



# Worst Served Customers Annual Report

October 2025

**Electricity  
Distribution**

**nationalgrid**

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# Purpose of this report

This report provides an overview of the projects being carried out by National Grid Electricity Distribution's (NGED) to improve performance for Worst Served Customers during the RIIO-ED2 price control.

'Worst Served Customers' has a specific definition<sup>1</sup> under the electricity distribution licence and is defined as:

Worst Served Customer 'means a Customer of the licensee who experiences 12 or more unplanned Incidents of a duration of three minutes or longer at Distribution Higher Voltage over a three Regulatory Year period with a minimum of two such Incidents per Regulatory Year.'

For the RIIO-ED2 price control period (April 2023 to March 2028), the Office of Gas and Energy Markets (Ofgem) requires each Distribution Network Operator (DNO) to publish a report that shows summary details of the projects being carried out.

This report provides stakeholders with project-by-project details of the work being carried out and the timescales for delivery.

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<sup>1</sup> As per OFGEM's definitions in RIIO-ED2 Special Licence Conditions and referenced in Ofgem's Worst Served Customers Governance Document version 1 dated 17 February 2023.

# Introduction

While NGED's network performance is among the best in the industry, there are a small number of customers who experience high numbers of supply interruptions. These customers are generally located on remote parts of the network, with limited interconnection available to restore supplies when network faults occur.

Stakeholders value network reliability as a top priority, especially as electricity supplies have become more important for people working from home and as more customers switch to electric vehicles and use electricity for heating.

Worst Served Customers (WSC) experience higher volumes of faults, which occur each year over a number of consecutive years.

The faults can occur for a variety of reasons including wildlife, vegetation, the weather, network location and deterioration of network components. Specific investment programmes are therefore targeted to address the causes of the faults.

Typical investment activities that may be carried out include the reconfiguration of the network, replacement of poor condition overhead lines, undergrounding of overhead lines, refurbishment of circuit components or the installation of additional switching points and protection zones.

This report provides summary details of the investment activities for each of the Worst Served Customer projects started in the RIIO-ED2 period.

The approach taken by NGED to identify Worst Served Customers and prioritise investments is documented in a separate Methodology publication that can be found here:

<https://www.nationalgrid.co.uk/worst-served-customers>

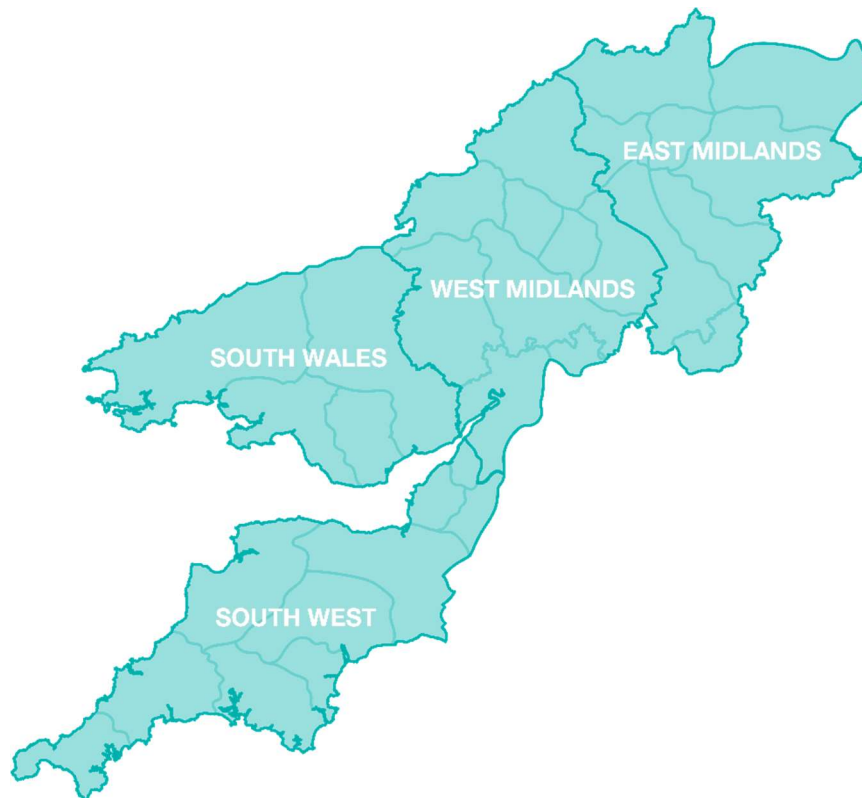
# NGED's geographic area

NGED's network is the largest in the UK, covering every kind of geography and demography from densely populated residential areas to widely dispersed rural communities providing electricity to over 8 million households.

Across our region, we provide power to large cities such as Birmingham, Bristol, Cardiff and Nottingham, and farming communities in counties such as Cornwall, Pembrokeshire, Herefordshire and Lincolnshire.

We operate across four regions, each covering a separate licence area. These are:

- West Midlands (WMID)
- East Midlands (EMID)
- South Wales (SWALES)
- South West (SWEST)



# 2024/25 Performance Summary

During 2024/25, the second year of RIIO-ED2, NGED worked on a total of two Worst Served Customer schemes across its licence areas, as detailed below.

- **South Wales**
  - **WSC-ED2-2023-WA-BUIL-0059:** North Powys/ Park Road 11kV OH Feeder – Install additional automated protection equipment and some asset replacement benefitting 505 WSC .
- **South West**
  - **WSC-ED2-2025-SW-1989789:** Southfield Farm, Bream - Install new PMAR, 11kV switch and poles, replace RMU automation, and move OPRN point. Benefitting 274 WSC.

Both schemes are broken down in detail in the remainder of this report.

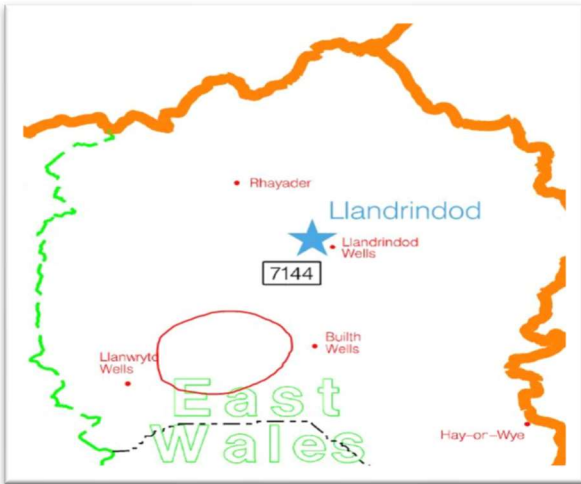
We continue to mobilise to deliver our RIIO-ED2 objectives, with 52 further projects now in the pipeline to be delivered by 31<sup>st</sup> March 2028, and anticipated to benefit ~11,700 further worst served customers.

The number of customers that qualify as Worst Served Customers as at March 2025 are as follows:

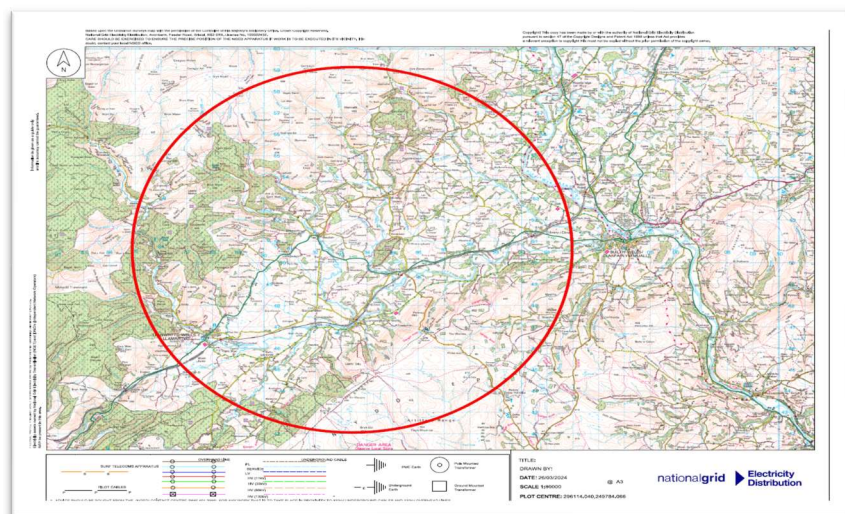
Licence area	2024/25
WMID	1,693
EMID	187
SWALES	3,176
SWEST	7,114
<b>NGED</b>	<b>12,170</b>

# South Wales

## Project 596279 North Powys/ Park Road 11kV OH Feeder

Information	Description
DNO	South Wales
Scheme Reference Number	WSC-ED2-2023-WA-Buil-0059
Year qualified	2022/23
Name of scheme	Project 596279 North Powys/ Park Road 11kV OH Feeder
Description	<p>The circuit was arranged in such a way that a number of spurs emanated from the main lines.</p> <p>Before the work was started, there was limited protection installed on the spurs to segregate them from the main line.</p> <p>This meant that faults on the spurs would affect both the customers on the spurs and all other customers fed from the section of main line feeding the spur.</p> <p>The project focused on installing protection on a number of spurs, which means that faults on the spurs will now be cleared by the protection and the faults will no longer impact other parts of the network.</p> <p>In combination the installation of multiple spur protection will reduce the number of interruptions experienced by worst served customers on the circuit.</p>
Summary of WSC Project options	Other options considered were undergrounding, tree clearance, additional automation, OHL reconductoring and additional feeding capabilities from other feeders.
Number of WSC planned scheme is expected to benefit	505
Expected completion year	2025
Expected cost (£k)	£42k
Description of geographic locations impacted	The feeder is fed from the Builth-Wells primary in Builth-Wells (Clanfair-TM-Muallt) and feeds houses to the west towards Beulah.
Region map showing area in DNO	

**Detailed map showing localities impacted**




<b>Scheme status</b>	Completed
<b>Updated number of WSC that the delivered scheme is intended to benefit</b>	505
<b>Reason for variance between planned scheme benefit and delivered scheme benefit, if required</b>	N/A
<b>Actual Completed year</b>	2025
<b>Actual Cost (£k)</b>	£88k



# South West

## Project 665079 New PMAR, LBS, Poles Southfield Farm, Brean

Information	Description
DNO	South West
Scheme Reference Number	1989789
Year qualified	2024/25
Name of scheme	Project 665079 New PMAR LBS, Poles Southfield Farm, Brean
Description	We are trying to reduce the interruptions to customers on this network where there have been four or more interruptions in the last 12 months. These lines are down at the end of the circuit which, in the case of an interruption, causes all customers to be off supply until we have staff on site. We will install a new PMAR switch along with other automation on the network to get customers back on within the 3 minutes of an interruption.
Summary of WSC Project options	Options considered were: Install new PMAR, 11kv LBS switch, poles. HV earthing trench and supply Replace RMU automation on Diamond Farm ground mounted, updated automation panel on existing RMU, install new T300 on Middle Farm 212988 and move OPRN point to Warren Fishing Lakes 211153
Number of WSC planned scheme is expected to benefit	274
Expected completion year	2025/26
Expected cost (£k)	£59k
Description of geographic locations impacted	Covers Brean area, Somerset. Location is close the coast and feeder is a mix of underground and overhead assets.
Region map showing area in DNO	 <p>The map shows the South West region of England in teal. Major cities labeled are Bristol, Exeter, and Plymouth. A red circle highlights the project area near Bristol, which is close to the coast.</p>

Detailed map showing localities impacted



<b>Scheme status</b>	Delivery – expected completion 2025/26
<b>Updated number of WSC that the delivered scheme is intended to benefit</b>	274 (scheme currently in delivery)
<b>Reason for variance between planned scheme benefit and delivered scheme benefit, if required</b>	None (scheme currently in delivery)
<b>Actual Completed year</b>	N/A (scheme currently in delivery)
<b>Actual Cost (£k)</b>	£23k in 2024/25

# Future delivery pipeline

Progress against planned schemes for RIIO-ED2 has been slower than anticipated. Whilst 2023/24 saw the completion of six outstanding ED1 schemes, at the end of 2024/25 we have undertaken two ED2 specific schemes so far, benefitting 779 worst served customers. This has led to us conducting a review of schemes that can be delivered within the remaining three years of RIIO-ED2.

We have established a list of all worst served feeders and have set up regional tracking of all feeders to give more visibility of issues and to track closer to real time impact on customers. This allows us to prioritise circuits that have the greatest ongoing impact to customers, rather than relying solely on historic worst served data.

As part of this review, we have identified the need to pivot our delivery programme to focus primarily on delivering benefits to the greatest number of customers, rather than focussing on the greatest number of schemes. As a result, whilst we still have some small but technically challenging schemes to complete in 2025/26, we expect our volumes of customers benefitting from schemes to notably increase in the latter years of the price control period.

We are planning a further 52 further schemes which are expected to benefit ~11,700 customers and we are confident that these schemes can be delivered during the RIIO-ED2 price control.

