processes are working in ensuring we have dispatchable flexibility to manage the network.
Benefits from flexibility, in-year, based on contracts to date (RRE 7)	This reflects reinforcement expenditure 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 and our benefits methodology. This is consistent with the same data reported in RRE7 to Ofgem on an annual basis but follows the DSO benefits accounting approach.
Curtailment efficiency of generation with flexible connections (RRE 6)	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.
Amount of capacity unlocked, in-year, for new connections via Technical Limits	How well have we worked with the NESO and NGET to deliver capacity for our connections customers who are under Transmission Constraints.
Customer satisfaction relating to our network planning responsibility	This reflects the DSO customer satisfaction survey but focuses on our approach to network planning.
Enhanced network access during planned outages	How much additional access has been provided to customers when they would otherwise be off supply for planned outages.
Overall DSO customer satisfaction	This reflects the survey of DSO customer satisfaction conducted annually on behalf of Ofgem between April and May.
Instances of non-compliance with DSO:DNO operational agreement	Reviewed monthly with Supervisory Board. Our operational agreement can be found here .
Flexible Connections (RRE 1)	This is the number and capacity of flexible connections on the network as reported in the annual Ofgem reporting pack.