

# UK Power Networks

## Access Statement Annual Report 2025

- UK Regulators' Network (UKRN) project on cross-sector infrastructure interactions



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# CONTEXT & PURPOSE

## Where we operate



### East

#### Eastern Power Networks (EPN)

We deliver power to North London and East Anglia, encompassing a diverse range of urban and rural areas as well as a huge coastline.

### London

#### London Power Networks (LPN)

We look after the electricity network for Inner London, with responsibility for delivering power to iconic buildings and businesses as well as high-profile international events throughout the year.

### South East

#### South Eastern Power Networks (SPN)

We serve South London, Kent, East Sussex and parts of Surrey and West Sussex, covering a rich variety of customers and locations.



## Our Vision

Our vision is to be consistently the best performing Distribution Network Operator and Distribution System Operator in the UK within an agreed set of values.

There are four aspects to this.

An employer of choice	A respected and trusted corporate citizen	Sustainably cost efficient	Enabling the Net Zero transition for all
<ul style="list-style-type: none"> <li>- The safest – with an exemplary safety record</li> <li>- An organisation that employees are proud to work for</li> <li>- An organisation that is diverse, inclusive and resilient</li> <li>- Having a highly skilled and healthy workforce for both today and the long term</li> <li>- Strong and collaborative relationships with Trade Unions</li> </ul>	<ul style="list-style-type: none"> <li>- The most reliable networks</li> <li>- The best customer satisfaction</li> <li>- Meeting the needs of our customers in vulnerable circumstances, both now and in the future</li> <li>- The most socially and environmentally responsible in our sector</li> <li>- The most innovative in our sector (becoming a disruptor, combining data, technology and new ideas)</li> <li>- Ensuring our supply chain is efficient, sustainable and ethical</li> </ul>	<ul style="list-style-type: none"> <li>- Delivering at the lowest possible cost for our customers</li> <li>- Delivering frontier efficiency in the work that we do</li> <li>- Delivering on our commitments in a collaborative way with others</li> <li>- Profitable growth in our Services and Connections businesses</li> </ul>	<ul style="list-style-type: none"> <li>- Deliver the best low carbon technology customer satisfaction</li> <li>- Maximise customer participation to optimise network utilisation</li> <li>- Collaborating with local authorities and stakeholders to unlock regional decarbonisation plans</li> <li>- Provide our customers and employees with information and support to go green</li> <li>- Play a leadership role in the sector to address inequality and unfairness resulting from the energy transition</li> </ul>

This is the tenth Access Statement Report we have produced in response to the 2015 UK Regulators' Network (UKRN) project on cross-sector infrastructure interactions. It is intended for four key audiences:

- **Network operators** – providing the opportunity to review and improve business performance through comparison and structured dialogue with customers.
- **Customers** – providing comparative information across different network operators and sectors and enabling customers to feedback experiences and suggestions for improvement.
- **Regulators and government** – providing further evidence to allow judgement on whether we have successfully led on a self-regulatory and proportionate response to UKRN's 2015 review.
- **Investors and funders of infrastructure** – providing the opportunity to assist with the assessment of risk for existing or new projects which may come into contact with our assets.

We are determined to make access to our expertise as easy and simple as possible, whether it be for a new connection, diversion of supply or safety related queries, and thus we provide a wealth of information on our website. If you require access or information regarding any of our assets, please contact us using this [link](#).

# GOOD PRACTICE PRINCIPLES FOR MANAGING INFRASTRUCTURE INTERACTIONS

## Principle 1: Visibility of Long-term Planning

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“Infrastructure network operators recognise the stewardship role they play in developing, owning and operating our national infrastructure, and that effective planning and delivery of new infrastructure, across all sectors, benefits everyone.<sup>1</sup>

Clear visibility of our plans and proposals for our infrastructure helps to deliver efficient completion of works whilst minimising disruption to those affected. Stakeholders and interested parties can access our [long term](#) plans easily from our website across all three of our licence areas, allowing clear visibility of our projects, future plans and how they might impact on stakeholder activities.

Our [Open Data](#) portal launched in 2021, also brings together data from a vast range of sources to provide visibility of our network assets, where they are, what capacity they have and how they are being used. As of 16 December 2025, there were 130 datasets available to examine including for example network infrastructure and usage mapping and network operational data with details of connections requests indicating likely connection dates and the nature of any constraint. A further dataset indicates historic and near real-time information on any curtailment of distributed generation assets in our areas and another provides transparency on distribution use of system charges across our network.

[Your Local Net Zero Hub](#) is our web-based digital tool to help bring together data and planning for local authorities creating their Net Zero plans. The tool is a free, self-service digital planning guide for local authorities to support the best choices for communities in developing their Net Zero plans.

## Principle 2: Efficiency, Economy and Safety

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“Without prejudicing the needs of customers or funders, or its statutory duties including safety, network operators of in situ assets should act with efficiency and economy when interacting with clients.<sup>2</sup>

### Safety

We do everything we can to ensure that no one comes to harm as a result of our actions, inaction, equipment or ways of working. The twin goals of providing a safe work environment for our employees and delivering a service to our customers that presents no danger to the public combine to form what is simply the most important objective of all: to achieve an exemplary safety record and be the safest Distribution Network Operator.

Our overall record on safety is very strong, with incidents resulting in employee time off work reducing steadily from 32 in 2010 and 2012 to low single digits in all recent years – a 94% improvement. In 2025 we experienced just one lost time injury<sup>3</sup>. This is an industry-leading performance, but we have zero tolerance of accidents in the workplace, so one such accidents is one too many. We have rolled out more compulsory safety training across the whole company to try to reduce this to zero. We can never take the safety of our colleagues or the public for granted and must always have it front of mind.

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<sup>1</sup> <https://www.ukrn.org.uk/wp-content/uploads/2018/06/2015DecCSI-AnnualReportingGuidance.pdf>

<sup>2</sup> Ibid

<sup>3</sup> As of 17 December 2025 when the report was finalised

Reliability

As more and more people work from home and adopt low carbon technologies such as electric heat pumps and EVs for transport, a reliable supply of electricity is more important than ever.

There are two key measures of network reliability: Customer Interruptions (CIs), and Customer Minutes Lost (CMLs). CIs refer to the number of power cuts per 100 customers on our network, and CMLs refer to the average total time without power.

Across our three networks customers had 99.99% network reliability. The table below shows how our CIs and CMLs have improved over the last twelve years. We put this down to a combination of commitment to customers and judicious investment in innovation and technology.

	2012/13	2024/25	Reduction
Customer Interruptions	47.3	34.4	27%
Customer Minutes Lost	44.4	25.6	42%

Our commitment is to deliver the most reliable network for our customers at the lowest possible cost. We have therefore delivered these reliability improvements alongside a notable reduction in costs for our customers. In the first year of RIIO-ED2, customers paid 8% less than the industry average for use of our network. This trend has continued in subsequent years of RIIO-ED2, where our customers currently pay 7% less than the industry average.

Principle 3: Transparent Process and Practice

“ Network operators should establish and follow a process to manage interactions that is transparent, easy to follow, appropriately resourced and commits to explicit service standards appropriate to the clients and projects concerned, supported by the provision of accurate information about the operators’ network, safety or process as necessary.<sup>4</sup>

All of our processes are clearly defined and laid out on our website, taking the customer through simple steps to guide their interaction with us.

For example, when planning to carry out work, customers will need to know the location of our equipment, such as electricity lines or cables. These may need to be avoided or moved, and hence we have made it easy for customers to obtain this information, either through the third party ‘[LineSearchBeforeUDIG](#)’ or by getting in touch with us [directly](#). This is a free service for all domestic customers and those working on behalf of domestic customers, with a £50-£80 charge for commercial users.

Principle 4: Clear, Transparent and Appropriate Pricing

“ Any fees or charges to clients should be clearly explained, reflect reasonable and appropriate cost and risk, without exploiting unfair commercial advantage and where reasonable facilitate efficient planning and delivery of infrastructure projects.<sup>5</sup>

<sup>4</sup> Ibid

<sup>5</sup> Ibid

Access to our electronic records, such as underground/overhead cables, is generally free of charge. Where charges are applicable, this is clearly explained.

If works are required, and once a project has been designed, UK Power Networks will prepare a quotation that clearly breaks down the cost and scope of the works involved, whilst pointing out where responsibilities lie. A quotation expiry date is also provided to further clarify the time for which the offer is valid. If the customer finds that they do not understand any part of the quotation, contact details are provided so they can discuss the process in more detail with a project designer. Additionally, we provide a cost breakdown of our quote to allow customers the option to use third parties to complete part of the works if preferred.

## Principle 5: Continuous Learning and Best Practice

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“The lessons and experiences of best practice in managing interactions within the organisation, based on measurable performance where possible, and outside are proactively gathered and applied, with a commitment to training and support of staff managing interactions.”<sup>6</sup>

We are committed to continuous improvement, in our own work and in our interactions with customers. We receive a vast number of enquiries a year, all expecting a high level of service, and with so many customer interactions, it is important that we recognise what went well and how we can improve.

We are aware of the responsibility and privilege that we have as a provider of an essential service, so we are determined to deliver the best-possible service to our customers. With people generally only becoming aware of us when something goes wrong or they want to make a change to their arrangements with us, we do our best to plan for every eventuality. This ensures that we are ready to take care of their needs, and we go to particular lengths to support our vulnerable customers as they are likely to feel the effects of power cuts more acutely than others. We run a Priority Services Register (PSR) to provide extra advice and support to vulnerable customers, particularly when there are interruptions in supply. To find out more about our PSR or to sign you or a dependent up to our PSR, please follow this [link](#).

We proactively seek out customers in vulnerable circumstances and engage with them also about energy efficiency and energy bills to help them save money. We have expanded our fuel poverty partnership programme, continuing to set up local fuel poverty partnerships with charities across our regions.

In December 2024 we were awarded the Utility Week Customer Experience Award, which celebrates utilities that have gone above and beyond in providing an outstanding customer experience. We followed this up by winning the flagship category of Utility of the Year at the Utility Week Awards in 2025.

The industry regulator, Ofgem, measures customer satisfaction across all the DNOs in the country and it is one of our most important measures of performance. Since 2012, UK Power Networks' score has been rising steadily and in 2022/23 we achieved our highest-ever score of 94%, which was repeated again in 2023/24 and improved on to 94.2% in 2024/25. This means Ofgem ranks us first out of all DNOs for our customer service score.

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<sup>6</sup> Ibid

## **Broader and Deeper Engagement**

We are aware of the varied and particular needs and demands of our customers, but because these evolve over time, we carry out ongoing, extensive engagement to determine their priorities when it comes to the service we provide.

In 2025 we published our second Ongoing Engagement Report, which sets out how stakeholder engagement has helped us to understand and overcome the challenges customers face.

The report outlines the principles and processes that guide our engagement and research and the enhancements we make every year to ensure we can respond to our stakeholders' needs.

The report can be accessed [here](#).