



Network Access Policy

Key performance indicators 2025/26

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**Electricity
Transmission**

nationalgrid

Contents

Introduction	2
Tables	3
Further narrative on T2Y5 Network Access Policy KPIs	8

Introduction

The GB Network Access Policy is designed to facilitate collaboration between the National Energy System Operator (NESO) and the Transmission Owners in Great Britain to deliver value for consumers in relation to the planning, management and operation of the electricity transmission systems in England, Wales and Scotland.

As part of these policy commitments and to ensure fully transparent outage planning processes, National Grid Electricity Transmission (NGET) produces a series of annual Key Performance Indicators (KPIs) to monitor outage planning performance and outage delivery.

The KPIs are set in appendix A of the GB Network Access Policy which can be found here on our [website](#).

The data below reflects the plan performance for 2025/26, for any queries please [contact us](#).

The data trends for the 5 years of the RIIO-T2 period need to be fully analysed as we move into RIIO-T3 to understand what actions NGET needs to take to ensure we can improve on downward trending KPIs. Further work is being done on this as part of our review of planning processes and this will ensure we can enable better plan stability in the future.

Tables

These KPI results provide a concise view of our planning and delivery performance in T2Y5. The metrics highlight areas of stability, improvement and those where further work is underway. The insights presented here are helping to shape our ongoing planning transformation, which is expected to support improved performance as we move through the RIIO-T3 period.

Key Performance Indicators

Description			FY22	FY23	FY24	FY25	FY26	Comments
1. Long term outage planning performance: Measure of the number of outages in the year ahead plan submitted at week 49 vs the number of actual outages delivered in the regulatory year. This is a high-level measure of long-term Outage planning performance.	1a	Number of outages in the year ahead plan	1914	2155	1810	2055	2253	Includes 1968 'out-of-service' and 285 'in-service' outage bookings
	1b	Number of YA outages delivered	1164	1085	838	1037	1032	Includes 938 'out-of-service' and 94 'in-service' outage bookings
	1c	Percentage of YA plan delivered	61%	50%	46%	50%	46%	
2. Accuracy of Year Ahead Outage Plan: This is a measure of the TOs capability to construct and deliver a robust outage plan. This is a detailed measure of Long-Term Outage Planning Performance	2a	Percentage of outages in the year ahead plan started on the date agreed at the year ahead stage - week 49	32%	26%	25%	28%	27%	Includes 'out-of-service' and 'in-service' outage bookings.
	2b	Percentage of outages in YA plan started on agreed week at YA stage	39%	31%	30%	35%	32%	
	2c	Percentage of outages in YA plan changed for a positive reason	10%	7%	5%	6%	7%	Includes outage bundling, request to accelerate works, early completion of works, and User or NESO requests to change an outage

Description			FY22	FY23	FY24	FY25	FY26	Comments
3. Within Year Outage Planning Performance: Measure of new outages requested within year by the TO during the relevant regulatory year. These are essential outages to carry out	3a	No. of new within year Outages submitted to NESO prior to Optimisation Phase	-	-	470	711	540	
	3b	No. of new within year Outages submitted to NESO during Optimisation Phase	-	-	928	1253	1138	
	3c	No. of new within year Outages submitted to NESO during Delivery Phase	-	-	1438	2184	1610	
4. How many connection assets or transmission circuits are out of service more than once per annum?		Measure of the number of times the same item of equipment or circuit is removed from service	1157	1181	1480	640	811	
5. Outage coordination: Measure of number of times the TO has carried out different work during a single outage. Measure is based on the number of outages that have been combined into a single outage vs the total number of outages delivered in a regulatory year			-	-	-	-		- NGET outages have work bundled via the optimisation process during year-ahead plan build which includes construction and maintenance work. Due to the nature in which NGET records information in the Outage management tool (ENAMS) it cannot be reported in a volumetric way

Description			FY22	FY23	FY24	FY25	FY26	Comments
6. Percentage of TO Outages Started Within 60 minutes of Agreed Start Time		Measure of outage start time accuracy will be the agreed Planned Start Time compared to Actual Start Time	53%	44%	45%	43%	50%	Includes in service bookings
7. Transmission Connected Generation Percentage of Annual Access Curtailed by Bilateral Connection Agreement Per Annum - Firm Connections		Measure of lost network access due to transmission outages and connection agreements. Measure would be 100 x (total days of actual outages \ 365).	0%	0%	0%	0%	0%	
8. Transmission Connected Generation Percentage of Annual Access Curtailed by Bilateral Connection Agreement Per Annum – Non-Firm Connections		Measure of lost network access due to transmission outages and connection agreements. Measure would be 100 x (total days of actual outages \ 365)	0%	0%	3.62%	0.09%	0%	
9. Average Outage Duration Accuracy Measure of TO ability to plan outage durations. A negative figure would indicate outages generally overrun, a positive figure would indicate outages generally finish early	9a	In plan before week 49: % finished early	22%	18%	17%	20%	16%	These are only 'out-of-service' outage bookings
		In plan before week 49: % finished on time	45%	44%	44%	44%	45%	
		In plan before week 49: % finished late	33%	39%	39%	35%	37%	
	9b	In plan after week 49: % finished early	11%	16%	13%	14%	11%	

Description		FY22	FY23	FY24	FY25	FY26	Comments
	In plan after week 49: % finished on time	80%	80%	83%	82%	84%	
	In plan after week 49: % finished late	8%	4%	4%	4%	4%	
10. Number of Unplanned Outages due to Faults or Defects This is a measure of the number of times an asset or circuit has been removed from service due to a system fault, has been removed from service by emergency	10a Number of system faults removing an asset or circuit from service	-	260	64	81	62	
	10b Number of emergency switching outages removing an asset or circuit from service	-	1	7	8	13	
	10c All other unplanned outages when an asset or circuit has been made unavailable to NESO due to a defect	-	173	350	398	403	
11. Enhanced Service Provision Measure of the number of STCP11.4 proposals identified within a regulatory year.	11a Number of proposals identified by NESO or TO	22	42	55	56	29	A total of 29 Enhanced Services were identified and submitted by either NGET or NESO
	11b Number of proposals delivered by the TO	6	34	25	36	16	16 of the 29 proposals were confirmed as both deliverable and providing consumer benefits and were thus completed within the 2025/26 plan year.

Description		FY22	FY23	FY24	FY25	FY26	Comments
	11c Measure of System Operational costs savings vs cost to deliver by TO	£53.68m	£176.7m	£93.9m Forecast £51.17m Outturn	£53.70m - Forecast £64.33m - Outturn	£44.5m - Forecast £34.3m - Outturn	Across the year, the 16 Enhanced Services delivered had Estimated Constraint Savings (Ex-Ante) of £44.50m and Actual Constraint Savings (Ex-Post) of £34.33m with cost of solutions forecast/actual of £0.73m/£0.62m.
12. In Service Works	Measure of the number of “In Service” bookings to highlight works taking place without an asset being taken out of service e.g. Telecoms works, Risk of Trips etc	953	508	448	570	615	Includes OHL delayed auto-reclose (DAR) outages, circuit risk of trips, telecoms outages, and equipment/circuit testing outages.

Further narrative on T2Y5 Network Access Policy KPIs

Following the completion of Year 5 of the RIIO-T2 period (T2Y5), we have published our outage KPIs. This additional narrative summarises some of the main trends shown in the data. Whilst some measures show improvements, there are areas where further improvement is needed, and we have called these out with actions that are being taken. In particular, we are undertaking planning and delivery transformation programmes which we believe will provide solutions to the underlying issues that are impacting these KPIs. Our transformation plans will carry on during RIIO-T3.

1. Long Term Outage Planning Performance

The Year Ahead (YA) plan size has varied over the past five years, and while the FY26 plan was the largest of the RIIO-T2 period, delivery performance decreased from FY25 and returned to FY24 levels, with 46% of the Year Ahead plan delivered.

2. Accuracy of the Year Ahead Outage Plan

In FY26, the accuracy of the Year Ahead (YA) plan slightly decreased compared to FY25 but remained above FY23 and FY24 levels: 27% of outages started on the agreed date and 32% started in the agreed week. This suggests that whilst precise start dates may change, many outages are still delivered within the intended week.

Despite the slight reduction in date and week accuracy, the percentage of YA outages that changed for a positive reason increased from 6% in FY25 to 7% in FY26. This shows that some movement within the plan is beneficial, supporting overall outcomes such as bundling works, acceleration and early completions.

3. Within Year Outage Planning Performance

In FY26, all three within-year outage planning measures improved compared with FY25, reversing the previous upward trend as fewer new outage submissions were made during the year across the pre-optimisation, optimisation and delivery phases. Our planning transformation activity is focused on improving the quality and timing of outage submissions so that more work is identified and submitted at the pre-optimisation and optimisation phases.

4. How Many Connection Assets or Transmission Circuits Are Out of Service More Than Once Per Annum?

We have recorded an increase in connection assets or transmission circuits out of service more than once per annum compared to FY25, but the figure remains well below FY22, FY23 and FY24 levels showing that the reduction achieved in FY25 has largely been sustained. We will continue to monitor this measure to understand what drives repeat access and how best to support further outage bundling opportunities.

5. Outage Coordination

NGET outages have work bundled via the optimisation process during the Year Ahead plan build and this includes construction and maintenance work. Due to the way in which information is recorded in ENAMS, it cannot be easily reported in a volumetric way. 93% of our outages have had more than one piece of work planned which demonstrates a high level of work bundling.

6. Percentage of TO Outages Started Within 60mins of Agreed Start Time

In FY26, the percentage of outages starting within 60 minutes of the agreed start time increased to 50% compared with 43% in FY25. This improvement indicates stronger alignment between planning and actual start times. However, start time accuracy remains subject to delivery day factors including system conditions, coordination across multiple stakeholders and external parties, and timing of operational switching.

7. Transmission Connected Generation - Percentage of Annual Access Curtailed by Bilateral Connection Agreement Per Annum - Firm Connections

No applicable curtailments were recorded during FY26.

8. Transmission Connected Generation - Percentage of Annual Access Curtailed by Bilateral Connection Agreement Per Annum – Non-Firm Connections

No applicable curtailments were recorded during FY26.

9. Average Outage Duration Accuracy

FY26 outage duration accuracy remained broadly stable, with some modest movements across the individual categories. For outages planned before week 49, 45% were delivered on time, 37% finished late and 16% finished early. Outages added later in the year stayed consistent, with 84% completed on time, 11% finished early and only 4% finished late. Outages added after Week 49 continued to show stronger accuracy than those included earlier in the plan, which reflects the greater maturity of scope and readiness of our work. We will continue to use this insight to review duration information and assumptions set at the year ahead stage.

10. Number of Unplanned Outages Due to Faults or Defects

13 emergency switching actions were undertaken during FY26 compared to 8 in FY25. System faults resulting in the removal of an asset or circuit from service decreased from 81 in FY25 to 62 in FY26, reflecting a reduction in fault-driven unavailability bringing performance back closer to FY24 levels. Unplanned outages due to defects increased slightly, from 398 in FY25 to 403 in FY26.

11. Enhanced Service Provision

The number of Enhanced Service proposals identified decreased from 56 in FY25 to 29 in FY26. Of these, 16 (55%) proposals were delivered compared to 36 (64%) in FY25. Enhanced services tend to vary across different plan years due to changing system requirements and constraints.

Across the year, the 16 Enhanced Services delivered had Estimated Constraint Savings (Ex-Ante) of £44.5m and Actual Constraint Savings (Ex-Post) of £34.3m, with forecast and actual solution delivery costs of £0.73m and £0.62m respectively.

12. In Service Works

The number of In-Service bookings increased compared to FY23 and FY25, reaching 615 bookings in FY26. In-service outages are generally information bookings to ensure transparent planning, with an increase in overall outages it is expected that we will see a parallel upward trend of in-service bookings as work delivery increases.

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