Electricity
Distribution

Major Connections Annual Report

ED2-Year 3 2026
A look back at the Major Connections Incentive

nationalgrid

Contents

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Welcome to the 2026 Major Connections Annual Report

This year has been another year of progress for connections at NGED. We've continued to deliver for customers, helped drive reforms across the sector and further improved how we work. As demand for network access continues to grow and the connections landscape becomes more complex, we remain focused on supporting economic growth and the transition to clean power across our region.

Throughout 2025/26, we have built on the strong foundations established in previous years, continuing to improve performance, enhance transparency and expand our digital capabilities. We have seen growing adoption of our self-service tools, improved visibility of network information and continued strong customer satisfaction, helping to create a more accessible, predictable and efficient connections experience.

A defining feature of this year has been our focus on listening to and learning from our customers. Through an expanded programme of engagement, including stakeholder events, targeted sector engagement, customer interviews, structured research, customer engagement sprints and discovery, we have strengthened our understanding of customer needs across all segments.

This year has been one of significant change, with industry-wide reforms reshaping the connections process. While our overall performance has not matched the high standards achieved last year, we remain focused on delivering a high-quality service for our customers throughout this period of transition. Customer feedback continues to inform improvements to communication, transparency and the overall customer experience as Connections Reform progresses.

In response, we have taken steps to improve how we communicate and support customers through increasingly complex journeys. This includes a shift towards clearer, stage-based guidance that helps customers understand what they need to do, what NGED will do and what happens next.

Early examples of this approach have been delivered through the Connections Playbook and accompanying communications materials, and this will continue to be developed further across all journeys.

We have also strengthened our digital and online experience. A comprehensive review of our Connections website and customer journeys has introduced a more structured, customer-led approach based on key principles; ensuring no customer is left behind, clearly showing the journey, reducing uncertainty, providing a single source of truth and enabling self-service. These principles now underpin our future digital roadmap.

Having established a strong strategic foundation through the Connections function, we have since shifted our focus to translating this into delivery. We have aligned our teams to bring connections expertise closer to operational delivery, helping to turn strategy into action and improve customer outcomes.

Looking ahead, we remain focused on embedding these improvements and continuing to deliver services that are clear, consistent and customer-focused.

Emma Pamplin

Director of Customer Excellence

National Grid Electricity Distribution

FY25/26 Key Successes and Highlights

- Maintained strong levels of customer satisfaction, whilst delivering significant improvements across several historically lower-scoring customer segments and achieving an overall MCCSS score of 8.56/10 from over 1,056 customer responses.
- Played a leading role in delivering Connections Reform, supporting the largest changes to the connections process in a generation and helping to create a more efficient and enduring connections framework.
- Engaged with more than 10,000 customers and stakeholders across all customer segments, ensuring customer and stakeholder views continue to shape our services, priorities and strategic decision-making.
- Improved our average Major Connections Time to Quote (MCTTQ) score, reporting 13.44 working days, successfully managing increasing application volumes and growing project complexity throughout the year.
- Delivered record engagement with our digital services, including over 1.36 million views across our connections website, helping customers access information, tools and support throughout their connections journey.

Performance Summary

Across NGED, overall customer satisfaction remained strong throughout 2025/26, with a combined Major Connections Customer Satisfaction Survey score of 8.56/10. Average Major Connections Time to Quote was 13.44 working days, while average Major Connections Time to Connect was 143.33 working days across all Major Connections activities during the reporting year.

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, or 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 Major Connections 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 Major Connections Time to Connect (MCTTC) metric, 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.

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

The Major Connections Customer Satisfaction Survey (MCCSS)

Overall MCCSS score for 2025-26: **8.56/10**

West Midlands	2025/26 (/10)
Overall MCCSS score subject to financial penalty	8.55
Overall MCCSS score subject to reputational penalty	9.09

East Midlands	2025/26 (/10)
Overall MCCSS score subject to financial penalty	8.65
Overall MCCSS score subject to reputational penalty	9.26

South Wales	2025/26 (/10)
Overall MCCSS score subject to financial penalty	8.87
Overall MCCSS score subject to reputational penalty	-

South West	2025/26 (/10)
Overall MCCSS score subject to financial penalty	8.40
Overall MCCSS score subject to reputational penalty	2.00*

Major Connections Time to Quote (MCTTQ)

Overall MCTTQ score for 2025-26: **13.44 working days**

West Midlands	2025/26 (days)
2025/26 combined average	14.66

East Midlands	2025/26 (days)
2025/26 combined average	16.87

South Wales	2025/26 (days)
2025/26 combined average	16.13

South West	2025/26 (days)
2025/26 combined average	14.69

Major Connections Time to Connect (MCTTC)

Overall MCTTC score for 2025-26: **143.33 working days**

West Midlands	2025/26 (days)
2025/26 combined average	170.65

East Midlands	2025/26 (days)
2025/26 combined average	190.92

South Wales	2025/26 (days)
2025/26 combined average	141.17

South West	2025/26 (days)
2025/26 combined average	135.69

* The South West reputational score of 2.00 is based on a single survey response and should therefore be treated with caution, as it is not statistically robust or representative of the wider customer experience.

Performance Summary

2025/26 has been a year of strong delivery and continued evolution for NGED's Connections activities, set against a backdrop of increasing demand and complexity across the connections market.

During the first part of the year, NGED built on the foundations established in 2024/25, embedding its structured operating model and continuing to enhance customer experience, digital capability and operational processes. Digital adoption has continued to increase, supported by tools such as Connect Direct, Move My Meter and the Heat Pump Tool. Enhancements to the Network Opportunities Map and Clearview platforms have improved transparency of network capacity, connection timelines and queue positions, enabling better-informed customer decisions.

Operational improvements introduced in previous years have continued to deliver benefits. Upfront budget estimate charging has reduced speculative applications and improved pipeline quality, while the Connections Triage Tool has enabled earlier feasibility assessment and reduced abortive work.

Customer engagement has also evolved significantly, with greater emphasis on segmentation, targeted engagement and co-creation. NGED has strengthened engagement with key customer groups including industrial decarbonisation customers, transport providers, developers and generation customers, supporting a more tailored and insight-led approach to service development.

However, while performance improved in a number of areas, NGED recorded a slight reduction in MCCSS scores for categories subject to financial penalties.

This reflects the increasing scale, pace and complexity of connections activity, driven by unprecedented volumes of low-carbon technologies, distributed generation and large demand connections seeking access to the network.

These trends are placing sustained pressure on both timescales and customer experience, particularly where projects involve significant reinforcement, land constraints, or wider system coordination.

In this context, NGED's focus has been on maintaining strong overall service levels while adapting to a rapidly changing environment.

Importantly, customer satisfaction scores remain high in absolute terms across all licence areas, and operational metrics continue to reflect a broadly consistent level of delivery given the challenges faced.

The standalone Connections function played an important role in shaping our reform programme and establishing the strategy needed to support future growth. As our focus has increasingly shifted from strategy and design into delivery, we have evolved our operating model to place teams closer to customers and strengthen operational delivery. This supports a more coordinated approach to meeting growing demand and delivering improved customer outcomes.

NGED has also continued to play a leading role in national connections reform, supporting initiatives such as improved queue management, minimum information requirements and new processes, all of which are designed to address systemic challenges affecting the sector.

Overall, 2025/26 represents a transition from transformation into embedded delivery in a more complex and higher-volume environment. While some performance metrics have softened, this reflects wider market conditions rather than a reduction in capability.

NGED has continued to build organisational resilience, improve transparency and strengthen customer engagement, positioning the business to respond effectively to ongoing growth in connections demand.

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.

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 following pages.

Ref:	Initiative description, expectation or number	Targets	Performance measure	Interim Milestone	Date
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

Progress and Outcomes

Improving visibility of network capacity and connection opportunities has remained a core priority throughout 2025/26.

During the year, we have continued to enhance the Network Opportunities Map, which provides customers with a unified view of network headroom and constraints across Bulk Supply Points, primary substations and distribution substations. This tool enables customers to understand both the current network position and future contracted capacity, supporting better-informed siting and investment decisions.

These tools give customers greater visibility of:

- available capacity
- network constraints
- network development plans
- future reinforcement needs
- queue position and project progression.

This represents a significant shift from reactive information provision towards proactive, data-led decision support, helping customers assess viability before entering the formal connections process.

Alongside these tools, we have continued to develop supporting digital guidance and improve accessibility of network information through our Connections website and information hub, ensuring customers can more easily interpret and use available data.

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	During 2025/26, NGED continued to mature its stakeholder engagement approach, moving from broad engagement towards a more targeted, insight-led model. We delivered a wide range of engagement activities, including: • research into residential customer priorities, future energy technologies and low-carbon adoption • engagement with businesses to better understand barriers to electrification and future energy requirements • collaboration with local authorities, developers and regional partners to support Local Area Energy Planning and housing growth • engagement with transport, infrastructure and public sector organisations to understand future electricity demand and decarbonisation requirements • work with customers and industry stakeholders to support Connections Reform and improve the end-to-end connections journey • dialogue with large electricity users on industrial decarbonisation, data centres and future capacity requirements Alongside engagement across these customer segments, we have continued to strengthen our approach to engaging with delivery partners through: • ICP and IDNO forums and engagement events • improved engagement on competition in connections and interface arrangements. We have also expanded our programme of customer insight and discovery activities, engaging with over 5,000 customers and stakeholders through: • customer research sprints • customer interviews and workshops • benchmarking, surveys and deliberative engagement • regional roundtables and stakeholder forums. This programme of engagement has reinforced several consistent themes across customer groups, including: • greater transparency throughout the connections journey • improved communication and customer support • earlier visibility of network information and delivery timescales • clearer roles, responsibilities and next steps. These insights have directly informed improvements to our digital services, communications, tools and service design, helping to ensure that the services we develop continue to reflect changing customer needs and expectations.

Progress Against our Commitments

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	NGED has continued to invest in digitalisation throughout 2025/26, improving customer access to services and enabling greater use of self-service capabilities. Customers can now access a range of digital tools and services through NGED's Connections platform, including: • application submission and tracking • online communication and query management • acceptance of quotations and payment • access to supporting information and resources. The platform has been supported by a growing ecosystem of tools, including: • customer enquiry portal • budget estimate tools • integrated data and mapping tools • Clearviewconnect and Network Opportunities Map. These tools are designed to simplify the connections journey and reduce administrative burden, providing a more streamlined and transparent experience. We have also continued to align with industry platforms such as ENA Connect Direct, which enables installers to submit low-carbon technology applications in real time and receive rapid approvals, often within minutes. Overall, our approach is focused on creating a digital-first, but human-supported model, giving customers the ability to self-serve where appropriate while still accessing expert support when needed.

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	NGED has continued to develop its approach to self-service and customer-led journeys, with a focus on simplifying application processes and enabling earlier-stage decision-making. Customers now benefit from: • digital application forms and submission tools • online budget estimation tools for early-stage planning • improved ability to submit supporting information digitally • standardised processes for common connection types. In addition to in-person, project-by-project Connections Surgeries, our budget estimation tools allow customers to obtain indicative costs quickly, helping to reduce uncertainty and support investment planning before formal application. We have also continued to support streamlined approval pathways, particularly for low-carbon technologies (LCTs), including use of: • Connect Direct • G99 Fast Track processes. The G99 framework enables customers to connect generation equipment in line with technical requirements, with fast-track options available for lower complexity schemes, improving overall speed and efficiency. Looking ahead, further work is underway to enhance co-creation, enabling customers to play a more active role in shaping connection solutions, particularly for more complex and large-scale projects.

Progress Against our Commitments

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	During 2025/26, NGED has continued to develop the foundations for interactive work scheduling, recognising the importance of providing customers with greater control and visibility over delivery timelines. While full customer-facing functionality is still under development, progress has been made in: • aligning internal systems and workflows • developing a future integrated work management platform • designing customer journeys that enable milestone tracking and scheduling. Future capability will enable customers to: • view key delivery milestones • select and manage delivery windows • track progress throughout the connection lifecycle. This will support improved certainty, reduced disruption and more flexible delivery aligned to customer needs.

Future Improvements 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 recognise the importance of enabling customers to access connection services from a range of providers, and the role that effective competition plays in driving continual improvements in cost, quality and innovation across the market. We have increased our engagement with Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs). This engagement includes working collaboratively to understand where the number and scope of non-contestable activities could be reduced, while ensuring that any changes are applied fairly and consistently across all customer segments and continue to deliver value for end consumers. We currently have 31 types of connections service provision, of which 12 are non-contestable. Two of these activities are conditionally contestable. In January 2026, we updated our Contestability Table to provide greater clarity on the classification of activities such as Point of Connection (PoC) determination, wayleaves and consents, and commissioning. Contestability has not been expanded further where this could create cyber or network security risks. During the reporting year, we held four engagement events with ICPs and IDNOs, comprising two in-person and two online sessions. We also worked with IDNOs to establish a new policy covering interface arrangements and automation. To further support competition, we introduced new framework agreements enabling more ICPs to submit designs for assessment, improved guidance on EHV connections and design requirements, and launched an updated digital Technical Information Library, providing easier access to the policies and standards required to undertake connection works. We remain committed to working collaboratively with ICPs, IDNOs and other stakeholders to improve the connections experience and deliver positive outcomes for customers.

Future Improvements with Unique Metrics

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	During 2025/26, NGED has made significant progress in improving how we communicate the connections process to customers. We have developed new customer-facing communications, including: • animation-style content • plain-english guidance • structured journey-based explanations. These materials clearly explain: • what the customer needs to do • what NGED is responsible for • what happens at each stage of the journey. This represents a shift away from fragmented, highly technical content towards clear, accessible and stage-based guidance, improving customer understanding and reducing confusion. This approach, initially developed for domestic and smaller connections, is now informing future improvements across all segments, including Major Connections, and we will continue to respond to customer feedback and deliver improvements.

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 ambition to provide customers with accurate and accessible information on connection costs, locations and delivery timescales, enabling informed investment decisions and supporting wider network development. During the year, we enhanced our online toolkit by introducing postcode-based indicative cost estimates, providing customers with an improved understanding of potential connection costs at an earlier stage of their journey. We also implemented a customer feedback survey to establish a baseline measure of user satisfaction, which will support future monitoring and continuous improvement of the service. Further enhancement of the tool has been temporarily paused while priority is given to the delivery of new platforms, processes and digital capabilities required to support implementation of Connections Reform. This includes ensuring NGED can meet new licence and code obligations under the evolving regulatory framework while continuing to deliver a high-quality service that meets customers' needs. We remain committed to improving the accessibility and transparency of connections information and will continue to review opportunities to further enhance customer-facing tools as the reformed connections framework is implemented.

Future Improvements with Unique Metrics

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	During the year, we again engaged with 100% of local authorities in our licence areas, providing strategic planning information, network data, tools and expertise to support local energy planning and decarbonisation activities. We supported the development of 31 Local Area Energy Plans (LAEPs), with a further 43 in progress, and provided information, data and tools for 26 local decarbonisation projects. As part of DFES 2025, we delivered 544 local stakeholder surgeries, alongside webinars, surveys and workshops, to gather and validate local priorities and future energy requirements. We also continued to implement LAEP+ access for our Local Authority stakeholders, which enables local authorities and stakeholders to share information on planned decarbonisation projects with NGED. Since the initial implementation of LAEP+, ten times more decarbonisation projects have been shared through the platform, providing a richer evidence base to inform future DFES iterations and network planning activities. As noted above, this commitment has been closed through the MCAR process, with ongoing updates reported through our DSO Strategy and associated stakeholder commitments.

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 continued to provide dedicated support to local authorities through our Strategic Engagement team, helping stakeholders understand future energy requirements, navigate network planning processes and make effective use of DSO tools and data. During the year, we worked collaboratively with local authorities and other network operators to improve the local planning experience, including developing a common data template to reduce the burden on councils operating across multiple network areas. We also continued to provide guidance and technical support for local energy projects, helping stakeholders incorporate network considerations into their planning activities. Stakeholder feedback continues to demonstrate the value of accessible technical expertise, data and planning support in developing local energy plans and wider decarbonisation initiatives. As noted above, this commitment has been closed through the MCAR process, with ongoing updates reported through our DSO Strategy and associated stakeholder commitments.

Future Improvements with Unique Metrics

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 recognise the importance that customers place on the timely reconnection of critical infrastructure following network faults or asset damage. We will continue to engage with customers and stakeholders to understand evolving requirements and explore opportunities to further enhance reconnection arrangements where appropriate. Through this ongoing engagement, we aim to identify practical solutions that deliver improved customer outcomes, whilst ensuring any future arrangements provide a fair, consistent and sustainable approach for all customers.

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	During the past year, activity has focused on reviewing existing design standards and improving our understanding of the volume of contracted capacity that remains underutilised across NGED's network. This work has helped to identify opportunities to make more efficient use of available network capacity and support improved customer outcomes. Over the next 12 months, the initiative will focus on providing timely, transparent and consistent information on existing demand and agreed supply capacity in response to customer requests. Where customers choose to reduce capacity that is no longer required, we will support these changes efficiently and make any released capacity available for wider network use where appropriate. In parallel, we have continued to review how low-voltage and 11kV networks are modelled within our planning and assessment processes. Where possible, revisions will be implemented to ensure that underutilised capacity is appropriately reflected in network studies, reducing the risk of unnecessary reinforcement being identified. By improving the accuracy of network modelling and making better use of existing capacity, we aim to support more efficient network development, reduce connection timescales where possible, and minimise costs for both customers and consumers.

Future Improvements 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 the Access SCR has significantly reduced the costs associated with network reinforcement for many customers. However, stakeholder feedback continues to highlight a desire for greater collaboration and the exploration of innovative approaches to further reduce connection costs and accelerate network access. To support this, we have continued to engage closely with customers and industry stakeholders through a range of forums, workshops and collaborative events. Building on feedback and ideas generated through a Connections Hackathon delivered in partnership with Octopus Energy prior to this reporting year, we successfully secured £418,000 of innovation funding to progress a project exploring the application of Artificial Intelligence within the connections journey. The project aims to identify opportunities to improve efficiency, enhance customer experience and support more informed decision-making across the connections process. We also continued to support wider industry collaboration through the Eclipse workshops, which bring together Distribution Network Operators, Transmission Owners, NESO, developers and other stakeholders to explore the changes required across the energy system to facilitate the transition to net zero. Throughout our engagement activities, stakeholders have continued to identify consortium-based approaches as a potential mechanism for reducing costs and improving the delivery of connections. We will therefore continue to work collaboratively with customers and industry partners to better understand the opportunities, challenges and practical considerations associated with implementing such arrangements.

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 primarily to support local authorities and other customers delivering unmetered demand connections. However, the expansion of contestable activities, including enabling Independent Connection Providers (ICPs) to undertake live low-voltage jointing, has significantly reduced demand for the service. During the year, we reviewed the ongoing need for Rent-a-Jointer services. Service trends and customer requests indicate that the market has evolved, with alternative arrangements now meeting customer requirements more effectively. As a result, demand for this service has reduced significantly and has not been observed in recent years. As a result, we consider this initiative to have achieved its objective of assessing the continued value of the service in an evolving competitive market. We will continue to monitor stakeholder feedback and market developments to ensure customers have access to the services they require, while supporting effective competition in connections.

Future Improvements with General 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:** Achieving a customer service score of 9 out of 10 by the end of the ED2 period remains a key objective. We are implementing a range of improvements to the customer journey, digital tools and underlying data to enhance the experience we provide and drive higher levels of customer satisfaction. **SLC15A (Standards for the provision of Non-Contestable Connection Services)** = 8.51 **SLC15 (Connection Policy and Connection Performance)** = 9.03 **Overall for both** = 8.55
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 2027 Major Connections Annual Report.
GM3: Guaranteed Standards of Performance (GSoP)	**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% 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 continue to place significant emphasis on stakeholder engagement and using customer insight to shape our services. During 2025/26, we engaged with over 10,000 customers and stakeholders through targeted research and engagement activities. Our approach has increasingly shifted from engagement volume to engagement quality, ensuring we gather more meaningful insights on the issues most relevant to different customer groups and use these to shape our services and future plans.
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 2025 to March 2026 we had 1,363,068 hits on our Connections website, which was a further 15.8% increase from the previous year and showing continued growth from 2022. This demonstrates the overall growth across the connections landscape, along with improved signposting of our website guidance and tools. 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 continued to improve our processes for assessing small Low Carbon Technology (LCT) projects. During 2025/26, we processed 97,649 LCT connections and reduced the average approval time to 0.66 days. This represents a 41% improvement compared to 2024/25, driven by enhancements to the Connect Direct platform and increased automation of approvals. We are pleased to report that 90.81% of enquiries were also approved on the same day, demonstrating our ability to provide a fast and efficient service to customers installing low carbon technologies. We have therefore continued to surpass our target to improve performance by 1% from RIIO-ED1 levels for small schemes. We will continue to explore opportunities to further improve the customer journey and assess how best to measure success for larger low carbon technology connections in future years.

Customer Satisfaction

The Major Connections Customer Satisfaction Survey (MCCSS) is a survey conducted by a third party in accordance with the MCI Governance Document. 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.

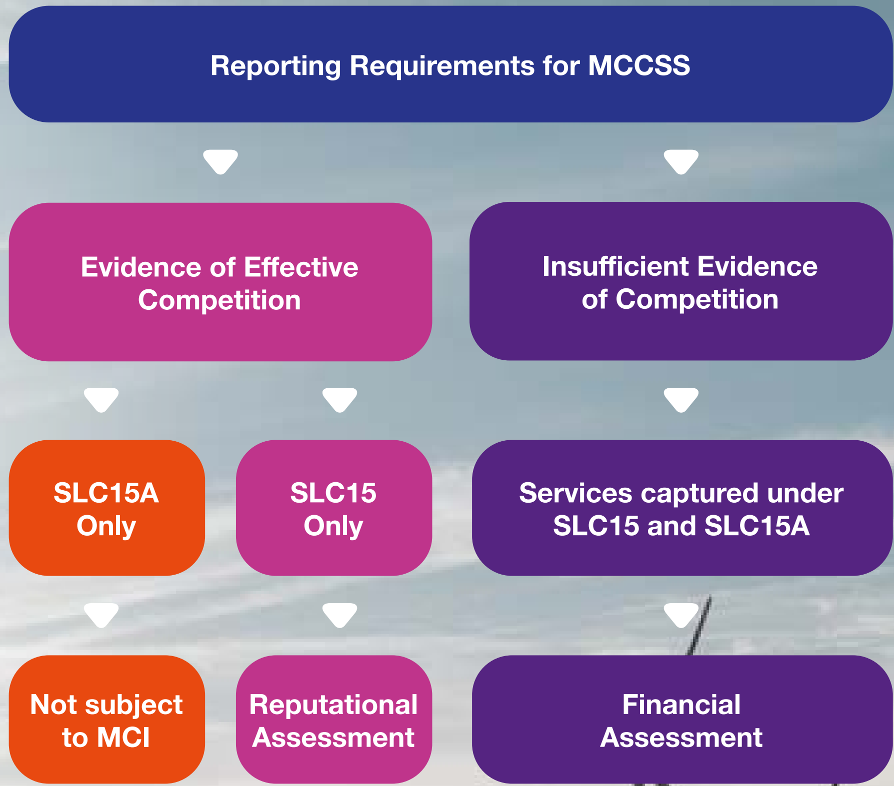
At NGED, we are always looking for ways to improve and better support our customers in achieving their goals.

With the insights gained and changes made this year, 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.



Customer Satisfaction

Financial (competition test not passed)

Where we have not passed the competition test and are being assessed financially, we have exceeded the required satisfaction target of 7.41/10 across all license areas.

Generally, scores received were above 8, and we are pleased to report improvements in several of our previously lower-scoring categories, helping to improve the consistency of customer experience across our services. Achieving a customer satisfaction score of 9 or above by the end of RIIO-ED2 remains our ambition, and these improvements provide a stronger foundation for future progress.

West Midlands	2024/25 (/10)	2025/26 (/10)
Overall MCCSS score subject to financial penalty	8.62	8.55
Metered Demand LV	8.61	8.58
Distributed Generation LV	9.00	7.78**

East Midlands	2024/25 (/10)	2025/26 (/10)
Overall MCCSS score subject to financial penalty	8.66	8.65
Metered Demand LV	8.65	8.64
Distributed Generation LV	8.81	8.92

South West	2024/25 (/10)	2025/26 (/10)
Overall MCCSS score subject to financial penalty	8.55	8.40
Metered Demand LV	8.70	8.5
Distributed Generation LV	9.33	8.18
Metered Demand HV	8.58	8.41
Metered Demand HV and EHV	-	9.4
Metered Demand EHV and above	10.00	6.33**
Unmetered Other	6.60	7.61

South Wales	2024/25 (/10)	2025/26 (/10)
Overall MCCSS score subject to financial penalty	8.93	8.87
Metered Demand LV	9.14	8.94
Distributed Generation LV	10.00	9.83
Metered Demand HV	8.72	8.71
Metered Demand HV and EHV	7.00	-
Metered Demand EHV and above	-	10
Unmetered Other	9.00	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.

**Customer feedback across these market segments included a number of strong ratings, reflecting positive customer experiences and the commitment of our teams. Where opportunities for improvement were identified, feedback was primarily focused on communication, transparency and ensuring customers have a clear understanding of requirements, costs and next steps. We are using these insights to support ongoing improvements to the customer journey.

The Major Connections Customer Satisfaction Survey (MCCSS)

Reputational (competition test passed)

West Midlands	2024/25 (/10)	2025/26 (/10)
Overall MCCSS score subject to reputational penalty	8.08	9.09
Metered Demand HV	8.17	9.30
Metered Demand HV and EHV	-	-
Metered Demand EHV and above	7.00	6.00***
Distributed Generation HV and above	-	6.00***

East Midlands	2024/25 (/10)	2025/26 (/10)
Overall MCCSS score subject to reputational penalty	8.55	9.26
Metered Demand HV	8.65	9.17
Metered Demand HV and EHV	5.00	-
Metered Demand EHV and above	-	10
Distributed Generation HV and above	9.00	10

South West	2024/25 (/10)	2025/26 (/10)
Overall MCCSS score subject to reputational penalty	-	2.00
Distributed Generation HV and above	-	2.00***

South Wales	2024/25 (/10)	2025/26 (/10)
Overall MCCSS score subject to reputational penalty	-	-
Distributed Generation HV and above	-	-

Customer satisfaction remained strong throughout 2025/26, above the incentive threshold in categories subject to financial penalty. While overall scores reduced slightly compared to the previous year in some areas, performance remained consistently high, and a number of historically lower-scoring customer segments showed notable improvements. This demonstrates the continued effectiveness of our focus on engagement, transparency and customer support throughout increasingly complex connections journeys.

Whilst a small number of customer segments recorded scores below 7.41, these categories are characterised by relatively low customer volumes and therefore a limited number of survey responses.

Individual customer experiences can consequently have a greater influence on the overall result than in higher-volume categories.

Notwithstanding this, overall customer satisfaction remained strong across all licence areas during 2025/26, with the majority of customer segments achieving scores comfortably above the threshold and an overall NGED MCCSS score of 8.56/10.

However, we will continue to review customer feedback and engagement insights to identify opportunities for improvement as we work towards our ambition of achieving an overall customer satisfaction score of 9.00/10.

*** Whilst valuable, these scores are based on a single survey response in each category and should therefore be treated with caution, as they are neither statistically robust nor representative of the wider customer experience.

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**. 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 Regulated Market Segments (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.

Reporting Requirements for MCTTQ and MCTTC

Evidence of Effective Competition

Insufficient Evidence of Competition

SLC15 Only

All Quotes and Connections (both SLC15 and SLC15A)

Reputational Assessment

Major Connections Time to Quote (MCTTQ)

MCTTQ is an important metric as it measures how quickly customers receive a quotation for a new or modified electricity connection. Monitoring performance against this measure helps us understand how effectively we are responding to customer requests and supports our commitment to delivering a timely, efficient and high-quality connections service.

The full set of data across MCTTQ can be seen in the table below for 2025/26 and includes a comparison to the Guaranteed Standards of Practice (GSOP) target and the previous ED1 period. Despite increasing application volumes and complexity, MCTTQ performance remained within the applicable Guaranteed Standards of Performance across the vast majority of categories during the reporting year.

Competition Test Not Passed

West Midlands	GSOP Target* (working days)	RIIO-ED1 Combined Average	2025/26 Combined Average	2025/26 SLC15A Average	SLC15 Average
Overall MCTTQ (of RMS below)	-	7.62	10.95	**12.23**	9.03
Metered Demand LV	15	7.5	10.71	**11.84**	9.05
Distributed Generation LV	30	25.25	26.55	**29.68**	5.17

East Midlands	GSOP Target* (working days)	RIIO-ED1 Combined Average	2025/26 Combined Average	2025/26 SLC15A Average	SLC15 Average
Overall MCTTQ (of RMS below)	-	8.78	12.91	**14.53**	9.50
Metered Demand LV	15	8.62	11.71	**12.87**	9.45
Distributed Generation LV	30	24.57	31.07	**32.00**	13.91

South Wales	GSOP Target* (working days)	RIIO-ED1 Combined Average	2025/26 Combined Average	2025/26 SLC15A Average	SLC15 Average
Overall MCTTQ (of RMSs below)	-	9.53	14.18	**14.83**	11.49
Metered Demand LV	15	7.89	9.57	**9.76**	8.88
Metered Demand HV	20	10.93	18.42	**19.47**	14.38
Metered Demand HV and EHV	65	37.4	36.67	**38.14**	34.60
Metered Demand EHV and above	50	30.67	40.29	**40.29**	-
Distributed Generation LV	30	19.5	32.05	**32.05**	-
Unmetered Other	25	9.01	10.22	**10.22**	N/A

South West	GSOP Target* (working days)	RIIO-ED1 Combined Average	2025/26 Combined Average	2025/26 SLC15A Average	SLC15 Average
Overall MCTTQ (of RMSs below)	-	9.42	13.87	**14.46**	12.18
Metered Demand LV	15	6.82	9.37	**9.60**	8.73
Metered Demand HV	20	10.66	16.36	**17.49**	13.53
Metered Demand HV and EHV	65	29.31	32.24	**32.79**	31.79
Metered Demand EHV and above	50	48.18	53.06	**57.29**	33.33
Distributed Generation LV	30	17.26	26.59	**27.33**	<1 day
Unmetered Other	25	10.62	14.31	**14.31**	N/A

* 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 (working days)	RIIO-ED1 SLC15 Average	2024/25 SLC15 Average	2025/26 SLC15 Average
Overall TTQ (of RMS below)	-	8.85	15.44	**15.56**
Metered Demand HV	20	10.07	14.66	**14.75**
Metered Demand HV and EHV	65	15.48	38.23	**47.06**
Metered Demand EHV and Above	50	27.70	52.67	**49.5**
Distributed Generation HV and EHV	50	41.11	-	**61**

East Midlands	GSOP Target (working days)	RIIO-ED1 SLC15 Average	2024/25 SLC15 Average	2025/26 SLC15 Average
Overall TTQ (of RMS below)	-	10.52	15.97	**17.41**
Metered Demand HV	20	11.49	14.12	**15.97**
Metered Demand HV and EHV	65	32.89	40.07	**37.93**
Metered Demand EHV and Above	50	42.71	49.07	**46.75**
Distributed Generation HV and EHV	50	44.31	41.56	**38.67**

South Wales	GSOP Target (working days)	RIIO-ED1 SLC15 Average	2024/25 SLC15 Average	2025/26 SLC15 Average
Overall TTQ (of RMS below)	-	24.06	40.67	**53.00**
Distributed Generation HV and EHV	50	24.06	40.67	**53.00**

South West	GSOP Target (working days)	RIIO-ED1 SLC15 Average	2024/25 SLC15 Average	2025/26 SLC15 Average
Overall TTQ (of RMS below)	-	29.03	39.56	**34.14**
Distributed Generation HV and EHV	50	29.03	39.56	**34.14**

Major Connections Time To Connect (MCTTC)

Unlike Major Connections Time to Quote (MCTTQ), there are currently no established industry-standard targets for Major Connections Time to Connect (MCTTC). Reporting of this metric is therefore intended to provide transparency to stakeholders and enable tracking of performance trends over time.

Over recent years, we have experienced a significant increase in the volume of accepted connections offers, driven by growing demand for both demand and generation connections as the transition to net zero accelerates. This has resulted in a larger and increasingly complex portfolio of schemes to deliver, many of which are dependent upon wider distribution and transmission network reinforcement, land rights, planning consents and access to transmission capacity.

Throughout 2025/26, we continued to work collaboratively across the energy industry to support the implementation of Connections Reform and address the systemic challenges affecting connection timescales.

This has included tthe improved enforcement of project progression milestones, reforms to queue management arrangements, and new entry requirements designed to ensure projects are sufficiently progressed before securing network capacity.

Collectively, these changes are intended to improve the alignment between customer readiness and network access, helping to release capacity, reduce non-viable projects within the queue and create a more efficient connections process.

At the same time, we have continued to improve our own operational processes, strengthen collaboration between planning, customer and delivery teams, and enhance the transparency of network and queue information available to customers. These improvements support better decision-making and help customers understand the factors influencing connection delivery times.

While industry-wide reforms will take time to be fully reflected in MCTTC performance, they represent an important step towards improving network access and delivering better outcomes for customers. Encouragingly, customer satisfaction scores across our Major Connections services have remained strong during the year, demonstrating the value customers place on transparency, engagement and support even within an increasingly complex connections environment.

We also recognise the important role that flexibility services will continue to play in enabling network capacity and facilitating customer connections.

Alongside this, we will continue investing in our networks, systems and processes to support the sustained growth in demand and low-carbon technologies forecast within our Distribution Future Energy Scenarios (DFES), while working closely with customers, policymakers and industry partners to improve connection outcomes in the years ahead.

Competition Test Not Passed

West Midlands	RIIO-ED1 Combined Average (working days)	2024/25 Combined Average	2025/26 Combined Average	2025/26 SLC15A Average	2025/26 SLC15 Average
Overall MCTTC (of RMS below)	107.86	110.56	**122.61**	120.92	147.13
Metered Demand LV	107.92	110.73	**122.82**	120.92	147.13
Distributed Generation LV	96.77	52.50	**107.9**	107.9	-

East Midlands	RIIO-ED1 Combined Average (working days)	2024/25 Combined Average	2025/26 Combined Average	2025/26 SLC15A Average	2025/26 SLC15 Average
Overall MCTTC (of RMS below)	116.11	128.47	**125.90**	122.25	185.28
Metered Demand LV	116.14	128.70	**126.27**	122.69	185.48
Distributed Generation LV	107.77	104.25	**114.32**	108.52	181.00

South Wales	RIIO-ED1 Combined Average (working days)	2024/25 Combined Average	2025/26 Combined Average	2025/26 SLC15A Average	2025/26 SLC15 Average
Overall MCTTC (of RMS below)	106.16	122.24	**135.81**	133.74	223.76
Metered Demand LV	103.19	96.20	**90.79**	90.56	113.75
Metered Demand HV	116.57	155.26	**184.02**	180.52	257.62
Metered Demand HV and EHV	632.00	370.00	**380.50**	380.50	-
Metered Demand EHV and Above	378.14	-	**-**	-	-
Distributed Generation LV	47.15	56.50	**64.86**	64.86	-
Unmetered Other	-	128.36	**233.86**	233.86	N/A

South West	RIIO-ED1 Combined Average (working days)	2024/25 Combined Average	2025/26 Combined Average	2025/26 SLC15A Average	2025/26 SLC15 Average
Overall MCTTC (of RMS below)	94.93	126.27	**133.18**	123.44	303.25
Metered Demand LV	95.61	103.70	**104.07**	99.96	194.86
Metered Demand HV	97.72	142.60	**159.18**	145.32	345.66
Metered Demand HV and EHV	203.00	355.00	**344.40**	235.00	508.5
Metered Demand EHV and Above	234.00	-	**-**	-	-
Distributed Generation LV	53.49	111.00	**177.29**	177.29	-
Unmetered Other	-	128.49	**96.85**	96.85	N/A

Major Connections Time To Connect (MCTTC)

Competition Test Passed

West Midlands	RIIO-ED1 SLC15 Average	2024/25 SLC15 Average	2025/26 SLC15 Average
Overall MCTTC (of RMS below)	207.45	302.96	328.18
Metered Demand HV	190.70	302.96	318.78
Metered Demand HV and EHV	427.86	-	647.67
Metered Demand EHV and Above	40.40	-	-
Distributed Generation HV and EHV	472.17	-	-

East Midlands	RIIO-ED1 SLC15 Average	2024/25 SLC15 Average	2025/26 SLC15 Average
Overall MCTTC (of RMS below)	281.59	357.62	374.50
Metered Demand HV	271.10	344.17	364.41
Metered Demand HV and EHV	397.77	1317.00	678.67
Metered Demand EHV and Above	667.40	743.00	-
Distributed Generation HV and EHV	322.91	-	405.67

South Wales	RIIO-ED1 SLC15 Average	2024/25 SLC15 Average	2025/26 SLC15 Average
Overall MCTTC (of RMS below)	-	-	-
Distributed Generation HV and EHV	273.00	-	-

South West	RIIO-ED1 SLC15 Average	2024/25 SLC15 Average	2025/26 SLC15 Average
Overall MCTTC (of RMS below)	-	-	-
Distributed Generation HV and EHV	537.33	-	-

Performance during 2025/26 continued to reflect the complexity of the current connections market, with delivery times heavily influenced by reinforcement requirements and wider transmission dependencies affecting a relatively small number of larger projects.

Looking Ahead

The growth in demand for network connections continues to reflect the scale of the energy transition and the vital role electricity networks play in enabling decarbonisation and economic growth.

Throughout 2025/26, we have continued to evolve our services, strengthen stakeholder engagement and support industry-wide reform to improve customer outcomes.

The progress outlined in this report provides a strong foundation, but we recognise there is more to do.

As we look ahead, our focus remains on delivering a simpler, faster and more transparent connections experience for our customers. We will support the investment, development and electrification needed to drive economic growth across the regions we serve, while continuing to play an active role in shaping and delivering the outcomes of Ofgem's Connections End-to-End Review.

By working collaboratively across the industry, we aim to improve customer outcomes, accelerate decarbonisation and enable the homes, businesses and communities that will power the future.

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