Electricity
Distribution

Major Connections Annual Report

2025 - Year 2

ED2-Year 2
A look back at the Major Connections Incentive

nationalgrid

Contents

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Welcome to the 2025 Major Connections Annual Report from NGED

2024/25 has been a year of big change and strong momentum for the newly formed Connections Directorate at National Grid Electricity Distribution (NGED). As the energy landscape rapidly evolves, we've stayed focused on one key area: putting our customers first.

That's why I'm proud to share the 2025 edition of our Major Connections Annual Report. It showcases the strides we've made, the progress underway, and where we're headed next. This report is our key update to stakeholders – giving a clear and transparent picture of how we're delivering for major connections customers.

We also take the opportunity to highlight some of the key successes from the past year:

- **Improved Performance:** We exceeded our MCTTQ targets in 19 of 20 relevant market segments, showing year-on-year improvement. Three of our four licence areas also improved MCTTC where the competition test was not passed. Our MCCSS score remains strong at 8.65/10, continuing to outperform our RIIO-ED1 performance of 8.40.
- **Digital Innovation:** We launched a suite of new tools, including the Network Opportunities Map, LEVI portal, and enhanced customer enquiry portal, all designed to improve access to data and streamline the customer journey.
- **Customer Engagement:** Our new stakeholder engagement programme reached over 2,300 stakeholders through targeted events, achieving an average satisfaction score of 4.26 out of 5.
- **Policy Leadership:** We played a leading role in shaping national connections reform, with several of our proposals adopted into formal code changes.
- **Operational Efficiency:** We strengthened internal systems, improved data capture and use, and took a more proactive approach to managing capacity—resulting in faster, more efficient connections.

At the heart of our work is a new directorate structure, built on six strategic pillars – from policy and strategy to operations optimisation. This approach has allowed us to bring together a broad set of expertise, creating a more coordinated, streamlined, and customer-centric service.

We've also evolved our engagement with customers and stakeholders expanding outreach to technical groups, renewable energy organisations, and community energy projects. Feedback has helped us co-create practical solutions, many of which are now being delivered by our innovation teams.

Looking ahead, we're embedding these improvements into everyday operations. Our new Connections Playbook will help standardise best practices across the business, ensuring a consistent, high-quality experience for all customers. At the same time, we're enhancing forecasting capabilities, refining commercial practices, and preparing for a significant rise in low-voltage connections.

With strong partnerships, smarter digital tools, and a clear strategy, NGED is ready to meet the challenges of a decarbonising energy system – and deliver for an increasingly diverse customer base.

Amanda Le Brocq

Director of Connections
National Grid
Electricity Distribution

Performance Summary

A major connection refers to any electricity connection that falls outside of small-scale domestic or "behind-the-meter" installations.

These typically include larger metered demand connections (such as commercial or industrial developments), distributed generation (such as solar farms or battery storage), and unmetered connections (such as street lighting or traffic signals).

These projects often involve higher voltages, more complex engineering, and greater coordination with the distribution network.

To assess how well we are serving these customers, we report on three key measures.

- The Major Connections Customer Satisfaction Survey (MCCSS), which captures feedback from customers on their overall experience, from initial quotation through to completion.
- The Time to Quote (MCTTQ) metric, which measures the average number of working days it takes us to issue a connection offer (quote) after receiving all the required information.
- The Time to Connect (MCTTC), which tracks the average time it takes from a customer accepting their quote to the point their connection is complete (energised).

Together, the results from these metrics help us to monitor performance, identify areas for improvement, re-calibrate our approach if necessary, and ensure we are delivering a timely, transparent, and high-quality service. Opposite is a summary of these scores, with further detail available throughout this report.

The Major Connections Customer Satisfaction Survey (MCCSS)

West Midlands	2024/25 (/10)
Overall MCCSS score subject to financial penalty	8.62
Overall MCCSS score subject to reputational penalty	8.08

East Midlands	2024/25 (/10)
Overall MCCSS score subject to financial penalty	8.66
Overall MCCSS score subject to reputational penalty	8.55

South Wales	2024/25 (/10)
Overall MCCSS score subject to financial penalty	8.93
Overall MCCSS score subject to reputational penalty	-

South West	2024/25 (/10)
Overall MCCSS score subject to financial penalty	8.55
Overall MCCSS score subject to reputational penalty	-

Major Connections Time to Quote (MCTTQ)

West Midlands	2024/25 (days)
Guaranteed standards of performance average[1]	19.30
2024-25 combined average	11.98

East Midlands	2024/25 (days)
Guaranteed standards of performance average[1]	20.62
2024-25 combined average	12.84

South Wales	2024/25 (days)
Guaranteed standards of performance average[1]	20.06
2024-25 combined average	13.45

South West	2024/25 (days)
Guaranteed standards of performance average[1]	21.40
2024-25 combined average	13.36

Major Connections Time to Connect (MCTTC)

West Midlands	2024/25 (days)
2024-25 combined average	131.98

East Midlands	2024/25 (days)
2024-25 combined average	153.2

South Wales	2024/25 (days)
2024-25 combined average	122.24

South West	2024/25 (days)
2024-25 combined average	126.27

[1] This is not a target, but an averaged value of the targets in each segment, as context for our performance.

Progress against our Commitments

The Major Connections Strategy (MCS) for RIIO-ED2 sets out NGED's long-term vision for delivering high-quality, timely, and customer-focused connections services throughout the 2023–2028 regulatory period.

It is built around a series of measurable commitments designed to improve transparency, digital access, customer engagement, and the overall connections journey for customers. These commitments were co-created with stakeholders through extensive consultation, ensuring they reflect the real needs and priorities of you, our customers - from developers and local authorities to community energy groups and independent network operators. We will, however, continue to review these in line with our customers' evolving needs and expectations, allowing us to adjust our direction or approach to ensure the continued relevance and suitability of our commitments.

Ref:	Initiative description, expectation or number	Targets	Performance measure	Interim Milestone	Date	Progress and Outcomes
MCS1	We will make data more visible and interactive for customers through centralised data mapping functionality.	Centralised mapping functionality delivered in RIIO-ED2 Year 1: • Number of hits on centralised map. • User satisfaction with the centralised map.	50% increase in the use of the centralised map by 2028.	March 2024	March 2028	This year, we were proud to launch our new **Network Opportunities Map**, replacing and combining our previous Network Capacity Map and EV Capacity Map, making it easier for customers to navigate and find all the information they need in one platform. The Network Opportunities Map provides a unified view of available capacity (demand and generation) to support customers with the understanding of connection opportunities across NGED's Bulk Supply Points (BSPs), Primary substations and distribution substations. For BSPs and Primaries, we have enhanced our headroom methodology to provide a more accurate indication of demand, and generation headroom for both the existing connected network position and the future contracted position. From the tool being launched on the 18th March 2025 up to the end of 31st March 2025, we received 995 hits. We have also implemented enhancements to our website, including the addition of • a **Local Electric Vehicle Infrastructure (LEVI) fund web portal** which provides information for those involved in installing on-street electric vehicle (EV) charging infrastructure, specifically for large-scale deployments (over 30 charge points), • **Connections Reform** pages ensuring our customers are kept up to date about these significant changes and know how they can progress following implementation, and • a **triage service** through our Contact Centre to support connecting customers who prefer to engage with us on the phone.

In our strategy, we outlined five key initiatives, promising to deliver improvements to our existing tools and services. Detail on how we are progressing with these five initiatives can be found over the next three pages.

Progress against our Commitments

Ref:	Initiative description, expectation or number	Targets	Performance measure	Interim Milestone	Date	Progress and Outcomes
MCS2	We will use targeted stakeholder engagement to ensure that improvements identified are specific to the relevant subject area, market segment and customer types.	Methods for identifying engagement groups implemented in RIIO-ED2 year 1: • Number of engagements. • User satisfaction with engagement.	Customer satisfaction score greater than 90%.	March 2024	March 2028	In June 2024 we launched the first stage of our new stakeholder engagement programme. We held ten events throughout the year, which were attended by 2,373 stakeholders. Whilst some events provided an opportunity for engagement across the whole of our customer base, we also delivered a number of events that targeted specific groups of customers or market segments, such as: • Connections Reform webinars, • Workshops where we partnered with Customers to discuss and identify possible solutions to industry issues, • IDNO and ICP forums focused on technical and commercial policy and process matters, • Transport decarbonisation stakeholders and customers, where engagement enabled actions to be worked on to future-proof EV charging at Motorway Service Areas (MSAs), developing pathways for 75% of MSA sites and held multi-disciplinary surgeries to find innovative solutions. We achieved an average satisfaction score of 4.26 out of 5, at events where feedback was appropriate.

Ref:	Initiative description, expectation or number	Targets	Performance measure	Interim Milestone	Date	Progress and Outcomes
MCS3	We will implement a customer portal to provide an online facility to manage the end-to-end process, from application through to delivery.	Single system for end-to-end tracking implemented by RIIO-ED2 Year 2: • Number of registered accounts for the customer portal. • User satisfaction with the customer portal.	75% increase in the use of online accounts by 2028.	March 2025	March 2028	This year, we have continued to evolve and deliver new digital tools and platforms which focused on enabling a streamlined, efficient journey for our customers and improving self-serve functionality, including: • Customer enquiry portal, which continues to be utilised by small demand customers, and we have since enabled the functionality for notifications to be submitted for domestic low-carbon technologies. This portal also enables customers to raise queries from the customer application to acceptance stage, a key change for improvements to the customer journey, • Move my Meter online process, allowing customers to apply online in under 15 minutes, • Connect Direct (developed in collaboration with ENA and DNOs), • Heat Pump Tool, and • G99 Fast Track, all of which can be found **here** We achieved a customer enquiry portal satisfaction score of 84%, and have seen continued growth in the use of the platform, with over half of customers who use the portal signing up for an account.

Progress against our Commitments

Ref:	Initiative description, expectation or number	Targets	Performance measure	Interim Milestone	Date	Progress and Outcomes
MCS4	We will empower the customer to co-create connection offer agreements through a self-serve online tool.	New self-serve connections journey for connection customers up to EHV by RIIO-ED2 Year 5.	Overall major customer satisfaction score >90% with the self-assessment and connection offer agreement co-creation process.	March 2027	March 2028	In July 2022, we launched our Click2Connect programme to empower LV customers to take charge of their connection journey. Click2Connect initially offered customers the ability to obtain an instant budget estimate, and we have since been developing this further to enable small demand customers to receive a firm quote within 15 minutes. While we had originally aimed to deliver this functionality by March 2025, we have made the considered decision to extend the timeline to the end of 2025. This adjustment reflects the impact of the ongoing Connections Reform and our commitment to ensuring that the tool is robust, intuitive, and truly meets the needs of our customers. We remain focused on delivering a high-quality experience and will continue to build enhanced survey functionality into the tool to gather valuable stakeholder feedback.

Ref:	Initiative description, expectation or number	Targets	Performance measure	Interim Milestone	Date	Progress and Outcomes
MCS5	We will provide an online tool for interactive work scheduling.	Online interactive work scheduling tool to be implemented by RIIO-ED2 Year 3: • Number of customers self-scheduling dates to suit their own needs. • User satisfaction with the customer portal.	50% increase in the use of self-scheduling by 2028.	March 2026	March 2028	We are currently evaluating various options for the development of this tool and will provide progress updates in later years.

Future Improvement with Unique Metrics

The Future Improvements outlined below each have a unique metric associated with them. These initiatives are all targeted for completion by the end of the ED2 period, and we have already made significant progress towards achieving these outcomes.

These commitments each have specific and unique metrics to track progress, which is different to those with generic metrics, which are applied to several commitments.

Ref:	Future Improvements	Performance measure	Delivery date	Progress and Outcomes
FIU1	Work with ICPs and IDNOs to minimise the number and scope of non-contestable services.	Reduction in the number of non-contestable activities by 2028.	March 2028	We understand the importance of ensuring that services are offered to customers by more than one party and that this competition will support the continual improvement of product cost and quality. With the introduction of our new NGED Connections Directorate, we are increasing our engagement with ICPs and IDNOs. This involves collaborating with stakeholders to explore opportunities for reducing the number and scope of non-contestable works, while ensuring fairness and consistency for all remaining customers. Any proposed changes will be applied across all market segments to maintain equity and uphold value for the end consumer. We currently have 28 types of connections service provision in total, and 10 are non-contestable (**with 2 of those 10 being conditionally contestable**[2]). We will therefore use this number as a baseline for future reporting. This year, we have held two Competition in Connections in-person events to discuss: • Changes that we are making to policies, processes and teams, • Areas for improvement, lessons learned from their engagement with other organisations and other best ways forward, to ensure every customer receives fair and quality service, regardless of the provider that they choose. We will look to continue this important engagement and ensure we deliver for all of our customers.

Ref:	Future Improvements	Performance measure	Delivery date	Progress and Outcomes
FIU2	Improve guidance on the information needed to submit an application for connection.	Reduction in number of requests for further information by 2028.	March 2028	In year 1, we received requests for further information on 6% of our customer applications. This year, this number has decreased to 5.7% of our customer applications. This improvement can be attributed to the additions we have made to our website, with the introduction of the LEVI web portal, in addition to the introduction of stricter measures on the quality of applications, which can be seen as an industry-wide ambition with the aim of accelerating connections. We will continue to collaborate with stakeholders to enhance the availability and clarity of the information they need to successfully submit a connection application.

[2] This information about the contestable and non-contestable services is published in the **Statement of Methodology and Charges to NGED ED-network**

Future Improvement with Unique Metrics

Ref:	Future Improvements	Performance measure	Delivery date	Progress and Outcomes
FIU3	Improve interactive costing tool to combine with mapping system, allowing a cost to be determined from a pin location.	Interactive pricing tool satisfaction score >90%.	March 2028	The energy industry shares a common commitment to providing customers with accurate data on costs, locations, and timescales to support informed investment decisions. We have updated our toolkit by offering an indicative cost based on a postcode. We have also added a survey button to the page to record and baseline the user satisfaction for subsequent years. The development of this tool has been temporarily paused, with the focus needed on developing new platforms and tools to support the introduction of the new reformed connections framework and ensure NGED's ability to meet new code and licence requirements, whilst delivering to our customer's needs.

Ref:	Future Improvements	Performance measure	Delivery date	Progress and Outcomes
FIU4	Provide a 'Strategic Planning Information' request service for Local Authorities (LA) and Local Enterprise Partnerships (LEPs). **Note: we are closing this commitment on the MCAR and will report performance in the DSO strategy report instead.**	Increase in the number of requests by 2028.	March 2028	This year, our DSO was proud to report that following the engagement with all 120 local authorities in our licence areas in Year 1, we have met our target of supporting 100% of the local authorities in our licence area that require our support to create Local Area Energy Plans (LAEPs) and decarbonisation initiatives. Our DSO has also collaborated with 14 local authorities in Wales to support their LAEPs, reflecting our commitment to providing tailored, useful data. To support Local Authorities, we also launched the "Switched On" quarterly newsletter reaching nearly 300 local officers.

Future Improvement with Unique Metrics

Ref:	Future Improvements	Performance measure	Delivery date	Progress and Outcomes
FIU5	Introduce local authority engagement engineers dedicated to supporting local authorities in the development of their plans. **Note: we are closing this commitment on the MCAR and will report performance in the DSO strategy report instead.**	90% customer satisfaction with the local authority engagement engineer process.	March 2028	Our DSO has been working consistently with Local Authorities to ensure their future electricity needs are represented and accounted for within our network plans. We are proud to report that this year that we received a satisfaction score of 9.03 (out of 10), resulting in a 16.2% increase compared with the previous year, with two-thirds of respondents being Local Authorities. The DSO will continue to measure and report on this moving forward in the annual DSO strategy report, as discussed in FIU4.

Ref:	Future Improvements	Performance measure	Delivery date	Progress and Outcomes
FIU6	Formalise arrangements for expediting the reconnection of critical infrastructure, including internet cabinets.	90% reconnected within agreed fast track timescales.	March 2028	We've listened to our customers about the timescales needed to reconnect critical assets following faults or damage. In response, we're reviewing how we might offer faster reconnections more broadly, where there is a clear need. As part of this, we trialled a new reconnection process with Openreach, successfully reducing reconnection times to within 24 hours. This trial will now be evaluated and over the next 12 months, with a view to roll it out to other customers as a standard.

Ref:	Future Improvements	Performance measure	Delivery date	Progress and Outcomes
FIU7	Undertake a capacity review with connected customers who are underutilising capacity on an enduring basis.	Unutilised capacity returned to the network.	March 2028	The last year enabled the focus on the review of existing Design Standards and development of understanding on the volume of capacity that is contracted but underutilised on NGED's network. Over the next 12 months, activities in this initiative will focus on identifying opportunities for customers to reduce ongoing costs by releasing unused capacity that is not required back to the network. In parallel, we've initiated a review and will action changes where possible on how we model the low and high voltage networks. The updates to modelling will ensure that unutilised capacity is excluded from the relevant network studies to avoid unnecessary reinforcement of the network being identified. Consequently, we expect this will reduce connection timescales and potential costs to customers and consumers.

Future Improvement with Unique Metrics

Ref:	Future Improvements	Performance measure	Delivery date	Progress and Outcomes
FIU8	Promote the option of distributed generation consortium option.	Increased take up of DG consortium approach.	March 2028	We recognise that Access SCR has reduced the cost of network reinforcement. However, our customers are still asking for collaboration and potential sharing arrangements to further reduce network costs. We are therefore continuing to work closely with our customers and stakeholders via different formats and forums. This included a Hackathon event delivered in collaboration with Octopus Energy and was attended by a number of developers, focused on discussing new options for ways of accelerating connections beyond the tactical and reform initiatives, whilst reducing costs for generation customers. As a result of this event, we have since progressed an initiative, which has been allocated £418,000 of innovation funding to explore the implementation of AI within the connections journey. We also took part as the sole DNO at the Eclipse collaborative workshops on the evolution required to deliver net zero, attended by representatives from DNOs, TOs, NESO, Developers and the customer community. A consortium approach remained a potential solution promoted by our stakeholders, and we will continue to work with them to identify the possibilities around implementation.

Ref:	Future Improvements	Performance measure	Delivery date	Progress and Outcomes
FIU9	Provide access to services that facilitate the delivery of timely and economic connections such as ‘rent a joiner’.	Publication of process if deemed required.	March 2028	As an example of one of our accessible services, rent-a-jointer was previously offered and mostly used by local authorities for unmetered demand connections. The expansion of non-contestable activities to enable ICPs to carry out live jointing at LV resulted in a reduced demand for rent-a-jointer services. To determine if there is still a requirement for rent-a-jointer services, we will engage with customers and confirm the outcome in upcoming MCARs.

Future Improvement with Unique Metrics

Where a Future Improvement does not have a unique metric associated with it, our assessment will rely upon the application of one or more broad metrics. We developed these metrics in our Major Connections Strategy, and are due to report on them in full at the end of ED2 in March 2028. An interim update is provided below.

Commitment	Progress on Metric Achievement
GM1: Customer Satisfaction	**Measured by:** Overall major customer satisfaction score >90%. **Outcome:** Our customer service scores overall are on track for the target score of above 9 by the end of the ED2 period. The improvements we are making to the customer journey, tools and data will support further increases in customer satisfaction. **SLC15A (Standards for the provision of Non-Contestable Connection Services) = 9.02** **SLC15 (Connection Policy and Connection Performance) = 8.61** **Overall for both = 8.65**
GM2: Awareness of Competition	**Measured by: 80%** of connection customers aware of competition. **Outcome:** We include information about alternative suppliers and contestable work in both our budget and full connection offers. In our business plan progress report, published in October 2023, we reported that 84% of our customers were aware of competition in the market. This was measured by an annual survey in ED1. We will look to measure this as an interim milestone and provide an update in the 2026 Major Connections Annual Report.
GM3: Guaranteed Standards of Performance	**Measured by: 100%** compliance with connection guaranteed standards of performance. **Outcome:** We set ourselves challenging targets and as a result, deliver high levels of service to customers using our network. We are currently achieving 99.45% compliance against the GSOP.

Commitment	Progress on Metric Achievement
GM4: Stakeholder Engagement	**Measured by:** Increase in the annual number of stakeholders engaged during RIIO-ED2 compared to final year RIIO-ED1 **Outcome:** We have placed a laser focus on stakeholder engagement and will continue to improve the way we offer services over ED2. In the last year of ED1 we engaged with 18,800 stakeholders, and from April 2023 to March 2024 we engaged with 19,969 stakeholders (+6%), and adopted a more targeted and meaningful approach. This year, we have been developing our new stakeholder engagement programme, which will look to target our engagement where it is needed most, ensuring quality as well as improved outreach to our customers. We will also be engaging with stakeholders throughout the development of our RIIO-ED3 business plan, prioritising customer needs across our future commitments.
GM5: Published Information	**Measured by:** Website information satisfaction score **>90%.** **Outcome:** We aspire to give excellent customer service in everything we do, and to understand how to improve, we need to measure how well we perform at all customer touch points. In the year from April 2024 to March 2025 we had 1,177,191 hits on our Connections website, which was a further 50% increase from July 2023 to March 2024, showing a continued growth from 2022. We are reviewing and improving all the information and toolkits we provide on the website and will provide an update in 2028 on our satisfaction score.
GM6: MCTTQ/MCTTC	**Measured by:** Improve performance by **1% from RIIO-ED1 level** (small schemes). **Outcome:** We have made significant policy improvements to how we assess small Low Carbon Technology (LCT) projects. In 24/25 we have seen significant growth with 103,786 LCTs connected to our networks and maintained an average approval time of 1.12 days. Although we have seen an increase in volume, we are pleased to report a 34.12% reduction in approval time. Of the 103,786 connections, 87% were resolved within one day 89% of direct enquiries were approved the same day. We have therefore continued to surpass the target to improve performance by 1% from RIIO-ED1 level (small schemes), whilst volumes continue to grow. We will continue to assess the ways in which we can better measure success for the connection of larger low carbon connections moving forward.

Customer Satisfaction

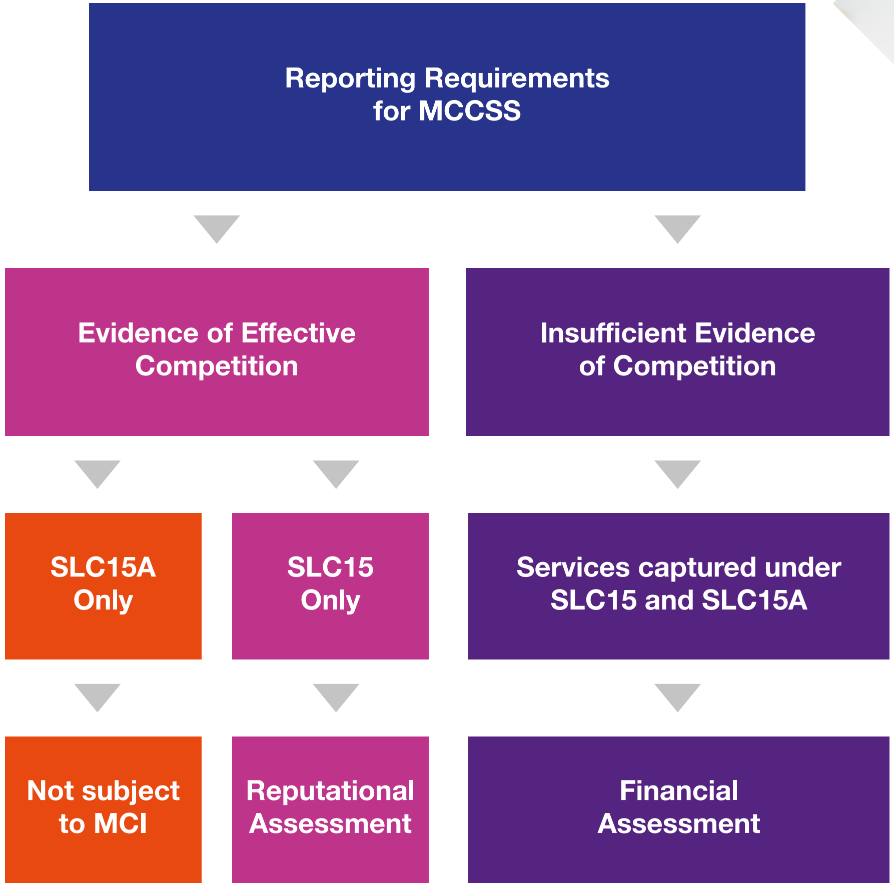
The Major Connections Customer Satisfaction Survey (MCCSS) is a survey conducted by a third party in accordance with the MCI Governance Document[3]. The scores below relate to the final question in the survey which asks, ‘overall how satisfied are you with the service provided by NGED’, with a score of between 1 and 10.

At NGED, we are always looking for ways to improve and better support our customers in achieving their goals. With the creation of our new Connections Directorate, we are sharpening our focus on customer satisfaction and taking meaningful steps towards our 2028 target of 9.00 for Customer Satisfaction.

In accordance with Ofgem governance, financial assessment scores include SLC15 and SLC15A quotes and connection responses, whilst the reputational assessment scores only include SLC15.

SLC 15 (Standards for the provision of Non-Contestable Connection Services) – SLC15 applies to quotations, design submissions, and final works and phased energisation, where the applicant’s request is limited to the provision of Non-Contestable Connection Services by the licensee.

SLC 15A (Connection Policy and Connection Performance) – SLC15A is focused on ensuring that customers seeking new connections receive timely and high-quality service through licensee compliance with the Connections Regulations and Distributed Generation Connection Standards.



[3] Ofgem (2024). **Major Connections Governance Document (ofgem.gov.uk)**

Customer Satisfaction

Financial (competition test not passed)

Where we have not passed the competition test and are being assessed financially, we have obtained an overall score in each of our licence areas above the required satisfaction target of **7.41/10**.

Generally, scores received were above 8 and show that we are progressing well towards achieving the customer satisfaction score of 9 or above that NGED has challenged itself to deliver by the end of RIIO-ED2.

West Midlands	2023/24 (/10)	2024/25 (/10)
Overall MCCSS score subject to financial penalty	8.67	8.62
Metered Demand LV	8.74	8.61
Distributed Generation LV	7.90	9.00

East Midlands	2023/24 (/10)	2024/25 (/10)
Overall MCCSS score subject to financial penalty	8.82	8.66
Metered Demand LV	8.98	8.65
Distributed Generation LV	8.64	8.81

South West	2023/24 (/10)	2024/25 (/10)
Overall MCCSS score subject to financial penalty	8.61	8.55
Metered Demand LV	8.63	8.70
Distributed Generation LV	8.66	9.33
Metered Demand HV	8.00	8.58
Metered Demand HV and EHV	9.00	-
Metered Demand EHV and above	8.71	10.00
Unmetered Other	8.04	6.60

South Wales	2023/24 (/10)	2024/25 (/10)
Overall MCCSS score subject to financial penalty	8.96	8.93
Metered Demand LV	8.98	9.14
Distributed Generation LV	8.99	10.00
Metered Demand HV	10.00	8.72
Metered Demand HV and EHV	-	7.00
Metered Demand EHV and above	7.86	-
Unmetered Other	9.09	9.00

Where there is no data available we will display a ‘-’.

Unmetered PFI is no longer a service and therefore the data is not included in the MCCSS, MCTTQ or MCTTC reporting.

The Major Connections Customer Satisfaction Survey (MCCSS)

Reputational (competition test passed)

West Midlands	2023/24 (/10)	2024/25 (/10)
Overall MCCSS score subject to reputational penalty	9.00	8.08
Metered Demand HV	9.05	8.17
Metered Demand HV and EHV	-	-
Metered Demand EHV and above	-	7.00
Distributed Generation HV and above	8.80	-

East Midlands	2023/24 (/10)	2024/25 (/10)
Overall MCCSS score subject to reputational penalty	8.63	8.55
Metered Demand HV	8.61	8.65
Metered Demand HV and EHV	-	5.00
Metered Demand EHV and above	9.00	-
Distributed Generation HV and above	9.00	9.00

South West	2023/24 (/10)	2024/25 (/10)
Overall MCCSS score subject to reputational penalty	6.00	-
Distributed Generation HV and above	6.00	-

South Wales	2023/24 (/10)	2024/25 (/10)
Overall MCCSS score subject to reputational penalty	10.00	-
Distributed Generation HV and above	10.00	-

Timeliness of Connections

Major Connections Time to Quote (MCTTQ) and Major Connections Time to Connect (MCTTC) are performance measures of the average number of working days to issue a quote and to energise a connection respectively.

MCTTQ is the average time, measured in working days, from the licensee receiving the minimum required information to quotation being issued. MCTTC is the average time, measured in Working Days, from the customer accepting the quotation to the connection being completed.

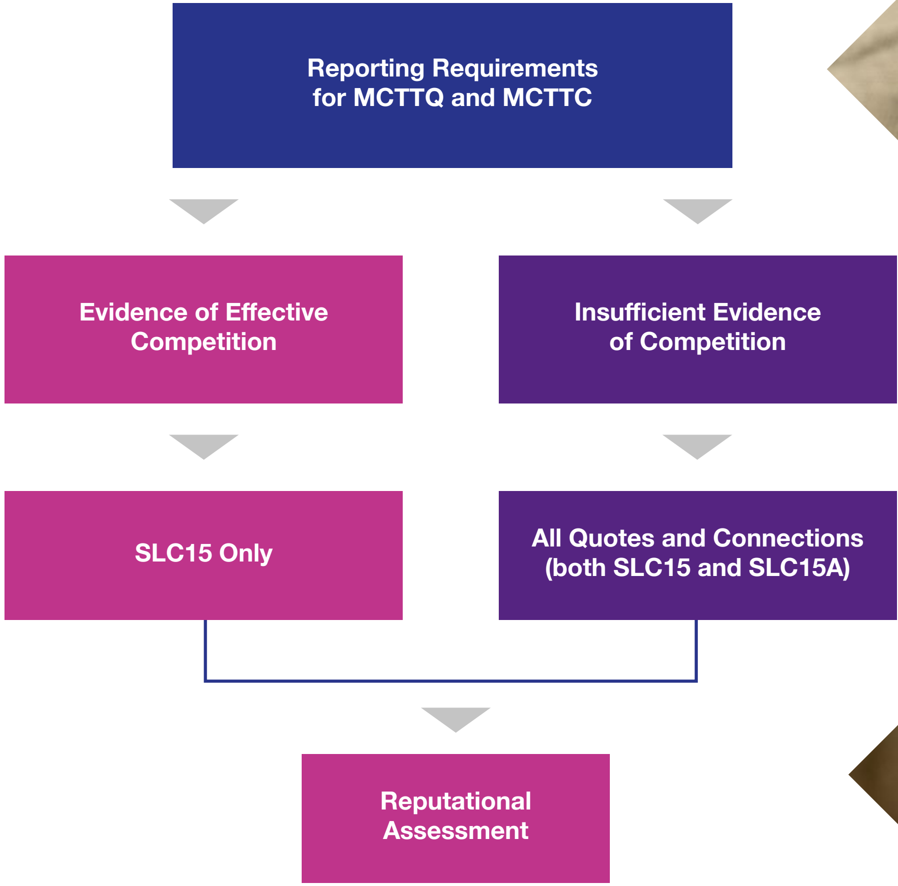
The service for MCTTQ is governed by the timescales specified in the industry wide **Guaranteed Standards of Performance (GSOP) set by Ofgem**[4]. No timescales are defined for MCTTC.

For MCTTQ/MCTTC the data is split into 'Competition Test Passed' and 'Competition Test Not Passed' in accordance with the test that Ofgem completed against our RMSs at the beginning of the ED2 period.

However, the incentive measure for both is always reputational and not financial. The significance of whether we passed or failed the competition test is such that it determines how we must present the data in accordance with Ofgem's guidance.

Where we have shown insufficient evidence of competition, we will outline the MCTTQ and MCTTC for both SLC15 and SLC15A quotes.

Where we have shown sufficient evidence of competition, we will outline the MCTTQ and MCTTC for SLC15 only.



[4] National Grid (2024). **National Grid - Standards of Performance**

Major Connections Time to Quote (MCTTQ)

MCTTQ is an important metric to us as it enables reporting on the levels of service our customers receive when looking to obtain a quote for an electricity connections.

The performance data obtained from this report is important for our commitment of continuous improvement improvement and delivering excellent service to our customers. The full set of data across MCTTQ can be seen in the table below for 2024/25 and includes a comparison to the Guaranteed Standards of Practice (GSOP) target and the previous ED1 period.

Competition Test Not Passed

West Midlands	GSOP Target* (days)	RIIO-ED1 Combined Average	RY 2023/24 Combined Average	RY 2024/25 Combined Average	RY 2024/25 SLC15A Average	RY 2024/25 SLC15 Average
Overall MCTTQ (of RMSs below)	-	7.62	9.78	10.94	12.01	8.73
Metered Demand LV	15	7.5	9.71	10.65	11.62	8.74
Distributed Generation LV	30	25.25	13.57	20.89	21.26	5.00

East Midlands	GSOP Target* (days)	RIIO-ED1 Combined Average	RY 2023/24 Combined Average	RY 2024/25 Combined Average	RY 2024/25 SLC15A Average	RY 2024/25 SLC15A Average
Overall MCTTQ (of RMSs below)	-	8.78	10.88	11.77	13.06	9.28
Metered Demand LV	15	8.62	10.54	11.13	12.15	9.26
Distributed Generation LV	30	24.57	27.65	25.89	27.72	10.53

South Wales	GSOP Target* (days)	RIIO-ED1 Combined Average	RY 2023/24 Combined Average	RY 2024/25 Combined Average	RY 2024/25 SLC15A Average	RY 2024/25 SLC15 Average
Overall MCTTQ (of RMSs below)	-	9.53	11.70	13.42	13.81	11.30
Metered Demand LV	15	7.89	8.57	10.03	10.31	8.31
Metered Demand HV	20	10.93	14.07	16.47	17.18	13.69
Metered Demand HV and EHV	65	37.4	37.18	42.43	55.40	25.00
Metered Demand EHV and above	50	30.67	42.93	47.00	47.00	-
Distributed Generation LV	30	19.50	21.73	21.76	27.16	-
Unmetered Other	25	9.01	11.71	12.24	12.24	NA

South West	GSOP Target* (days)	RIIO-ED1 Combined Average	RY 2023/24 Combined Average	RY 2024/25 Combined Average	RY 2024/25 SLC15A Average	RY 2024/25 SLC15A Average
Overall MCTTQ (of RMSs below)	-	9.42	13.18	13.31	13.57	12.38
Metered Demand LV	15	6.82	9.11	9.00	9.19	8.37
Metered Demand HV	20	10.66	14.27	15.60	16.23	13.62
Metered Demand HV and EHV	65	29.31	33.78	29.89	34.08	27.74
Metered Demand EHV and above	50	48.18	48.70	46.47	51.58	37.71
Distributed Generation LV	30	17.26	25.94	16.52	16.52	-
Unmetered Other	25	10.62	12.56	13.80	13.80	-

*The RMSs are made up of different connections categories. These connections categories may have different GSOP. To align with the RMSs, we have assumed the most ambitious GSOP. If a result comes out above target we will then verify whether the connection category in question had a different GSOP.

Major Connections Time to Quote (MCTTQ)

Competition Test Passed

West Midlands	GSOP Target* (days)	RIIO-ED1 SLC15 Average	RY 2023/24 SLC15 Average	RY 2024/25 SLC15 Average
Overall MCTTCQ (of RMS below)	-	8.85	13.91	15.44
Metered Demand HV	20	10.07	13.47	14.66
Metered Demand HV and EHV	65	15.48	31.55	38.23
Metered Demand EHV and above	50	27.7	53.25	52.67
Distributed Generation HV and EHV	50	41.11	1.00	-

East Midlands	GSOP Target* (days)	RIIO-ED1 SLC15 Average	RY 2023/24 SLC15 Average	RY 2024/25 SLC15 Average
Overall MCTTCQ (of RMS below)	-	10.52	14.48	15.97
Metered Demand HV	20	11.49	13.08	14.12
Metered Demand HV and EHV	65	32.89	40.93	40.07
Metered Demand EHV and above	50	42.71	50.04	49.07
Distributed Generation HV and EHV	50	44.31	40.93	41.56

South Wales	GSOP Target* (days)	RIIO-ED1 SLC15 Average	RY 2023/24 SLC15 Average	RY 2024/25 SLC15 Average
Overall MCTTCQ (of RMS below)	-	24.06	23.33	40.67
Distributed Generation HV and EHV	50	24.06	23.33	40.67

South West	GSOP Target* (days)	RIIO-ED1 SLC15 Average	SRY 2023/24 SLC15 Average	RY 2024/25 SLC15 Average
Overall MCTTCQ (of RMS below)	-	29.03	38.90	39.56
Distributed Generation HV and EHV	50	29.03	38.90	39.56

Major Connections Time To Connect (MCTTC)

Unlike MCTTQ, for MCTTC no industry standard targets have yet been created to report against. The reporting is therefore solely for tracking trends and providing transparency to our stakeholders.

Over the last five years we have witnessed an unprecedented increase in the volume of connections offers being accepted, and we recognise the impact that this has had on our average Time to Connect, driven by the increase in the volume of projects to deliver, the dependency on distribution network reinforcement and also transmission network access. We are collaborating across wider industry to address the connections queue by implementing the actions outlined in the ENA's three-point plan, Ofgem's six-point plan and more recently Connections Reform.

Specific examples include the introduction and enforcement of project milestones as well as the implementation of the NESO Connections Reform programme at Distribution to prevent schemes that don't meet the necessary criteria from obtaining transmission access and blocking the queue and network access for other projects that can connect. We will continue to work tirelessly to improve our processes as well as continuing to engage with policymakers across the sector and look forward to reporting improvement to MCTTC in the future.

We also recognise that we must continue to expand the use of flexibility and prepare our network, systems and processes for the continued growth predicted in our Distribution Future Energy Scenarios (DFES).

Competition Test Not Passed

West Midlands	RIO-ED1 Combined Average (days)	RY 2023/24 Combined Average	RY 2024/25 Combined Average	RY 2024/25 SLC15A Average	RY 2024/25 SLC15A Average
Overall MCTTC (of RMS below)	107.86	106.33	110.56	111.61	126.41
Metered Demand LV	107.92	106.37	110.73	111.78	126.41
Distributed Generation LV	96.77	102.88	52.50	52.50	-

East Midlands	RIO-ED1 Combined Average (days)	RY 2023/24 Combined Average	RY 2024/25 Combined Average	RY 2024/25 SLC15A Average	RY 2024/25 SLC15A Average
Overall MCTTC (of RMS below)	116.11	133.98	128.47	127.43	141.47
Metered Demand LV	116.14	134.98	128.70	127.94	138.63
Distributed Generation LV	107.77	95.69	104.25	48.40	197.33

South Wales	RIO-ED1 Combined Average (days)	RY 2023/24 Combined Average	RY 2024/25 Combined Average	RY 2024/25 SLC15A Average	RY 2024/25 SLC15A Average
Overall MCTTC (of RMS below)	106.16	125.75	122.24	118.47	288.82
Metered Demand LV	103.19	103.93	96.20	95.54	148.00
Metered Demand HV	116.57	146.54	155.26	147.14	347.50
Metered Demand HV and EHV	632	620.00	370.00	370.00	-
Metered Demand EHV and above	378.14	-	-	-	-
Distributed Generation LV	47.15	228.17	56.50	56.50	-
Unmetered Other	59.74	175.98	128.36	128.36	NA

South West	RIO-ED1 Combined Average (days)	RY 2023/24 Combined Average	RY 2024/25 Combined Average	RY 2024/25 SLC15A Average	RY 2024/25 SLC15A Average
Overall MCTTC (of RMS below)	94.93	128.51	126.27	118.06	262.49
Metered Demand LV	95.61	113.38	103.70	101.99	148.89
Metered Demand HV	97.72	140.23	142.60	129.41	294.39
Metered Demand HV and EHV	203	242.00	355.00	194.00	395.25
Metered Demand EHV and above	234	-	-	-	-
Distributed Generation LV	53.49	141.58	111.00	111.00	-
Unmetered Other	62.82	134.26	128.49	128.49	NA

Major Connections Time To Connect (MCTTC)

Competition Test Passed

West Midlands	RIIO-ED1 SLC15 Average (days)	RY 2023/2024 SLC15 Average	RY 2024/2025 SLC15 Average
Overall MCTTC (of RMS below)	207.45	292.96	302.96
Metered Demand HV	199.7	293.80	302.96
Metered Demand HV and EHV	427.86	263.00	-
Metered Demand EHV and above	40	-	-
Distributed Generation HV and EHV	472.17	-	-

East Midlands	RIIO-ED1 SLC15 Average (days)	RY 2023/2024 SLC15 Average	RY 2024/2025 SLC15 Average
Overall MCTTC (of RMS below)	281.59	332.44	357.62
Metered Demand HV	271.1	321.88	344.17
Metered Demand HV and EHV	397.77	-	1317.00
Metered Demand EHV and above	667.4	992.50	743.00
Distributed Generation HV and EHV	322.91	-	-

South Wales	RIIO-ED1 SLC15 Average (days)	RY 2023/2024 SLC15 Average	RY 2024/2025 SLC15 Average
Overall MCTTC (of RMS below)	-	-	-
Distributed Generation HV and EHV	273.00	-	-

South West	RIIO-ED1 SLC15 Average (days)	RY 2023/2024 SLC15 Average	RY 2024/2025 SLC15 Average
Overall MCTTC (of RMS below)	-	986.00	-
Distributed Generation HV and EHV	537.33	986.00	-

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