

# Continuing to deliver high-quality service for our customers and wider stakeholders

Enabling the transition  
to a low-carbon future



# Foreword

**Mark Adolphus**  
Director of Connections  
and Sustainability



I am delighted to be able to share with you our Major Connections Annual Report which presents our performance and service delivery plan for the regulatory year 2024/25.

Over the past 12 months we have been progressing a number of initiatives to continue to improve our service to you, our customers.

In 2023 we started our RIIO-ED2 price control period which runs from 2023 to 2028. This included nine actions which formed our Major Connections Strategy. Over the past two years we have been developing initiatives, aligned with these nine actions. Thank you for co-designing these initiatives with us through your feedback during our forums and scrutiny panels.

This summary report provides an overview of our performance in the 2024/25 regulatory year. This includes our customer satisfaction scores for the support we have given you with your connections projects. It also includes our 'time to quote' and 'time to connect' measures.

Alongside these initiatives, our team have been working tirelessly to keep you updated on Connections Reform. Following Ofgem's announcement, we are now able to further support our customers applying to connect generation to both transmission and distribution networks.

To find out more about how we measure our service to you as well as the actions and initiatives we are delivering, please visit our interactive website: [connectionsplan.ukpowernetworks.co.uk](https://connectionsplan.ukpowernetworks.co.uk)

As always, our plan is dynamic and we welcome any feedback or ideas you may have.

**Mark Adolphus**  
Director of Connections and Sustainability

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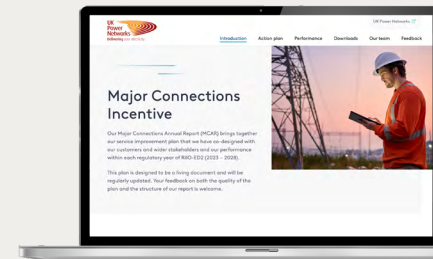
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UK Power Networks' proactive, can-do attitude and customer-first approach make them a pleasure to work with, and a trusted partner in our ambitious delivery process.

**Helena Clay**  
MFG



Find out more on our website at:  
[connectionsplan.ukpowernetworks.co.uk](https://connectionsplan.ukpowernetworks.co.uk)

# Our year in summary



Thanks again for your support with these connections. I know they haven't been straight forward, but the tenacity shown from UKPN to get these over the line has been first class.

Looking forward to the next project.

**Paul Lipton**  
Moto Hospitality Ltd

## 93%

Customer forum feedback  
satisfaction score



## Five

Scrutiny panels

## 809

attendees to three-weekly  
Connections Reform customer call



We are fortunate to have a supportive Distribution Network Operator in our area, UK Power Networks, who are committed to making things better for all their customers.

**Alex Mayer MP**

## 230

Distributed Generation Surgeries

## 279

DER, Metered, ICP and IDNO  
forum attendees

## Eight

MCAR Initiatives complete



\*As measured in the Ofgem customer  
satisfaction league tables

## 1st

Number one DNO group for the  
Reputational Incentive with a  
score of 9.13\*

Number one DNO group for the  
Financial Incentive with a score  
of 9.10\*

## 1,135

Ask the Expert emails answered



## 10

Technical workshops

## 400

Ask the Expert Surgeries





# Customer satisfaction with our work

Every time we provide a quotation to a customer or energise a connection, we submit the details of the work to an independent research agency appointed by DNOs under an obligation from Ofgem. The research agency contact the customers by phone and ask a series of questions to understand how satisfied customers are with the service they have received from UK Power Networks. Ofgem have requested that we report the results by market segments and we have structured our report accordingly. In addition, we differentiate between market segments where Ofgem have assessed there is adequate competition and those where competition is less mature. Where competition is less mature, we will receive a financial penalty if we do not meet a minimum level of service.

## London Power Networks

London Power Networks were ranked 1st overall for the Financial Incentive (FI) with a score of 9.46 and were 2nd overall for the Reputational Incentive (RI) with a score of 9.43.

Financial Incentive 2024/25	2023/24	2024/25
<b>Target</b>	<b>7.41/10</b>	<b>7.41/10</b>
Overall score subject to financial incentive**	9.07/10	9.46/10
Metered demand low voltage (LV)	9.03/10	9.46/10
Distributed Generation low voltage (LV)	10.00/10	10.00/10

London Power Networks ranked 1st overall across the 14 network areas. This broke down to 1st for surveys about our quotation process and 2nd for surveys about our delivery process.

Reputational Incentive	2023/24	2024/25
<b>Target</b>	<b>7.41/10</b>	<b>7.41/10</b>
Overall score subject to reputational incentive**	8.67/10	9.43/10
Metered demand high voltage (HV)	9.25/10	9.43/10
Metered demand high voltage & extra high voltage (HV) (EHV)	4.00/10	-
Metered demand extra high voltage (EHV)	-	-
Unmetered Local Authority	-	-
Unmetered 'Other'	-	-
Distributed Generation high voltage & extra high voltage (HV) (EHV)	-	-

London Power Networks was ranked 2nd overall across the 14 network areas. This broke down to 3rd for surveys about our quotation process and 1st for surveys about our delivery process

Time to Quote (average working days)	2023/24	2024/25
Metered demand low voltage (LV) - LC15*	10.49	10.76
Metered demand low voltage (LV) - LC15A**	10.81	12.12
Metered demand high voltage (HV)	14.82	13.81
Metered demand high voltage & extra high voltage (HV) (EHV)	34.03	32.96
Metered demand extra high voltage and above (EHV)	44.00	50.00
Distributed generation low voltage (LV) - LC15	No jobs	18.50
Distributed generation low voltage (LV) - LC15A	28.10	19.88
Distributed generation high voltage and above (HV)	28.80	49.00

Time to Connect (average working days)	2023/24	2024/25
Metered demand low voltage (LV) - LC15	97.83	160.22
Metered demand low voltage (LV) - LC15A	69.15	110.91
Metered demand high voltage (HV)	198.00	246.92
Distributed generation low voltage (LV) - LC15	No jobs	No jobs
Distributed generation low voltage (LV) - LC15A	23.25	246.50

Notes: The independent research agency determines whether the sample sizes within each regulatory segment is statistically significant. This informs Ofgem whether a penalty can be applied where appropriate.

\* The scores in these market segments are derived from a sample size that is statistically significant.

\*\* The scores in these market segments are derived from a sample size that is not statistically significant.

## South Eastern Power Networks

South Eastern Power Networks were ranked 5th overall for the Financial Incentive (FI) with a score of 8.89 and were 8th overall for the Reputational Incentive (RI) with a score of 8.63.

Financial Incentive 2024/25	2023/24	2024/25
<b>Target</b>	<b>7.41/10</b>	<b>7.41/10</b>
Overall score subject to financial incentive**	8.85/10	8.89/10
Metered demand low voltage (LV)	8.85/10	8.88/10
Distributed Generation low voltage (LV)	9.00/10	10.00/10

South Eastern Power Networks ranked 5th overall across the 14 network areas. This broke down to 5th for surveys about our quotation process and 7th for surveys about our delivery process.

Reputational Incentive	2023/24	2024/25
<b>Target</b>	<b>7.41/10</b>	<b>7.41/10</b>
Overall score subject to reputational incentive**	9.00/10	8.63/10
Metered demand high voltage (HV)	9.13/10	8.43/10
Metered demand high voltage & extra high voltage (HV) (EHV)	9.33/10	10.00/10
Metered demand extra high voltage (EHV)	-	-
Unmetered Local Authority	6.00/10	-
Unmetered 'Other'	8.00/10	-
Distributed Generation high voltage & extra high voltage (HV) (EHV)	9.50/10	-

South Eastern Power Networks was ranked 8th overall across the 14 network areas. This broke down to 6th for surveys about our quotation process and 11th for surveys about our delivery process.

Time to Quote (average working days)	2023/24	2024/25
Metered demand low voltage (LV) – LC15*	11.53	10.45
Metered demand low voltage (LV) – LC15A**	14.04	13.62
Metered demand high voltage (HV)	15.99	15.51
Metered demand high voltage & extra high voltage (HV) (EHV)	31.87	38.13
Metered demand extra high voltage and above (EHV)	43.00	No jobs
Distributed generation low voltage (LV) – LC15	24.67	No jobs
Distributed generation low voltage (LV) – LC15A	31.51	25.92
Distributed generation high voltage and above (HV)	37.41	28.50

Time to Connect (average working days)	2023/24	2024/25
Metered demand low voltage (LV) – LC15	115.50	154.92
Metered demand low voltage (LV) – LC15A	76.82	114.04
Metered demand high voltage (HV)	141.20	236.32
Distributed generation low voltage (LV) – LC15	No jobs	No jobs
Distributed generation low voltage (LV) – LC15A	No jobs	95.00

Notes: The independent research agency determines whether the sample sizes within each regulatory segment is statistically significant. This informs Ofgem whether a penalty can be applied where appropriate.

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## Eastern Power Networks

Eastern Power Networks were ranked 3rd overall for the Financial Incentive (FI) with a score of 9.06 and were 3rd overall for the Reputational Incentive (RI) with a score of 9.19.

Financial Incentive 2024/25	2023/24	2024/25
<b>Target</b>	<b>7.41/10</b>	<b>7.41/10</b>
Overall score subject to financial incentive**	8.67/10	9.06/10
Metered demand low voltage (LV)	8.67/10	9.06/10
Distributed Generation low voltage (LV)	8.00/10	9.40/10

Eastern Power Networks ranked 3rd overall across the 14 network areas. This broke down to 2nd for surveys about our quotation process and 4th for surveys about our delivery process

Reputational Incentive	2023/24	2024/25
<b>Target</b>	<b>7.41/10</b>	<b>7.41/10</b>
Overall score subject to reputational incentive**	8.91/10	9.19/10
Metered demand high voltage (HV)	9.14/10	9.19/10
Metered demand high voltage & extra high voltage (HV) (EHV)	10.00/10	10.00/10
Metered demand extra high voltage (EHV)	8.00/10	9.00/10
Unmetered Local Authority	–	–
Unmetered 'Other'	9.25/10	–
Distributed Generation high voltage & extra high voltage (HV) (EHV)	5.50/10	8.50/10

Eastern Power Networks was ranked 3rd overall across the 14 network areas. This broke down to 2nd for surveys about our quotation process and 5th for surveys about our delivery process.

Time to Quote (average working days)	2023/24	2024/25
Metered demand low voltage (LV) – LC15*	11.24	10.23
Metered demand low voltage (LV) – LC15A**	15.51	13.11
Metered demand high voltage (HV)	15.61	13.87
Metered demand high voltage & extra high voltage (HV) (EHV)	44.53	40.59
Metered demand extra high voltage and above (EHV)	50.14	52.59
Distributed generation low voltage (LV) – LC15	30.00	24.80
Distributed generation low voltage (LV) – LC15A	31.33	25.93
Distributed generation high voltage and above (HV)	47.40	42.83

Time to Connect (average working days)	2023/24	2024/25
Metered demand low voltage (LV) – LC15	98.14	124.23
Metered demand low voltage (LV) – LC15A	75.15	107.59
Metered demand high voltage (HV)	126.31	226.12
Distributed generation low voltage (LV) – LC15	No jobs	No jobs
Distributed generation low voltage (LV) – LC15A	No jobs	168.86

Notes: The independent research agency determines whether the sample sizes within each regulatory segment is statistically significant. This informs Ofgem whether a penalty can be applied where appropriate.

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# Delivering on our promises

Strategy reference	Major Connections Strategy – published actions	Specific target	Actions and initiatives delivered 2024/25
A	Provision of API-format digitised network locational/GIS data as well as identification of future available capacity on assets down to high-voltage feeders, based on existing and committed connections, updated monthly, identifying any areas of network constraint and possible future flexible connection options. This may be supported with graphical representation of data, such as heat maps, and longer-term planning indicators, such as long-term development statements.	Data presented as described by the end of the RIIO-ED2 period.  Much of this information will be available before this as our digital platform evolves.	<b>Open Data Portal data sets published include:</b> Secondary Sites – Utilisation; Sensitivity Factors (Import & Export); 33kV Circuit Operational Data (Monthly & half Hourly for EPN/SPN); Distribution Network Options Assessment – Low Voltage; Secondary substation distribution areas; LPN Vectorisation Delivery Plan; Standard demand profiles for curtailment studies; Distribution Use of System Charges; Flexibility Tender by Postcode; Data Centre Utilisation & Data Centre Profiles; Large accepted but not yet connected demand; 132kV Underground cables shapefile; Grid substation distribution areas; Primary Transformer power flow historic (Monthly and half Hourly); Large Demand Queue  <b>Associated initiatives:</b> <ul style="list-style-type: none"><li>• Curtailment Self-Serve</li><li>• HV Autoquote</li></ul>
B	Provide clear support to all types of customer in accessing knowledge and services associated with connections. This support will include clear guides on connections journeys, metered and unmetered, how to access these services and how to gain further support in the connections process. Connections journeys will be clearly set out and choices available to customers will be explained along with any information requirements.	Part of connection service survey questionnaire feedback – overall score >93% by end of RIIO-ED2 period.	<b>92.3% Customer Service satisfaction in regulatory year 2024/25 for DNO Group (FI, RI)*</b>  <b>Associated initiatives:</b> <ul style="list-style-type: none"><li>• Who's who guide</li><li>• EV Consents solutions guide</li></ul>
C	Offer connections services to support connections and streamline the initial connections application.  This will include Ask-the-Expert, 1-to-1 and group surgeries, feasibility studies and will be developed through RIIO-ED2 jointly with customers to ensure needs are met.	Score of at least 93% satisfaction from surveys of these services.	<b>91% Ask the Expert satisfaction</b> <b>98% Surgery satisfaction</b>  <b>Associated initiatives:</b> <ul style="list-style-type: none"><li>• HV Autoquote Optioneering Tool</li><li>• Fixed charge calculator</li></ul>
D	Manage a comprehensive plan to engage with all potential connections services customers. This will include stakeholder review fora aligned to key connections themes, scrutiny panel reviews, DFES requirements capture, survey feedback on evolving connections strategic plan, multi-channel periodic updates on services and any further wider engagement developed through RIIO-ED2.	Evidence of published, evolving strategy and customer feedback.  Score of at least 93% satisfaction from surveys of these services.	<b>93% Forum satisfaction</b> <b>91% Ask the Expert satisfaction</b> <b>98% Surgery satisfaction</b> <ul style="list-style-type: none"><li>• Four forums, 279 attendees</li><li>• Five scrutiny panels</li><li>• 370 account management meetings</li></ul>

\*As measured in the Ofgem customer satisfaction league tables (combined score)

Strategy reference	Major Connections Strategy – published actions	Specific target	Actions and initiatives delivered 2024/25
E	Ensure customers are fully engaged in choices/options to reduce cost and/or delivery timescales and that a comprehensive description of scope and cost-breakdown are provided. This could include reviewing original requirements, identifying efficiencies during delivery, such as collaboration with other site or wider excavation activities, and timely management of scope variations. As part of this initiative, customers will be nominated a point of contact throughout the connections journey. On completion of the connection, scope will be reviewed, and a timely reconciliation process will be managed where required.	Part of connection service survey questionnaire feedback – overall score >93%.	<b>92.3% Customer Service satisfaction in regulatory year 2024/25 for DNO Group (FI, RI)*</b>
F	For unmetered or highway connections, rent-a-jointer and post-fault re-connection services will be offered to deliver quick efficient connections (note: continuation of existing service from RIIO-ED1).	Achieve overall score >93% in customer service feedback.	<b>89% highway connections satisfaction in regulatory year 2024/25</b>
G	Processes will be introduced to improve access to network capacity by actively managing interactivity queues. These will act to promote connections in an interactivity queue which allow access for others (e.g. storage) and demote slow-moving projects in favour of those ready to connect. This will be done in conjunction with other network operators as appropriate to ensure industry consistency. We will also introduce flexible connections to all customers who may benefit, further improving access to network capacity.	Processes in place, published and sign-posted in connections journey material.	<b>94.8% Satisfaction rating, customer briefings every three weeks</b>  <b>Associated initiatives:</b> • Technical Limits
H	Measurement and publication of customer service feedback from quotations, connections and further associated supporting services. We will work to continually improve this feedback and evolve the scope in consultation with customers.  Supports output metric for other commitments.	Publication of results from surveys >93% for quotations/delivery. >93% achieved for wider supporting services.	<b>92.3% Customer Service satisfaction in regulatory year 2024/25 for DNO Group (FI, RI)*</b> <b>93% Forum satisfaction</b> <b>91% Ask the Expert satisfaction</b> <b>98% Surgery satisfaction</b>
I	Reduce the scope of work deemed non-contestable to further open up the connections market to competition. This will include simplification of assurance processes for ICPs to self certify design and connection work as well as increasing the areas of construction work deemed contestable. UK Power Networks will lead across the UK in reducing non-contestable electricity connections work.	Customer engagement feedback and objective evidence by comparison across DNO Connection Charging Methodology Statements.	Self design & self connect jobs submitted – % increase 2023/24 to 2024/25 • Small Services Design tool (<69kVA) – 30% • Self approve designs – 23% • Self Connect – 31%  20 new ICPs signed up to self-connect in the regulatory year 2024/25

\*As measured in the Ofgem customer satisfaction league tables (combined score)



# A summary of our service improvement plan

Our action plan allows our customers, stakeholders and staff to view the key initiatives that we are delivering. It also provides an opportunity for customers to view emerging ideas and leave feedback on their priorities. To find out more about each of the initiatives please visit our website at: [connectionsplan.ukpowernetworks.co.uk](https://connectionsplan.ukpowernetworks.co.uk).

Initiative	Short Description	Target Date	Status as of July 2025
Curtailment Self-Serve	Package of data sets and training material to enable customers to complete their own curtailment studies	12/09/2024	Complete
Who's Who Guide	A guide that provides clear points of escalation throughout the Connections application process	30/11/2024	Complete
HV Autoquote	Online HV self-service tool providing instant budget estimates and quotations	31/12/2024	Complete
Technical Limits	Engineering and commercial solution to unlock transmission capacity	31/12/2024	Complete
Electric Vehicle Consent Solution Guide	A document that provides guidance regarding the consents required for Charge Point Operators (CPO) and for the Independent Distribution Network Operators (IDNO)	28/02/2025	Complete
Fixed charge calculator	A simple online tool to calculate fixed charges for customers	30/04/2025	Complete
Building Network Operator (BNO) Guide	An update to our BNO guide based on design policy, stakeholder feedback and regulation changes	30/06/2025	Complete
Connections process over 70kVA guide	An update to the guide to make the connections process clearer to customers	31/08/2025	On track
Site information pack	We are redesigning our site information pack to reflect stakeholder feedback.	31/08/2025	On track
Disconnections workshop	A workshop for disconnections customers to understand any issues and improve the overall process	30/09/2025	On track
ENA Fleet Decarbonisation Guide	Cross-industry initiative to enable any fleet operator to find the right support	30/09/2025	On track
Click and Quote	Online self-service quote solution tailored for ICPs.	31/12/2025	In build
Blue light decarbonisation	Blue Light aims to support the decarbonisation of emergency services by developing and implementing innovative tools and strategies to facilitate their decarbonisation plans.	31/03/2026	On track
Trading Connections	We will work with customers to co-develop an appropriate visualisation mechanism to enable customers to make more informed decisions.	31/12/2025	In design
Online customer journey improvements	We will be refreshing the UK Power Networks website and improving the Connections Customer Journey	30/04/2026	In design
GIS Vectorisation	Digitalisation of legacy raster-based network records across EPN and LPN.	31/04/2027	On track
Open data portal	Development of the Open Data Portal and associated services	31/03/2028	On track
Connections Reform	Develop customer journey and digital tools to support our DG customers through the reform process	31/03/2028	On track

# Emerging Initiatives

Alongside our service improvement plan we actively gather emerging themes and ideas that we aim to turn into tangible initiatives. We take innovation ideas, employee suggestions and customer feedback, which we rigorously market test and evaluate before integrating them into our development plan.

Initiative	Short Description
Electric Heavy Goods Vehicles (EHGV)	Stakeholder activity concerning EHGVs and the supporting infrastructure has increased in recent times. UK Power Networks is keen to assist the EHGV market in much the same way as the EV market in recent years.
Electric Thames	The Electric Thames project aims to link the needs of the vessel operators with the shore-side electrical infrastructure and provide a shortlist of suitable sites.
Future Home Standard	The Future Homes Standard will be introduced in 2025 mandating heat pumps and solar panels for all new homes. We are supporting the Future Homes Hub in (a) developing guidance to support housebuilders and developers and (b) analysing the impact of heat pumps and solar in housing on our network to update our standards.
Low voltage (LV Autoquote)	This project will explore the technical and commercial feasibility of expanding the high voltage (HV) Autoquote tool to customers looking to connect to the low voltage network.  Following a desk based technical feasibility study, customers will be engaged to gather requirements and an assessment made on the viability of the tool.
Simplifying consents	The consents process can be one of the most significant causes of delays in the delivery of a connections project. However, by using the appropriate consenting mechanism – formal property right or licence – and/or designing your project to minimise or remove the requirements for consents, will lead to a more efficient connection.  Through this initiative we will work with customers and wider stakeholders to develop a suite of products and training guides to help navigate the consenting process.

If you would like us to move forward with any of these ideas, you can vote yes or no on each page. We also welcome any feedback or suggestions you may, please submit your ideas [here](#).



For more information about how and why we engage with customers and other stakeholders, visit our website here.

If you would like to give us feedback or speak to our engagement team, contact us at [stakeholder.engagement@ukpowernetworks.co.uk](mailto:stakeholder.engagement@ukpowernetworks.co.uk)



A full list of our contact details can be found at:  
[www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk)