

How we are

delivering strong performance

For customers...

“Our dedication to meeting customers’ needs at the lowest possible cost while delivering the safest, most reliable electricity network, supported by industry-leading customer service, has never been more important.”



Our people are the driving force...

“We attribute our success to our employees and their unwavering commitment to excellence.”



Basil Scarsella
Chief Executive Officer, UK Power Networks



I am immensely proud of our achievements in our last price control R110-ED1, which ran from 2015 until 2023. During that time we became the leading company in our sector, recognised by Ofgem as the best performing distribution company across most key performance metrics.

It remains our vision at UK Power Networks to consistently be the best performing organisation in our sector within an agreed set of values. I’m pleased to report that UK Power Networks has performed well in 2023/24, the first year of our new five-year regulatory contract which will run from April 2023 to March 2028.

We ranked No.1 in Ofgem’s Broad Measure of Customer Satisfaction with our best ever score of 94% and remain the lowest cost DNO. Our London network outperformed its targets for the year, and remains the most reliable network. However, our Eastern and Southern networks did not meet their reliability targets. These were stretching and, had we met them, performance would have been the best ever for both those networks, but we did not achieve the level we expected. We are taking a careful look at our operations and will be increasing our investment to further improve the reliability of our network.

The safety of our employees, contractors and the general public is as ever, our number one priority. Regrettably, however, three people working for UK Power Networks sustained Lost Time Injuries where the employees concerned needed to take at least one day off work. Although this represents an industry-leading safety performance, we have zero tolerance of accidents in the workplace, so three such accidents is three too many. We continue to reinforce our message to employees and contractors alike that safety must be our primary concern and each of us is responsible for our role in delivering a safe working environment.

The economic uncertainties of 2023, stemming from the legacy effects of the COVID-19 pandemic and global conflicts, have underscored the importance of delivering services efficiently. I am proud to say that we continue to be the lowest-cost DNO. Our dedication to meeting customers’ needs at the lowest possible cost while delivering the safest, most reliable electricity network, supported by industry-leading customer service, has never been more important.

A key focus for UK Power Networks is how we support the country’s transition to Net Zero. Our role is to ensure that there is sufficient electrical network capacity for customers to connect low-carbon technologies such as electric vehicles, heat pumps and solar generation. We have created the UK Power Networks’ DSO as a legally separate entity with its own, independent Supervisory Board. The DSO provides confidence that the investment decisions made by the DNO are truly made in the best interest of customers and future bill paying customers.

We are proud to be judged the leading DSO by both customers and Ofgem. UK Power Networks DSO topped the customer satisfaction survey with an average score of 91% and led the way with a score of 8.91 in Ofgem’s expert panel report.

At UK Power Networks, we attribute our success to our employees and their unwavering commitment to excellence. We strive to attract and retain top talent, and our efforts have been recognised with our inclusion in the Best Companies’ Top 25 Best Big Companies to Work For, as well as being named Utility of the Year and the second most inclusive company in the UK. These accolades are testament to the dedication of our employees in delivering industry-leading performance. I am deeply grateful to everyone at UK Power Networks for their contribution.

Basil Scarsella
Chief Executive Officer, UK Power Networks

For communities...

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