nationalgrid DSO

Performance Metrics

Q2 2024/25

Introduction

Following engagement with our stakeholders, we published our annual targets in Spring 2024 and committed to reporting our key performance indicators (KPIs) on a quarterly basis. These KPIs were developed to show how we are delivering against the commitments made in our DSO Strategic Action Plan

National Grid DSO commits to:

Transparency: We will publish 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.

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.

Independent DSO Panel: We will establish regular quarterly cadence with the independent panel who will provide regular feedback and strategic challenge to our DSO activities.

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

DSO Q2 2024/25 Achievements and Progress

We continue to progress transparency, collaboration & accountability with our stakeholders

- Restructured the DSO operating model, boosting transparency and strategic alignment to create a more focused, efficient leadership framework **Appendix.**
- Ofgem Incentive report published showing NGED DSO progress and **highlighting £80M network cost deferral and proactive stakeholder engagement.**
- Published our second Switched on Local Authority Newsletter
- Closed Technical Limit Phase 2 Tranche 3 & 4
- Published DSO Policy Document: DSO3/0 Electrical Modelling and Analysis

We have grown our flexibility market capabilities

- **First dispatches via Piclo Max:** Our partnership with Piclo, has delivered new flexibility to our markets
- We have successfully registered **86,000 assets,** strengthening our flexibility options to better prepare for future demand
- Increased the **guidance available to potential providers**, located within a **single resource library** containing both our latest publications and an archive of previous webinars.

We have enhanced our industry leading strategic planning processes

- We published our 8th **Distribution Network Options Assessment (DNOA) report** in September. Over 1,000 network constraints identified and **24.4% Flexible Option Recommended.**
- Outlined our approach to **System Planning** through **The Connectology Podcast**
- Continued our collaboration with **REGEN on DFES Consultation Webinars**

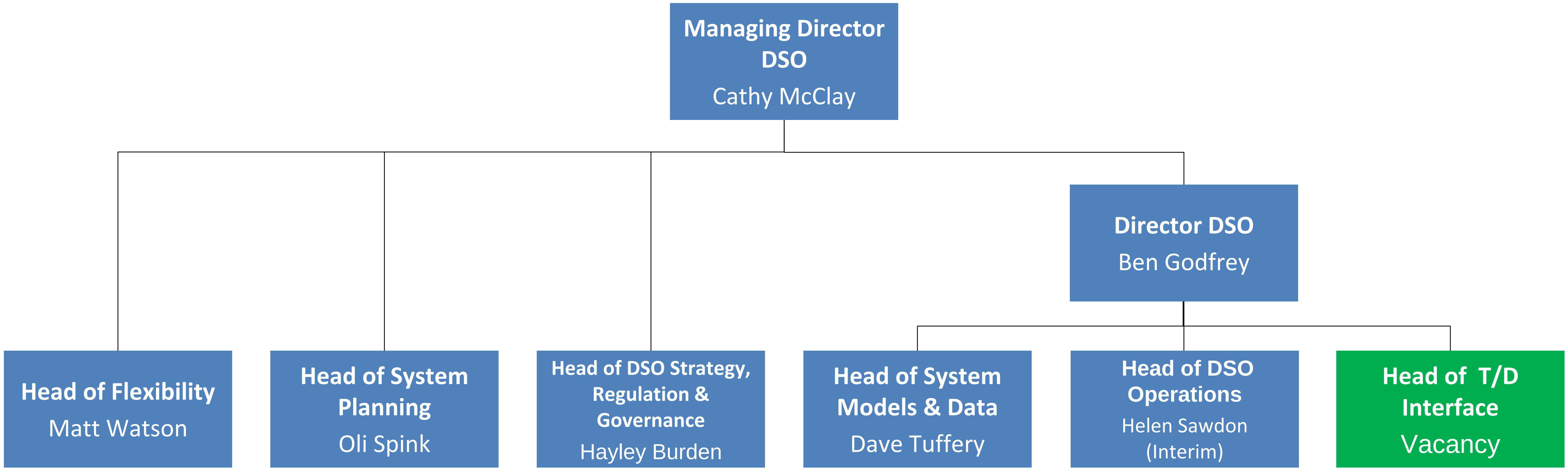
Facilitating whole system coordination to improve operational decision making

- New Primacy use cases have now been implemented. We have enhanced our systems to share more information with the NESO to prevent operational conflict.
- Improved forecasting has **avoided curtailment of 147GWh** of generation, **avoiding energy wastage, maximising renewable energy utilisation** and enhancing grid efficiency.
- We are **renewing our focus on operations** through an updated structure and development of a new Operational Decision-Making Roadmap for engagement with stakeholders in Q3.

DSO Q2 FY25 Performance

Role	Key Performance Indicator (KPI)	23/24 Performance	24/25 Performance	24/25 Target	Current Trend
Planning and network development	Percentage of outcomes in our annual investment report (DNOA) which recommend flexibility	22.5%	24.4%	23%	↑
	Percentage accuracy of load forecast across our substations for the year ahead	90%	-	94%	→
	Percentage of local authorities in our licence area that require our support, and we are supporting to create LAEPs and decarbonisation initiatives	93%	100%	100%	↑
Network operation	Percentage of potentially conflicting decisions between NESO and DSOs which have an agreed process to manage them	<1% (2/2600)	8.3% (96/1152)	9% Trial with UKPN	↑
	Percentage of feedback received from Network Operation publications and regular engagement with stakeholders	-	-	85%	→
	Amount of curtailment avoided through enhanced outage planning process	58GWh (5% of total curtailment)	147GWh	100 GWh (10% of total curtailment)	↑
Flexibility Market development	Assets registered and pre-qualified on Market Gateway	70,000	86,000	100,000	↑
	Percentage of feedback received from Flexibility Market Development publications and regular engagement with stakeholders	-	83%	85%	↑
	Percentage of flexibility available vs requested	34.6%	55.4%	47%	↑
	Reinforcement investment deferred through targeted use of flexibility	£80m	-	£90m	→
	Number of flexibility use cases where the revenue stacking is not possible	61%	61%	55%	→
	Volume of flexibility procured in our regions	17GWh	3.1GWh	19GWh	↑
	Volume of domestic asset capacity available through Market Gateway	166MW	310MW	237MW	↑

New National Grid DSO Leadership Structure



Further information contact
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