UK Power Networks
Delivering your electricity

Delivering what matters

Safety, reliability and high-quality service on our progression to Net Zero

MAJOR CONNECTIONS REPORT 2025/26

FOREWORD

Building on progress and continuing to deliver a great service throughout RIIO-ED2

Mark Adolphus
Director of Connections and Sustainability

I am delighted to share with you our Major Connections Annual Report, which outlines our performance and service delivery plan for the 2025/26 regulatory year.

As part of our RIIO-ED2 price control period (2023–2028), we remain focused on delivering against the nine actions within our Major Connections Strategy. Over the past three years, we have developed and progressed a programme of initiatives aligned to these actions. We would like to thank you for your continued collaboration in shaping these through your valuable feedback across our forums and scrutiny panels.

Over the past 12 months, we have continued to make strong progress on a range of initiatives designed to enhance the service we provide to our customers. This has included the development of new tools and customer guides, alongside the refresh of existing materials, all aimed at better supporting you throughout your connections journey. These resources are designed to make our processes clearer, more accessible, and easier to navigate from start to finish.

Since our last report we are pleased to have seen progress with industry Connections Reform and appreciate your understanding and patience whilst we navigate through this process.

If you would like to find out more about how we measure our performance, or would like to read more about the initiatives we are delivering, please visit our website **connectionsplan.ukpowernetworks.co.uk**.

As our plan continues to evolve over the remaining years of this price control period, we appreciate any feedback or ideas to help shape our service to you.

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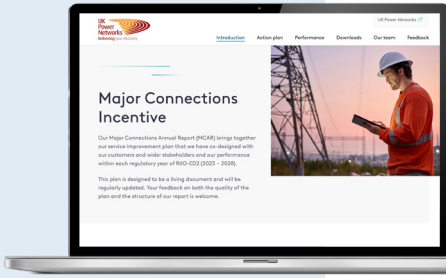
WHAT'S INSIDE

"UKPN were far and away the best DNO to deal with throughout the Connections Reform process. The UKPN connections portal was constructed with the user in mind – it was easy to navigate and minimal troubleshooting was needed. The DER account management team were responsive throughout the process, and the weekly webinars were invaluable as a forum for questions, concerns, updates and all things relating to Connections Reform. Thank you for your efforts!"

Harry Smith
AMP PLC



Find out more on our website at:
connectionsplan.ukpowernetworks.co.uk

OUR YEAR IN SUMMARY

"Your ability to resolve matters in a timely way has made a real difference, and together we've built on our already strong, collaborative working relationship that puts us in a great position to roll into next year with continued success."

Helena Clay
MFG

211
Distributed Generation Surgeries

391
DER, Metered, ICP and IDNO forum attendees

93.5%
Customer forum feedback satisfaction score

Six
MCAR Initiatives complete

Over 1,200
Ask the Expert emails answered

No.1
DNO group for the Reputational Incentive with a score of 9.35[1]

DNO group for the Financial Incentive with a score of 9.39[1]

1 As measured in the Ofgem customer satisfaction league tables

Eight
Scrutiny panels

1,249
attendees to three-weekly Connections Reform customer call

21
online Connections Reform Workshops

Over 400
Ask the Expert Surgeries

"Hilson Moran have been using the UKPN Ask the Expert service for a number of years now and have found it invaluable on numerous occasions as a resource to gauge the state of the network in a particular area, which helps to drive our plans and then assist with our applications. Mark and the team are incredibly knowledgeable and helpful and will always look for alternative solutions if something doesn't seem feasible at first."

Steve Ormod
Hilson Moran

CUSTOMER SATISFACTION WITH OUR WORK

Listening to our customers: measuring satisfaction across every interaction

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 contacts 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 9.56 and were 2nd overall for the Reputational Incentive (RI) with a score of 9.38.

Financial Incentive	2023/24	2024/25	2025/26
Target	**7.41/10**	**7.41/10**	**7.41/10**
Overall score subject to financial incentive[1]	9.07/10	9.46/10	9.56/10
Metered demand low voltage (LV)	9.03/10	9.46/10	9.55/10
Distributed Generation low voltage (LV)	10.00/10	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	2025/26
Target	**7.41/10**	**7.41/10**	**7.41/10**
Overall score subject to reputational incentive[1]	8.67/10	9.43/10	9.38/10
Metered demand high voltage (HV)	9.25/10	9.43/10	9.38/10
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	2025/26
Metered demand low voltage (LV) – LC15[2]	10.49	10.76	10.31
Metered demand low voltage (LV) – LC15A[1]	10.81	12.12	11.00
Metered demand high voltage (HV)	14.82	13.81	15.41
Metered demand high voltage & extra high voltage (HV) (EHV)	34.03	32.96	35.43
Metered demand extra high voltage and above (EHV)	44.00	50.00	42.25
Distributed generation low voltage (LV) – LC15	No jobs	18.50	20.00
Distributed generation low voltage (LV) – LC15A	28.10	19.88	26.11
Distributed generation high voltage and above (HV)	28.80	49.00	26.50

Time to Connect (average working days)[3]	2023/24	2024/25	2025/26
Metered demand low voltage (LV) – LC15	97.83	160.22	392.80
Metered demand low voltage (LV) – LC15A	69.15	110.91	114.07
Metered demand high voltage (HV)	198.00	246.92	283.44
Metered demand high voltage & extra high voltage (HV/EHV)	No jobs	No jobs	277.00
Distributed generation low voltage (LV) – LC15	No jobs	No jobs	No jobs
Distributed generation low voltage (LV) – LC15A	23.25	246.50	2.00

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.

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

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

3 We have seen an increase in the average time to connect timescales this year as customers have sought to accept connection offers and secure capacity on the network, but are not yet in a position to start the work and complete the connections.

CUSTOMER SATISFACTION WITH OUR WORK

South Eastern Power Networks

South Eastern Power Networks were ranked 4th overall for the Financial Incentive (FI) with a score of 9.18 and were 1st overall for the Reputational Incentive (RI) with a score of 9.50.

Financial Incentive	2023/24	2024/25	2025/26
Target	**7.41/10**	**7.41/10**	**7.41/10**
Overall score subject to financial incentive[1]	8.85/10	8.89/10	9.18/10
Metered demand low voltage (LV)	8.85/10	8.88/10	9.18/10
Distributed Generation low voltage (LV)	9.00/10	10.00/10	9.25/10

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

Reputational Incentive	2023/24	2024/25	2025/26
Target	**7.41/10**	**7.41/10**	**7.41/10**
Overall score subject to reputational incentive[1]	9.00/10	8.63/10	9.50/10
Metered demand high voltage (HV)	9.13/10	8.43/10	9.47/10
Metered demand high voltage & extra high voltage (HV) (EHV)	9.33/10	10.00/10	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 1st overall across the 14 network areas. This broke down to 2nd for surveys about our quotation process and 1st for surveys about our delivery process.

Time to Quote (average working days)	2023/24	2024/25	2025/26
Metered demand low voltage (LV) – LC15[2]	11.53	10.45	10.91
Metered demand low voltage (LV) – LC15A[1]	14.04	13.62	13.30
Metered demand high voltage (HV)	15.99	15.51	16.46
Metered demand high voltage & extra high voltage (HV) (EHV)	31.87	38.13	39.88
Metered demand extra high voltage and above (EHV)	43.00	No jobs	51.67
Distributed generation low voltage (LV) – LC15	24.67	No jobs	14.33
Distributed generation low voltage (LV) – LC15A	31.51	25.92	24.57
Distributed generation high voltage and above (HV)	37.41	28.50	28.00

Time to Connect (average working days)[3]	2023/24	2024/25	2025/26
Metered demand low voltage (LV) – LC15	115.50	154.92	222.08
Metered demand low voltage (LV) – LC15A	76.82	114.04	127.30
Metered demand high voltage & extra high voltage (HV/EHV)	No jobs	No jobs	454.00
Metered demand high voltage (HV)	141.20	236.32	220.67
Distributed generation low voltage (LV) – LC15	No jobs	No jobs	No jobs
Distributed generation low voltage (LV) – LC15A	No jobs	95.00	167.75

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CUSTOMER SATISFACTION WITH OUR WORK

Eastern Power Networks

Eastern Power Networks were ranked 3rd overall for the Financial Incentive (FI) with a score of 9.40 and were 3rd overall for the Reputational Incentive (RI) with a score of 9.29.

Financial Incentive	2023/24	2024/25	2025/26
Target	**7.41/10**	**7.41/10**	**7.41/10**
Overall score subject to financial incentive[1]	8.67/10	9.06/10	9.40/10
Metered demand low voltage (LV)	8.67/10	9.06/10	9.40/10
Distributed Generation low voltage (LV)	8.00/10	9.40/10	10.00/10

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

Reputational Incentive	2023/24	2024/25	2025/26
Target	**7.41/10**	**7.41/10**	**7.41/10**
Overall score subject to reputational incentive[1]	8.91/10	9.19/10	9.29/10
Metered demand high voltage (HV)	9.14/10	9.19/10	9.26/10
Metered demand high voltage & extra high voltage (HV) (EHV)	10.00/10	10.00/10	9.33/10
Metered demand extra high voltage (EHV)	8.00/10	9.00/10	9.33/10
Unmetered Local Authority	–	–	–
Unmetered 'Other'	9.25/10	–	–
Distributed Generation high voltage & extra high voltage (HV) (EHV)	5.50/10	8.50/10	10.00/10

Eastern Power Networks ranked 3rd overall across the 14 network areas. This broke down to 1st for surveys about our quotation process and 10th for surveys about our delivery process.

Time to Quote (average working days)	2023/24	2024/25	2025/26
Metered demand low voltage (LV) – LC15[2]	11.24	10.23	9.33
Metered demand low voltage (LV) – LC15A[1]	15.51	13.11	11.93
Metered demand high voltage (HV)	15.61	13.87	13.99
Metered demand high voltage & extra high voltage (HV) (EHV)	44.53	40.59	42.58
Metered demand extra high voltage and above (EHV)	50.14	52.59	47.73
Distributed generation low voltage (LV) – LC15	30.00	24.80	21.00
Distributed generation low voltage (LV) – LC15A	31.33	25.93	26.32
Distributed generation high voltage and above (HV)	47.40	42.83	36.08

Time to Connect (average working days)[3]	2023/24	2024/25	2025/26
Metered demand low voltage (LV) – LC15	98.14	124.23	120.24
Metered demand low voltage (LV) – LC15A	75.15	107.59	118.38
Metered demand high voltage (HV)	126.31	226.12	284.21
Distributed generation low voltage (LV) – LC15	No jobs	No jobs	No jobs
Distributed generation low voltage (LV) – LC15A	No jobs	168.86	132.75

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

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DELIVERING ON OUR PROMISES

Progress against our Major Connections RIIO-ED2 actions

Strategy reference	Major Connections Strategy – published actions	Specific target	Actions and initiatives delivered 2025/26
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.	**Open Data Portal data sets published include:** Six-Month Flex Requirements; Transformer Power Flow; Regional Energy Dashboard; HV Flexibility Zones; Large Demand Connection Lead Times; Data Centre Projects; CIM Equipment Profiles; LV Underground Cables; Future Energy Scenarios; HV Underground Cables; Visual Amenity Projects; NESO Demand Forecast Submission; Power Quality Data; 33kV Underground Cables LCT by Lower Super Output Area (LSOA); Secondary Site Transformers; Historic Fault Data **Associated initiatives:** · Trading Connections · Open Data Portal
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.	**93.6% Customer Service satisfaction in regulatory year 2025/26 for DNO Group (FI, RI)[1]** **Associated initiatives:** · Site Information Pack · ENA Fleet Decarbonisation Guide · Connections process over 70kVA guide · Building Network Operator (BNO) Guide
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.	**90% Ask the Expert satisfaction** **94% Surgery satisfaction** **Associated initiatives:** · Fixed Charge Calculator · Click and Quote
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.	**93.5% Forum satisfaction** **90% Ask the Expert satisfaction** **94% Surgery satisfaction** · Four forums, 391 attendees · Eight scrutiny panels · 384 account management meetings

1 As measured in the Ofgem customer satisfaction league tables (combined score).

DELIVERING ON OUR PROMISES

Strategy reference	Major Connections Strategy – published actions	Specific target	Actions and initiatives delivered 2025/26
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%.	**93.6% Customer Service satisfaction in regulatory year 2025/26 for DNO Group (FI, RI)[1]**
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.	**99% highway connections satisfaction in regulatory year 2025/26**
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.	**92.7% DER customer satisfaction scores** **2 customer forums** **Customer briefings every three weeks** **Associated initiatives:** • Connections Reform
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.	**93.6% Customer Service satisfaction in regulatory year 2025/26 for DNO Group (FI, RI)[1]** **93.5% Forum satisfaction** **90% Ask the Expert satisfaction** **94% Surgery satisfaction**
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 2024/25 to 2025/26** • Small Services Design tool (<69kVA) – 38.55% • Self approve designs – (-1.88%) • Self Connect – 1.41% 21 new ICPs signed up to self-connect in the regulatory year 2025/26

1 As measured in the Ofgem customer satisfaction league tables (combined score).

A SUMMARY OF OUR SERVICE IMPROVEMENT PLAN

From commitment to delivery: making progress

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.

Initiative	Short Description	Target Date	Status as of July 2026
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
Disconnections workshop	A workshop for disconnections customers to understand any issues and improve the overall process.	30/09/2025	Complete
ENA Fleet Decarbonisation Guide	Cross-industry initiative to enable any fleet operator to find the right support.	30/09/2025	Complete
Connections process over 70kVA guide	An update to the guide to make the connections process clearer to customers.	31/10/2025	Complete
Electric Thames	Part of a broader context of global decarbonisation efforts in the maritime sector, the project aims to link the needs of the vessel operators with the shore-side infrastructure and provide a shortlist of suitable sites. This project made recommendations which developed in to our ElectriQuay project.	31/03/2026	Complete
Site information pack	A redesign of our site information pack to reflect stakeholder feedback.	30/04/2026	Complete
Online customer journey improvements	We will be refreshing the UK Power Networks website and improving the Connections Customer Journey.	30/04/2026	Complete
Blue light decarbonisation	Blue Light supports the decarbonisation of emergency services by developing and implementing innovative tools and strategies to facilitate their decarbonisation plans.	31/07/2026	On track
Click and Quote	Online self-service quote solution tailored for ICPs.	31/08/2026	In build
Trading Connections	We will work with customers to co-develop an appropriate visualisation mechanism to enable customers to make more informed decisions.	30/09/2026	On track
Future Fleet	Future Fleet looks at how can we plan, prepare, and enable the electrification of the logistics industry. It aims to bridge the gap between the transport sector and the energy system by developing a comprehensive framework to support heavy goods vehicle decarbonisation.	31/12/2026	On track
GIS Vectorisation	Digitalisation of legacy raster-based network records across EPN and LPN.	30/04/2027	Phased deployment
Future Home Standard	The Future Homes Standard was introduced in 2026 mandating heat pumps and solar panels for all new homes, with phased implementation throughout 2027. 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.	31/12/2027	On track
Open data portal	Development of the Open Data Portal and associated services.	31/03/2028	On track
Connections Reform	Working with NESO and industry stakeholder to deliver Connections reform outcomes to customers, which will work towards delivering Clean Power 2030.	31/03/2028	On track

EMERGING INITIATIVES

Turning insight into action: developing our next wave of 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 into our development plan.

Initiative	Short Description
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.
ElectriQuay	Transport operators on the River Thames are seeking how best to decarbonise transportation on the river. ElectriQuay plans to investigate a novel marine planning tool solution to assist Thames vessel operators with electrification. Research is needed to understand current barriers to electrification, define user requirements, explore broader use cases, and assess what additional support would help this transition.
Consortium Connections	There are a growing number of business sectors who have been identified as potentially benefitting from a consortium approach to new or upgraded electricity connections. We intend to explore customer support for a connection offer product that would look to share connections costs, whilst reducing impact on the local area by linking customers' infrastructure requirements and creating collaborative opportunities.

If you would like us to move forward with any of these ideas, you can vote yes or no on each page here. We also welcome any feedback or suggestions you may have; 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

A full list of our contact details can be found at:
www.ukpowernetworks.co.uk