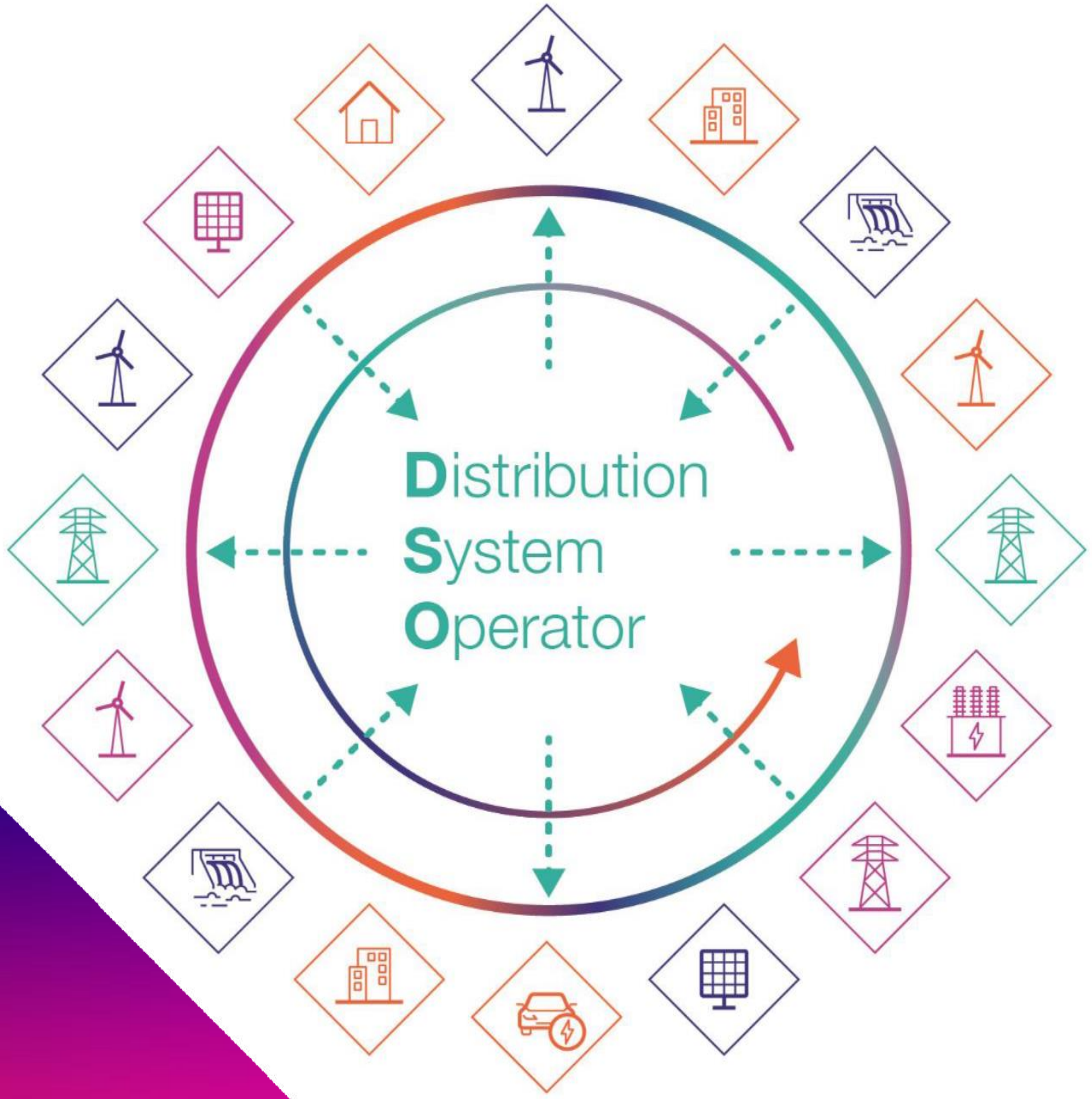
DSO

Performance Metrics

June 2024



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Introduction

- **Our Measures**: Key performance indicators (KPIs) have been developed to measure our performance on the deliverables the DSO committed to in its STRATEGIC ACTION PLAN. The purpose of this update is to share the targets we have set for FY25.

- **Transparency**: We commit to publishing quarterly summaries of our performance against our KPIs on our website. This is to enhance transparency and invite external feedback from stakeholders to improve performance. We will publish our first quarterly update in July 2024.

- **Stakeholder Engagement**: We will actively engage with stakeholders to refine and improve these measures over the next two-years, ensuring they are still relevant to our stakeholder's priorities.

- **Internal Monitoring**: We will conduct monthly internal reviews of our performance to drive continuous improvement and to maximise consumer benefits.

If you have any feedback on these measures, please contact us at nged.dso@nationalgrid.com

NGED DSO Performance

DistributionSystemOperator

Role	Commitment in Charter	Key Performance Indicator (KPI)	23/24 Performance	24/25 Target	Impact to Stakeholders
Planning and Network Development	We will maximise the use of "hidden" capacity on the network, whilst ensuring network investment is delivered when its needed, at the lowest cost to consumers	Percentage of outcomes in our annual investment report (DNOA) which recommend flexibility	22.5%	23%	Quicker connections to our network and cost savings for the end consumer
		The percentage accuracy of load forecast across our substations for the year ahead	89%	94%	The right amount of reinforcement and flexibility is recommended so the network is ready when stakeholders want to use it, enabled by accurate forecasts
	Improved support and coordination for LAEPs and decarbonisation initiatives	Percentage of local authorities in our licence area that we are supporting to create LAEPs and decarbonisation initiatives	93%	100%	Improved support and coordination for Local Authorities developing LAEPs and decarbonisation initiatives
Network Operation	We will facilitate whole electricity system coordination that improves efficiency and transparency of decision making	Percentage of potentially conflicting decisions between NESO and DSOs which have an agreed process to manage them	<1% (2/2600)	9% Trial with UKPN	Clearer operational decision making, that is aligned at national and local level and is in the interest of the whole system
		Feedback received on our publications and regular engagement with stakeholders	-	85%	Greater transparency on how we make operational decisions across flexibility dispatch and curtailment
	We will continuously improve our data, technology and processes to operate a responsive and dynamic network	Amount of curtailment avoided through enhanced outage planning process	58GWh (5% of total curtailment)	100 GWh (10% of total curtailment)	Improved accuracy of data, which drives DSO decision making across flexibility dispatch and curtailment
Flexibility Market Development	We will collaborate with industry stakeholders to simplify and standardise how we procure our flexibility services	Assets registered and pre-qualified on Market Gateway	70,000	100,000	Simplified and standardised procurement experience for FSPs, ultimately attracting them to register and pre-qualify on our Market Gateway platform, which develops our supply of flexibility ahead of need
		Stakeholder feedback on our improved processes	-	85%	
		Percentage of flexibility available vs requested	34.6%	47%	Increased flexibility market participation, that enables us to procure flexibility when its needed, thereby reducing costs for consumers
		Reinforcement investment deferred through targeted use of flexibility	£80m	£90m	
	We will coordinate across the whole-system to deliver new market opportunities and reduce barriers to entry for all customers	Number of flexibility use cases where the revenue stacking is not possible	61%	55%	Increased understanding and ability to stack flexibility assets across national and local markets to optimise asset utilisation
		Volume of flexibility procured in our regions	17GWh	19GWh	Greater market opportunities to participate in flexibility services from more use cases being implemented
		Volume of domestic flexibility available to us through Market Gateway	166MW	237MW	Improved understanding of opportunities for domestic customers to engage in flexibility. This will result in increased procurement of our domestic flexibility products

*Metrics to be reported on in FY26: Short-term (week ahead) load forecasting accuracy and percentage of flexibility dispatch decisions which are automated

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