

Worst Served Customers Annual Report

October 2026

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 (NGED) to improve performance for Worst Served Customers during the RIIO-ED2 price control (April 2023 to March 2028).

'Worst Served Customers' has a specific definition[1] 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.

Allowances are provided for licensees to undertake Worst Served Customer (WSC) projects that specifically aim to reduce the number of interruptions those customers experience.

The Office of Gas and Energy Markets (Ofgem) requires each Distribution Network Operator (DNO) to publish an annual report for stakeholders that shows summary details of the projects being carried out in RIIO-ED2.

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

[1] 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 strong, with overall network availability of 99.988% in 2025/26, 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, 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 automation, 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, along with brief details of RIIO-ED1 projects completed at the start of ED2.

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

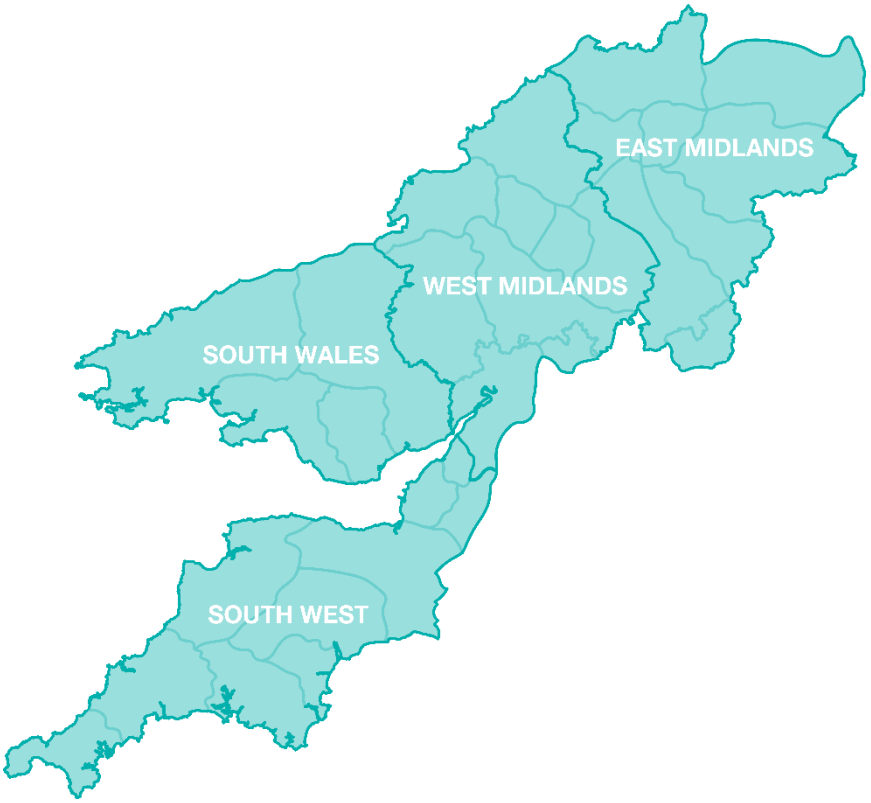
NGED's geographic area

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)



2025/26 Performance Summary

The number of customers that qualify as Worst Served Customers as at 31st March 2026 are as follows:

Licence area	WSC
WMID	7,046
EMID	272
SWALES	2,303
SWEST	3,119
NGED	12,740

During 2025/26, the third year of RIIO-ED2, NGED launched nine new WSC projects, as well as continuing the projects that began in the prior years of ED2. Customer schemes worked on in 2025/26 across our licence areas are:

- **West Midlands**
  - **WSC-ED2-2023-WM-HERE-0008: Hereford North / Whittern Way, Reinforcement**
    HV Underground cable installation from Pigott Cl.75/1658 to Broadlands 75/1731 to Whittern Way 75/1732 to Gandison Rise 75/0954

- **East Midlands**
  - **WSC-ED2-2025-EM-WOOD-0003 - Tattershall Thorpe Trim**
    Tree trimming along overhead line to remove tree contacts on feeder to WSC

- **South Wales**
  - **WSC-ED2-2025-WA-Aber-0064– Oaktree Farm Automation**
    Reposition LOF 55-0005. Drop HV line and PMT. Pick up existing customers with additional LV network allowing all OHL through woodland to be insulated
  - **WSC-ED2-2025-WA-Have-0031 - Camrose Interconnector at Haverfordwest Power Station/ Merls Bridge**
    Install interconnection between poles. Install 100kVA PMT, pole terminations for LV cable and 11kV cable
  - **WSC-ED2-2025-WA-Newc-0393– Newcastle Emlyn South Interconnector**
    Install 3-phase interconnector via 1.8Km Underground Cable
  - **WSC-ED2-2025-WA-Llan-0016 - Llanrhidian Cilibion/Llethryd 11kV Line RASP & 3ph**
    Upgrade Single Phase line to 3-phase to create main line interconnector

- **South West**
  - **WSC-ED2-2025-SW-Bour-0011: New PMAR, LBS Southfield Farm, Brean**
    Install new PMAR switch along with other automation on the network
  - **WSC-ED2-2025-SW-Exeb-0150: Exebridge Replacement**
    Replacement of 120HV poles, 10,700m of HV conductor, 8 pole mounted transformers and 9 sets of HV fuses/links
  - **WSC-ED2-2025-SW-Hels-0045: Helston Asset Replacement**
    Replacement of conductor completed under fault conditions
  - **WSC-ED2-2023-SW-Hols-4054: 3 phase upgrade and interconnection**
    11kv Interconnection of GC Spur. 2 x RL27 LBS automation to enable rapid restoration during future faults

These schemes, along with others planned for the rest of ED2, are detailed in the following section of this report.

ED2 WSC programme and 2025/26 progress

In the first three years of ED2, we completed 11 ED1 carry over projects and five ED2 specific schemes. These 16 projects benefited 2,541 customers. We now have 12 schemes in active delivery, benefitting 1,863 customers, and 14 schemes in advanced planning that we expect to deliver in the remaining two years of ED2, benefitting a further 3,044 customers. We are considering options for further schemes in 2027/28 and expect to add more schemes to our delivery plan in the coming months.

A full breakdown of all work to address worst served feeders in ED2 can be found below, including completed projects, those currently in delivery, and projects planned for the remainder of the price control period.

WSC project reference	Licence	Year qualified	Project name	Brief description of project	No. WSC expected to benefit	Planned cost (£k)	Expected completion	Project status	2026 actual spend (£k)	Total spend to Mar-26 (£k)
WSC-ED1-2019-WM-MITC-0005	WMID	2019	Mitcheldean automation and asset replacement	Update automatic switches and pole. Upgrade to 3-phase supply. Cable interconnection.	302	£49k	2024	Complete	£0k	£43k
WSC-ED1-2020-WM-STOW-0004	WMID	2020	Stowfield automation 1	Replace the existing ABI Doward 03912 with an RL27	234	£11k	2024	Complete	£0k	£11k
WSC-ED1-2020-WM-ELTO-0005	WMID	2021	Elton protection and asset replacement	Install an RL27 to replace Old Hall ABI. Replaced 1953 pole with a 10.5m stout.	2	£11k	2024	Complete	£0k	£14k
WSC-ED1-2019-WM-STOW-0005	WMID	2019	Stowfield automation 2	Change ABI for an RL27 at the normal T60 point.	234	£13k	2024	Complete	£0k	£14k
WSC-ED1-2021-WM-STOC-0002	WMID	2022	Stockton automated protection	Far Forest ring improvements. 2 X new RL27s for Waralls Fm 8355	29	£28k	2024	Complete	£0k	£19k
WSC-ED1-2021-WM-Stou-0012	WMID	2022	Stourport automated protection	Install additional automated protection equipment. ABI to RL27 change	61	£14k	2024	Complete	£0k	£9k
WSC-ED1-2021-WM-REDD-0001	WMID	2022	Redditch South automated protection	Install additional automated protection equipment. ABI to RL27 change	1	£14k	2024	Complete	£0k	£12k
WSC-ED1-2020-WA-Buil-0163	SWALES	2021	Builth Wells protection and asset replacement	Change 3 existing ABLs with RL27s with FDI (including poles) and install FDI to 2 existing LBS	131	£47k	2024	Complete	£0k	£51k
WSC-ED1-2020-WA-Rhay-0202	SWALES	2021	Rhayader protections and asset replacement	Replace ABLs with RL27s with FDI. Replace 2 ASL with ACRs. Install FDI to 3 existing switches.	169	£64k	2024	Complete	£0k	£63k
WSC-ED1-2021-SW-Bour-0011	SWEST	2022	Bournville undergrounding	Undergrounding of current OHL. Network configuration changes and additional RMU's	62	£230k	2024	Complete	£0k	£121k
WSC-ED1-2021-SW-Luck-0173	SWEST	2022	Luckwell Bridge OHL replacement	HV OHL replacement, additional automation, and network interlinks	6	£1,056k	2024	Complete	£0k	£746k

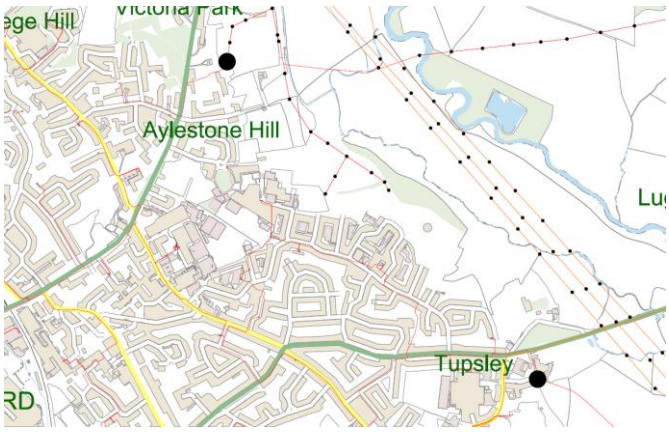
WSC project reference	Licence	Year qualified	Project name	Brief description of project	No. WSC expected to benefit	Planned cost (£k)	Expected completion	Project status	2026 actual spend (£k)	Total spend to Mar-26 (£k)
WSC-ED2-2025-EM-WOOD-0003	EMID	2025	Tattershall Thorpe Trim	Tree trimming along overhead line to remove tree contacts on feeder to WSC.	410	£7k	2026	Complete	£24k	£24k
WSC-ED2-2023-WA-Buil-0059	SWALES	2023	North Powys/ Park Road 11kV OH Feeder	Install 21x new single-phase & 2x three-phase 11kV expulsion units onto existing 11kV spurs	505	£83k	2025	Complete	£0k	£83k
WSC-ED2-2025-WA-Have-0031	SWALES	2023	Camrose Interconnector at Haverfordwest P/S	Install interconnection between poles. Install 100kVA PMT, pole terminations for cables	96	£152k	2026	Complete	£123k	£123k
WSC-ED2-2023-SW-Hols-4054	SWEST	2023	Holsworthy 3 phase upgrade and interconnection	11kv Interconnection of GC Spur. 2 x RL27 LBS automation to enable rapid fault restoration	279	£175k	2026	Complete	£96k	£202k
WSC-ED2-2025-SW-Hels-0045	SWEST	2025	Helston Asset Replacement	Conductor replacement completed under fault conditions	20	£3k	2026	Complete	£3k	£3k
WSC-ED2-2023-WM-HERE-0008	WMID	2023	Hereford North / Whittern Way, Reinforcement	HV undergrounding between 4 feeder points	30	£273k	2027	Delivery	£196k	£196k
WSC-ED2-2025-WA-Aber-0064	SWALES	2025	Oaktree Farm automation	Automate 4 switching Inc. 2 x NOPs - 2 x RMU changed and automated	107	£24k	2027	Delivery	£13k	£13k
WSC-ED2-2025-WA-Newc-0393	SWALES	2024	Newcastle Emlyn South Interconnector	3-phase interconnector via 1.8Km Underground Cable	225	£212k	2027	Delivery	£0k	£0k
WSC-ED2-2025-WA-Llan-0016	SWALES	2025	Llanrhidian Cilibion/Llethryd 11kV Line	Upgrade single-phase line to 3-phase to create main line interconnector	462	£380k	2027	Delivery	£0k	£84k
WSC-ED2-2023-SW-Bour-0011	SWEST	2023	Brean automation	Install new PMAR switch along with other automation on the network	274	£58k	2027	Delivery	£0k	£30k
WSC-ED2-2025-SW-Stra-4049	SWEST	2025	Stratton Feeder 11KV Alterations	Renewal of cable terming and PMAR on HDB8. Installation of automation	2	£28k	2027	Delivery	£0k	£0k
WSC-ED2-2026-WA-Exeb-0150	SWEST	2026	Exebridge Replacement	Replacement of 120HV poles, 10,700m of HV conductor, 8 PMTs and 9 HV fuses/links.	283	£310k	2027	Delivery	£0k	£0k
WSC-ED2-2025-SW-Yelv-0018	SWEST	2025	Princetown WSC automation and undergrounding	Automation and undergrounding of line.	6	£45k	2027	Delivery	£0k	£0k
WSC-ED2-2025-SW-Ched-0001	SWEST	2025	Cheddar PMAR Installation	Install a 11kV 3-phase PMAR	29	£15k	2027	Delivery	£0k	£0k
WSC-ED2-2025-SW-Tory-0017	SWEST	2025	Torycombe Automation	Installation of automation	4	£14k	2027	Delivery	£0k	£0k

WSC project reference	Licence	Year qualified	Project name	Brief description of project	No. WSC expected to benefit	Planned cost (£k)	Expected completion	Project status	2026 actual spend (£k)	Total spend to Mar-26 (£k)
WSC-ED2-2024-SW-Lyps-0009	SWEST	2024	Lypstone Farm automation	Install LBS automation	113	£32k	2027	Delivery	£0k	£0k
WSC-ED2-2025-SW-Mars-0018	SWEST	2025	Marsh Green automation	Installation of automation to decrease switching time, woodcutting and OH line refurb	328	£100k	2027	Delivery	£0k	£0k
WSC-ED2-2026-WM-LEEK-0007	WMID	2026	WSC Spur to Morridge Top	Install new U Series and ABI. Install auto TS2 replacing old OYT. Install new terminal pole and fused links.	116	£169k	2028	Planning	-	-
WSC-ED2-2025-WA-Rhos-0099	SWALES	2025	Cwmduad feeder 11kV O/H automation	Replace two ABIs with RL27's on the Cwmduad feeder	335	£37k	2027	Planning	-	-
WSC-ED2-2025-WA-Card-0359	SWALES	2025	Cardigan Automation	Install new automated switch	110	£25k	2027	Planning	-	-
WSC-ED2-2025-WA-Nant-0329	SWALES	2025	Nantgaredig Interconnector	Interconnector and 2 wire to 3 wire upgrade	21	£225k	2027	Planning	-	-
WSC-ED2-2026-WA-Tony-0237	SWALES	2026	Tonypandy sectionalising	Install new ACR and LBS on the OH section of the circuit to allow further sectionalising.	569	£40k	2028	Planning	-	-
WSC-ED2-2024-WA-Cwmf-0150	SWALES	2024	Cwmfelinfach PMT to GMT replacement	Loop in new GMT to replace 2 existing PMTs. Install ACR on main line to sectionalise feeder	196	£195k	2028	Planning	-	-
WSC-ED2-2026-WA-Aber-0269	SWALES	2026	Aberdare Repositioning	Reposition circuit. Pick up existing customers with additional LV network. Insulate all OHL	30	£16k	2028	Planning	-	-
WSC-ED2-2025-SW-Lost-0046	SWEST	2023	Lostwithiel automation and refurbishment	Additional RL27 devices and targeted refurbishment	44	£75k	2027	Planning	-	-
WSC-ED2-2024-SW-With-0017	SWEST	2024	Witheridge OHL refurbishment	Installation of trip saver on spur, OH line refurb and woodcutting	380	£150k	2027	Planning	-	-
WSC-ED2-2023-SW-Mort-0017	SWEST	2023	Moretonhampstead automation 1	Installation of automaton to reduce interruption time to below 3 minutes	300	£50k	2027	Planning	-	-
WSC-ED2-2025-SW-Bove-0017	SWEST	2024	Bovey Tracey automated switchgear	Automate underground switchgear at Cleave to improve switching time	49	£50k	2027	Planning	-	-
WSC-ED2-2025-SW-Davi-0043	SWEST	2025	Davidstow automation and PMT changes	Adding automation and targeted PMT changes	30	£75k	2027	Planning	-	-
WSC-ED2-2025-SW-Mort-0018	SWEST	2025	Moretonhampstead automation 2	Installation of automaton to reduce interruption time to below 3 minutes	545	£50k	2027	Planning	-	-

WSC project reference	Licence	Year qualified	Project name	Brief description of project	No. WSC expected to benefit	Planned cost (£k)	Expected completion	Project status	2026 actual spend (£k)	Total spend to Mar-26 (£k)
WSC-ED2-2026-SW-St T-0021	SWEST	2026	St Thomas automation	Installation of automation at the NOP, woodcutting and possible interlink to large spur	319	£150k	2027	Planning	-	-
WSC-ED2-2026-WA-Hams-07RM	WMID	2026	Hamms Hall South WSC	TBC - options under review	85	TBC	2028	Pending	-	-
WSC-ED2-2026-WA-Elmd-076B	WMID	2026	Elmdon WSC	TBC - options under review	8	TBC	2028	Pending	-	-
WSC-ED2-2026-WM-Copt-0004	WMID	2026	Copt Heath WSC	TBC - options under review	716	TBC	2028	Pending	-	-
WSC-ED2-2025-SW-Mill-0924	SWEST	2025	Millfield WSC	TBC - options under review	3	TBC	2028	Pending	-	-
				Total	**8,260**	**£4,755k**			**£455k**	**£1,863k**

West Midlands individual project reports

WSC-ED2-2023-WM-HERE-0008 - Hereford North / Whittern Way, Reinforcement

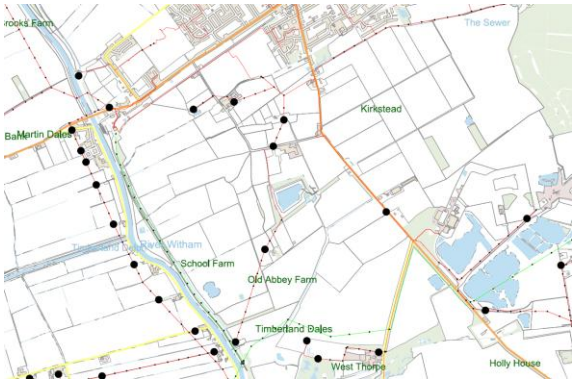
Information	Description
DNO	WMID
Scheme Reference Number	WSC-ED2-2023-WM-HERE-0008
Year qualified	2023
Name of scheme	Hereford North / Whittern Way, Reinforcement
Description	HV Underground cable installation from Pigott Cl.75/1658 to Broadlands 75/1731 to Whittern Way 75/1732 to Gandison Rise 75/0954
Summary of WSC Project options	Mainly urban so very limited choice in terms of cable laying routes. Option choses is most viable.
Number of WSC planned scheme is expected to benefit	30
Expected completion year	2027
Expected cost (£k)	£273k
Description of geographic locations impacted	Edge of urban area, on the outskirts of Hereford Feeder reference - 670096/0008
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to March-26	£196k

WSC-ED2-2026-WM-LEEK-0007 – 5124 WSC Spur to 862631 Morridge Top

Information	Description
DNO	WMID
Scheme Reference Number	WSC-ED2-2026-WM-LEEK-0007
Year qualified	2026
Name of scheme	5124 WSC Spur to 862631 Morridge Top
Description	Install new U Series and ABI. Install auto TS2 replacing old OYT. Install new terminal pole and approx.700m of 11kV 185al XLPE. Install fused links.
Summary of WSC Project options	Preferred option would be for an interconnection and make this main line, therefore providing back feeding in event of fault. Not viable in timelines given for obtaining budget as existing line is only single phase and light construction. Expect we wouldn't get peak park approval to upgrade it to 100AAAC.
Number of WSC planned scheme is expected to benefit	116
Expected completion year	2028
Expected cost (£k)	£169k
Description of geographic locations impacted	Spur line, light construction within Peak Park Area of Outstanding Natural Beauty. Rural, remote and high above sea level. Feeder reference - 850028/0007
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

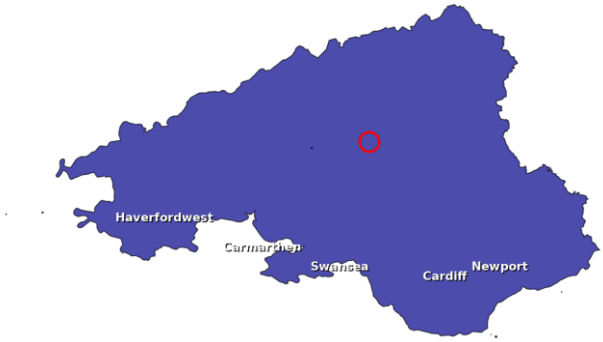
East Midlands individual project reports

WSC-ED2-2025-EM-WOOD-0003 - Tattershall Thorpe Trim

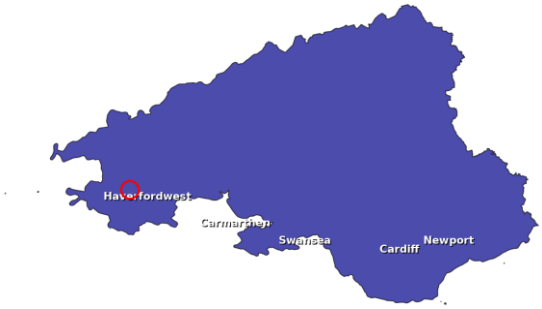
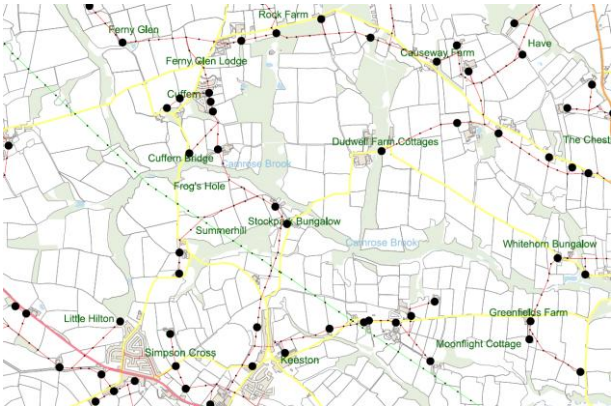
Information	Description
DNO	East Midlands
Scheme Reference Number	WSC-ED2-2025-EM-WOOD-0003
Year qualified	2025
Name of scheme	Tattershall Thorpe Trim
Description	Tree trimming along overhead line to remove tree contacts on feeder to WSC.
Summary of WSC Project options	The other options considered were undergrounding or a route change.
Number of WSC planned scheme is expected to benefit	178
Expected completion year	2026
Expected cost (£k)	£7k
Description of geographic locations impacted	Isolated village surrounded by wetlands in Lincolnshire Feeder reference - 900038/0003
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Complete
Updated number of WSC that the delivered scheme has benefitted	410
Reason for variance from planned scheme benefit	Further customers at the feeder fell into the definition of Worst Served Customers during 2025/26
Actual Completed year	2026
Actual Cost (£k)	£24k

South Wales individual project reports

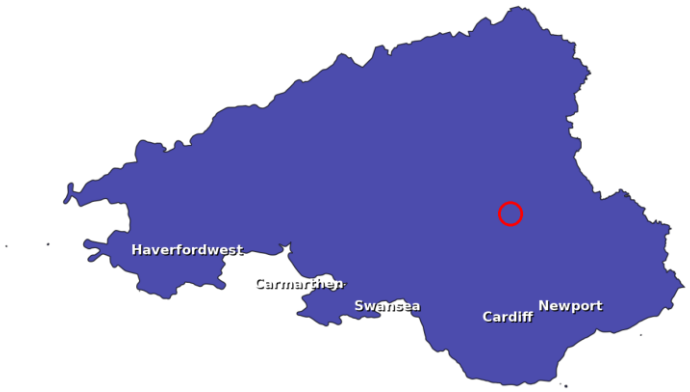
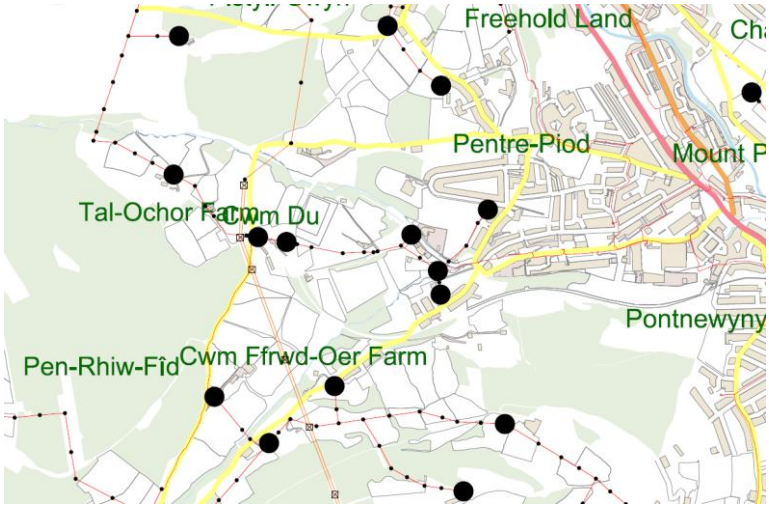
WSC-ED2-2023-WA-Buil-0059 - North Powys/ Park Road 11kV OH Feeder

Information	Description
DNO	South Wales
Scheme Reference Number	WSC-ED2-2023-WA-Buil-0059
Year qualified	2023
Name of scheme	Project 596279 North Powys/ Park Road 11kV OH Feeder
Description	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.
Summary of WSC Project options	Options considered were undergrounding, tree clearance, additional automation, OHL reconductoring and additional feeding capabilities from other feeders. Individual improvements at all individual locations would have been too costly given the limited size of budget, and time consuming given the variations in location.
Number of WSC planned scheme is expected to benefit	505
Expected completion year	2025
Expected cost (£k)	£83k
Description of geographic locations impacted	Multiple rural overhead locations impacted by transient and permanent faults from windborne material and trees. Feeder reference - 610092/0163.
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Complete
Updated number of WSC that the delivered scheme has benefitted	505
Actual Completed year	2025
Actual Cost (£k)	£83k

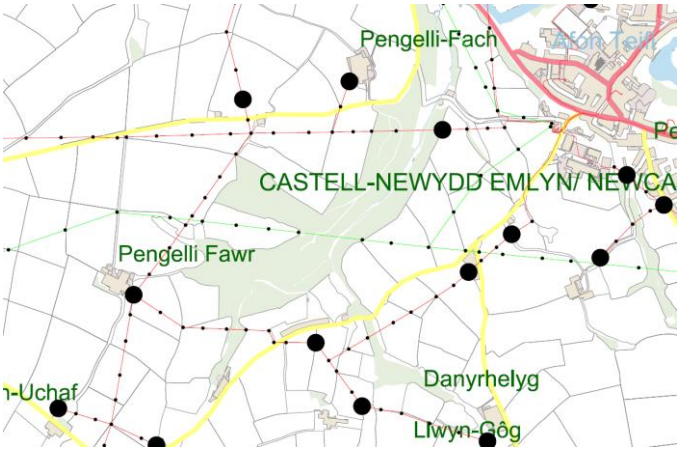
WSC-ED2-2025-WA-Have-0031 - Camrose Interconnector at Haverfordwest Power Station/ Merls Bridge

Information	Description
DNO	SWALES
Scheme Reference Number	WSC-ED2-2025-WA-Have-0031
Year qualified	2023
Name of scheme	Camrose Interconnector at Haverfordwest Power Station/ Merls Bridge
Description	Install 3 wire 32mm HDC to provide interconnection between poles. Install 100kVA PMT, pole terminations and LV cable and 11kV cable.
Summary of WSC Project options	Automation already on spur, but didn't provide enough benefit. Therefore, a backfeed via an interconnector was considered.
Number of WSC planned scheme is expected to benefit	35
Expected completion year	2026
Expected cost (£k)	£152k
Description of geographic locations impacted	Long Overhead Spur in rural central Wales Feeder reference - 600017/0031
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Complete
Updated number of WSC that the delivered scheme has benefitted	96
Reason for variance from planned scheme benefit	Further customers at the feeder fell into the definition of Worst Served Customers during 2024/25
Actual Completed year	2026
Actual Cost (£k)	£123k

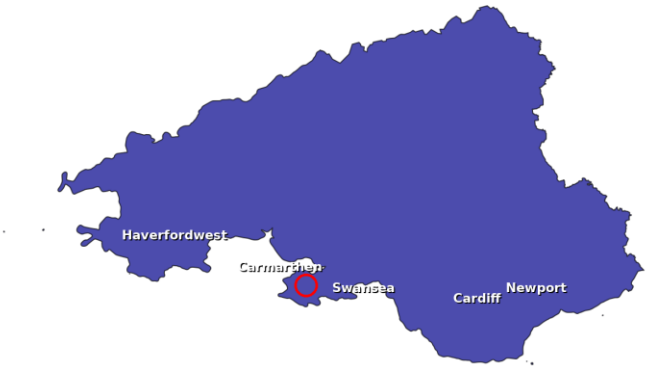
WSC-ED2-2025-WA-Aber-0064 - Oaktree Farm automation

Information	Description
DNO	SWALES
Scheme Reference Number	WSC-ED2-2025-WA-Aber-0064
Year qualified	2025
Name of scheme	Oaktree Farm automation
Description	Automate 4 switches inc. 2 x NOPs - 2 x RMU changed and automated
Summary of WSC Project options	Significant tree cutting was considered but permissions from NRW and forestry would be difficult to attain.
Number of WSC planned scheme is expected to benefit	107
Expected completion year	2027
Expected cost (£k)	£24k
Description of geographic locations impacted	Woodland area between two circuits on the edge of Bannau Brycheinog National Park Feeder - 530056/0064.
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to March-26	£13k

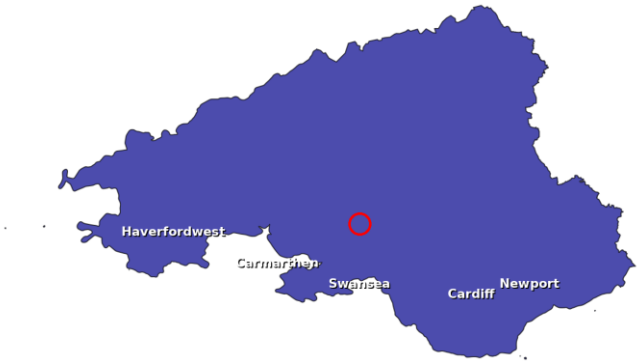
WSC-ED2-2025-WA- Newc-0393– Newcastle Emlyn South Interconnector

Information	Description
DNO	SWALES
Scheme Reference Number	WSC-ED2-2025-WA-Newc-0393
Year qualified	2024
Name of scheme	Newcastle Emlyn South Interconnector
Description	3-phase interconnector via 1.8Km Underground Cable
Summary of WSC Project options	Most cost-effective underground interconnector considered, to minimise disruption and avoid major overhead line reinforcement.
Number of WSC planned scheme is expected to benefit	225
Expected completion year	2027
Expected cost (£k)	£212k
Description of geographic locations impacted	Long overhead spur in rural location with high customer numbers, effected by transient faults and trees. Feeder reference - 580276/0393.
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to March-26	£0k

WSC-ED2-2025-WA-Llan-0016 - Llanrhidian Cilibion/Llethryd 11kV Line

Information	Description
DNO	SWALES
Scheme Reference Number	WSC-ED2-2025-WA-Llan-0016
Year qualified	2025
Name of scheme	Llanrhidian Cilibion/Llethryd 11kV Line
Description	Upgrade single-phase line to 3-phase to create main line interconnector
Summary of WSC Project options	Main line has RASP already. A number of faults were attributed to individuals shooting insulators with an airgun. This has since been dealt with by the police.
Number of WSC planned scheme is expected to benefit	462
Expected completion year	2027
Expected cost (£k)	£380k
Description of geographic locations impacted	Rural Overhead main line on the Gower National Landscape Feeder reference - 520162/0016
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to March-26	£84k

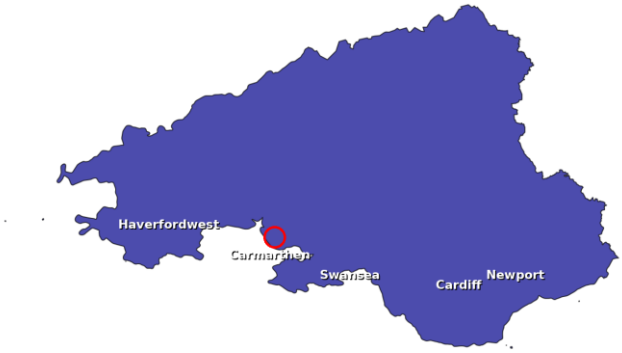
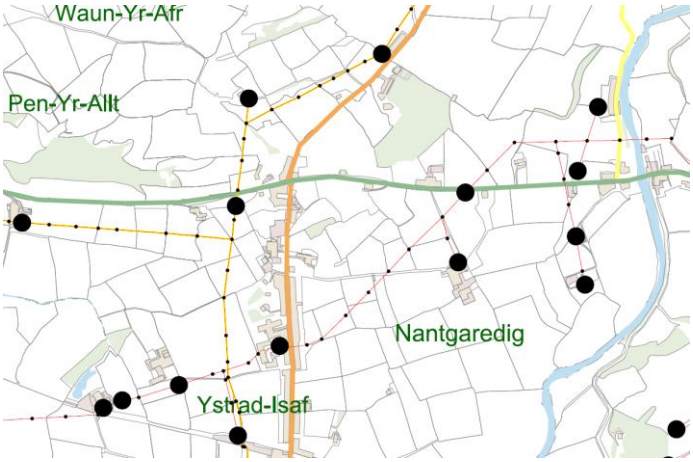
WSC-ED2-2025-WA-Rhos-0099 – Cwmduad feeder 11kV O/H automation, Rhos Primary

Information	Description
DNO	SWALES
Scheme Reference Number	WSC-ED2-2025-WA-Rhos-0099
Year qualified	2025
Name of scheme	Cwmduad feeder 11kV O/H automation, Rhos Primary
Description	2x existing ABL's (NOP) are replaced with RL27's on the Cwmduad feeder
Summary of WSC Project options	Automation already existed on network; however, it was identified that these Normal Open Points were non-automated, and could provide quick sectionalising / back-feed of the network.
Number of WSC planned scheme is expected to benefit	335
Expected completion year	2027
Expected cost (£k)	£37k
Description of geographic locations impacted	Rural Overhead main line on Pembrokeshire Coast Feeder reference - 580031/0099
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

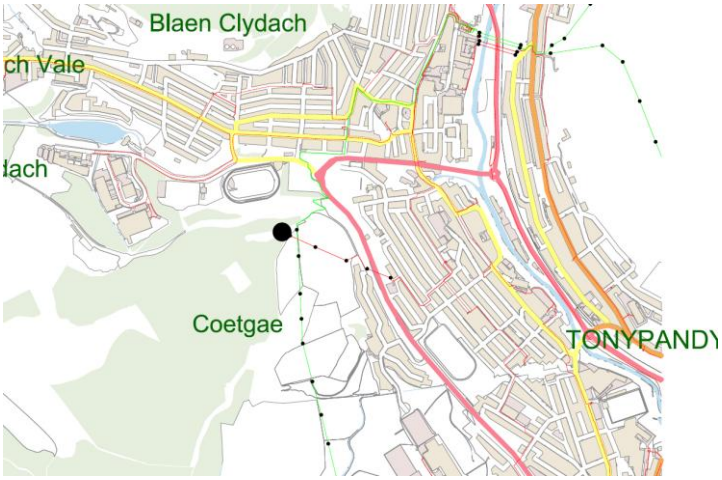
WSC-ED2-2025-WA-Card-0359 – Cardigan Automation

Information	Description
DNO	SWALES
Scheme Reference Number	WSC-ED2-2025-WA-Card-0359
Year qualified	2025
Name of scheme	Cardigan Automation
Description	Install new automated switching to avoid future interruptions
Summary of WSC Project options	Additional automation may be beneficial to sectionalise network.
Number of WSC planned scheme is expected to benefit	110
Expected completion year	2027
Expected cost (£k)	£25k
Description of geographic locations impacted	Large overhead network in Cardigan, exposed to coastal elements Feeder reference - 580272/0359
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

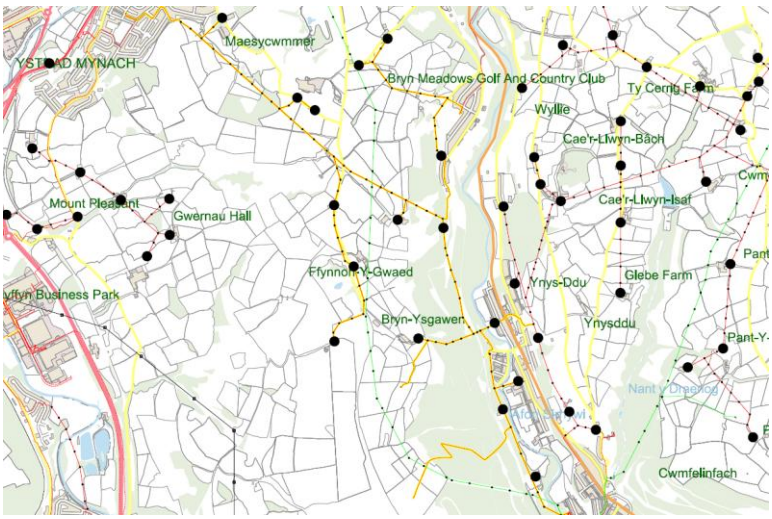
WSC-ED2-2025-WA-Nant-0329 – Nantgaredig Interconnector

Information	Description
DNO	SWALES
Scheme Reference Number	WSC-ED2-2025-WA-Nant-0329
Year qualified	2025
Name of scheme	Nantgaredig Interconnector
Description	Instillation of interconnector and 2 wire to 3 wire upgrade
Summary of WSC Project options	Clear Felling a large forestry section would be required to mitigate tree related faults. Interconnection can help address other fault causes.
Number of WSC planned scheme is expected to benefit	21
Expected completion year	2027
Expected cost (£k)	£225k
Description of geographic locations impacted	Isolated rural overhead main line through dense woodland. Feeder reference - 590180/0329
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

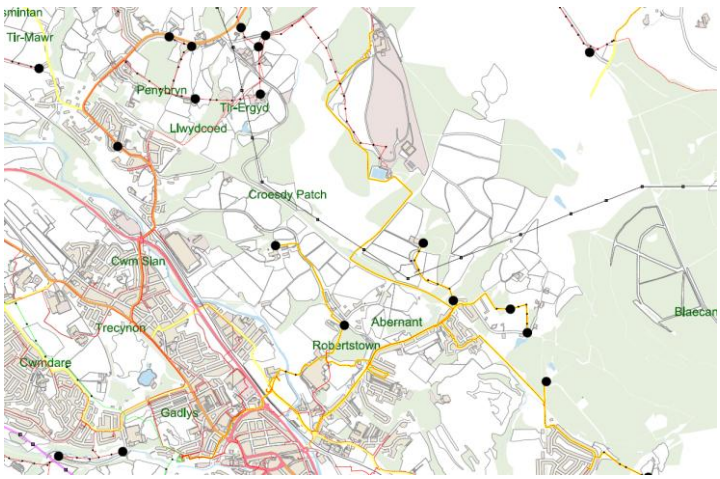
WSC-ED2-2026-WA-Tony-0237 – Tonypandy Sectionalising

Information	Description
DNO	SWALES
Scheme Reference Number	WSC-ED2-2026-WA-Tony-0237
Year qualified	2026
Name of scheme	Tonypandy Sectionalising
Description	Install new ACR and LBS on the overhead section of the circuit to allow further sectionalising.
Summary of WSC Project options	Feeder is already broken down with automation. No other cost-effective options for the number of customer's being affected.
Number of WSC planned scheme is expected to benefit	569
Expected completion year	2028
Expected cost (£k)	£40k
Description of geographic locations impacted	Long OH section over the mountain and through National Forest Estate. Feeder reference - 540240/0237
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

WSC-ED2-2024-WA-Cwmf-0150 – Cwmfelinfach PMT to GMT replacement

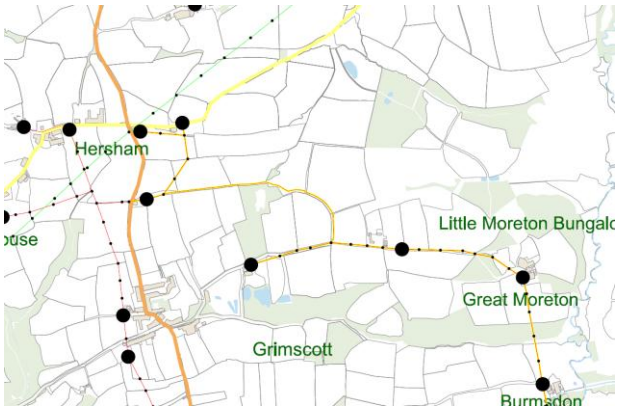
Information	Description
DNO	SWALES
Scheme Reference Number	WSC-ED2-2024-WA-Cwmf-0150
Year qualified	2024
Name of scheme	Cwmfelinfach PMT to GMT replacement
Description	Loop in new GMT to replace 2 existing PMT's with approx. 450m of cable required. Install new ACR on main line to sectionalise the feeder more.
Summary of WSC Project options	No further viable options.
Number of WSC planned scheme is expected to benefit	196
Expected completion year	2028
Expected cost (£k)	£195k
Description of geographic locations impacted	Rural overhead main line near Sirhowy Valley Country Park. Feeder reference - 550111/0150
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

WSC-ED2-2026-WA-Aber-0269 – Aberdare Repositioning

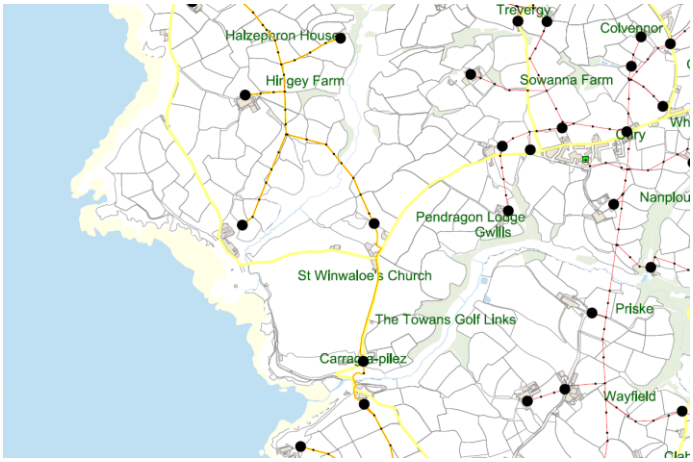
Information	Description
DNO	SWALES
Scheme Reference Number	WSC-ED2-2026-WA-Aber-0269
Year qualified	2026
Name of scheme	WSC-Aber-0269 Aberdare Repositioning
Description	Reposition LOF 55-0005. Drop HV line and PMT. Pick up existing customers with additional LV network allowing all OHL through woodland to be insulated.
Summary of WSC Project options	Full plant change to allow automation on the network that would bring 96% of the circuit back on via APRS.
Number of WSC planned scheme is expected to benefit	30
Expected completion year	2028
Expected cost (£k)	£15.5k
Description of geographic locations impacted	Rurally isolated small overhead spur in South Wales Feeder reference - 550267/0269
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

South West individual project reports

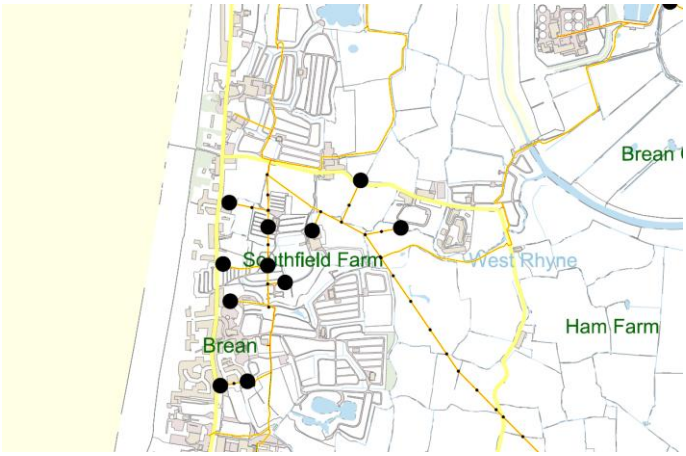
WSC-ED2-2023-SW-Hols-4054 – Holsworthy 3-phase upgrade/interconnection

Information	Description
DNO	South West
Scheme Reference Number	WSC-ED2-2023-SW-Hols-4054
Year qualified	2023
Name of scheme	Holsworthy 3-phase upgrade and interconnector
Description	11kv Interconnection of Spur to reduce disruption to worst served customers. Group fusing of spur required. 2 x RL27 LBS automation to enable rapid restoration during future faults.
Summary of WSC Project options	OH Line circuit – Interconnector build for back-feed on a large spur, automated for fault restoration.
Number of WSC planned scheme is expected to benefit	279
Expected completion year	2026
Expected cost (£k)	£175k
Description of geographic locations impacted	Rural location on outskirts of Holsworthy, North Devon Feeder reference - 350014/4054
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Complete
Updated number of WSC that the delivered scheme has benefitted	279
Actual Completed year	2025
Actual Cost (£k)	£202k

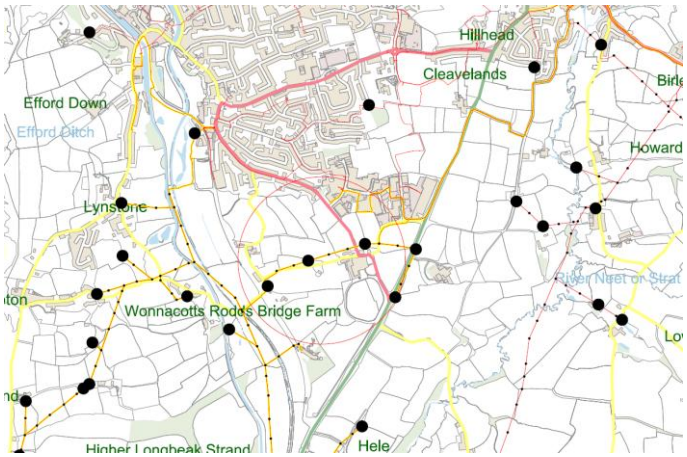
WSC-ED2-2025-SW-Hels-0045 – Helston Asset Replacement

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2025-SW-Hels-0045
Year qualified	2025
Name of scheme	Helston Asset Replacement
Description	Conductor replacement completed under fault conditions
Summary of WSC Project options	Considered a full network refurb, but upon re-erection of conductor in fault conditions volumes of subsequent faults fell and WSC were addressed.
Number of WSC planned scheme is expected to benefit	20
Expected completion year	2026
Expected cost (£k)	£3k
Description of geographic locations impacted	Coastal location in West Cornwall, exposed to Atlantic Ocean. Feeder reference- 417050/0045
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Complete
Updated number of WSC that the delivered scheme has benefitted	20
Actual Completed year	2026
Actual Cost (£k)	£3k

WSC-ED2-2023-SW-Bour-0011 – Brean automation

Information	Description
DNO	South West
Scheme Reference Number	WSC-ED2-2023-SW-Bour-0011
Year qualified	2023
Name of scheme	Brean automation
Description	Install new PMAR switch along with other automation on the network to get customers back on within the 3 minutes.
Summary of WSC Project options	Install new PMAR, 11kv LBS switch, poles. Replace RMU automation on Diamond Farm GMT, install new RMU on Middle Farm and move open point to Warren Fishing Lakes
Number of WSC planned scheme is expected to benefit	274
Expected completion year	2027
Expected cost (£k)	58.3k
Description of geographic locations impacted	Covers Brean area, which is close the coast. Feeder is mix of underground and overhead. Feeder reference - 180471/0011
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to Mar-26	£30k

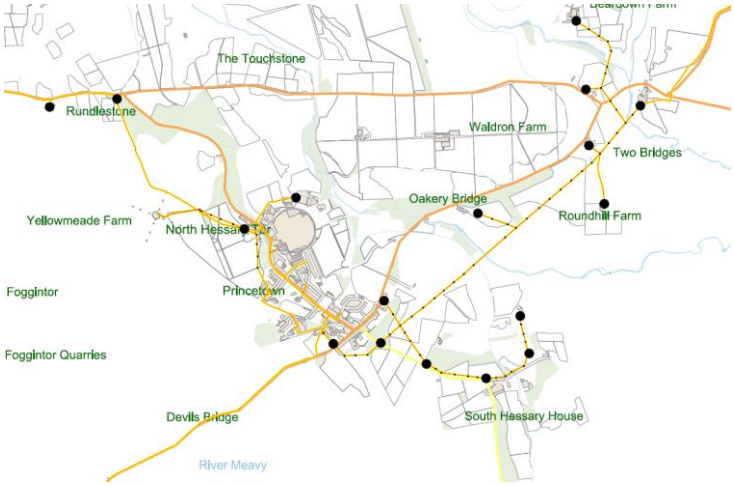
WSC-ED2-2025-SW-Stra-4049 - Stratton Feeder 11KV Alterations

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2025-SW-Stra-4049
Year qualified	2025
Name of scheme	Stratton Feeder 11KV Alterations
Description	Renewal of Cable Term and PMAR on HDB8. Installation of New Cat0 ABI on HDB3 and HDB8
Summary of WSC Project options	New PMAR with settings change. Two ABIs to split circuit and remove the need to blink customers in the event of a cable fault on problem section.
Number of WSC planned scheme is expected to benefit	2
Expected completion year	2027
Expected cost (£k)	£28k
Description of geographic locations impacted	Rural location exposed to coastal elements Feeder reference - 350012/4049
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to Mar-26	£0k

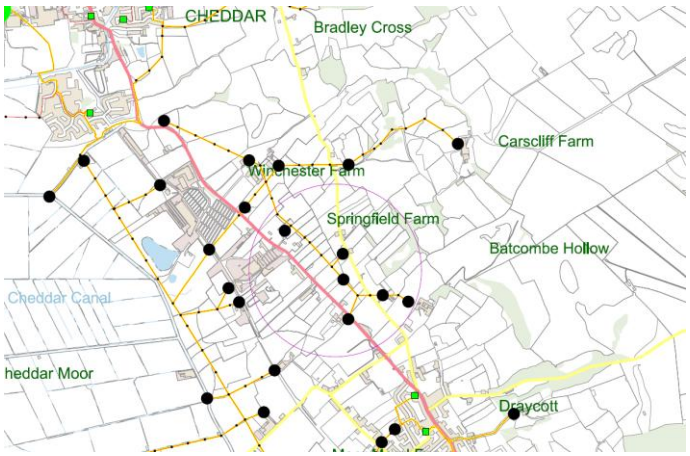
WSC-ED2-2026-SW-Exeb-0150 – Exebridge Replacement

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2026-SW-Exeb-0150
Year qualified	2026
Name of scheme	Exebridge Replacement
Description	Replacement of 120HV poles, 10,700m of HV conductor, 8 pole mounted Transformers and 9 sets of HV fuses/links.
Summary of WSC Project options	Full scale replacement of HV OHL and associated poles, PMTs and fuses
Number of WSC planned scheme is expected to benefit	238
Expected completion year	2027
Expected cost (£k)	£310k
Description of geographic locations impacted	Isolated rural location on boarder of Exmoor National Park Feeder reference - 210140/0150
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to Mar-26	£0k

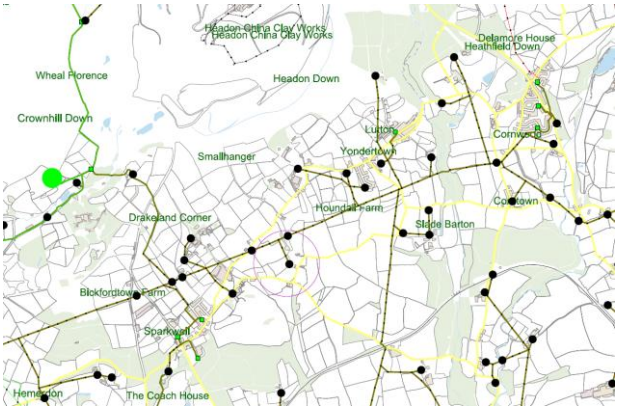
WSC-ED2-2025-SW-Yelv-0018 - Princetown WSC automation and undergrounding

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2025-SW-Yelv-0018
Year qualified	2025
Name of scheme	Princetown WSC automation and undergrounding
Description	Automation and underground cable to be installed, to reduce impact on customers when supply interrupted
Summary of WSC Project options	Installation of automation and cable overlay
Number of WSC planned scheme is expected to benefit	6
Expected completion year	2027
Expected cost (£k)	£45k
Description of geographic locations impacted	Rural Location, north of Plymouth Feeder reference - 330016/0018
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to March-26	£0k

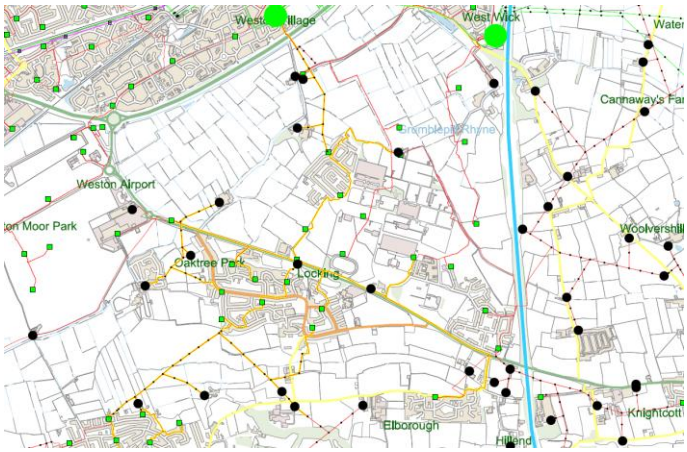
WSC-ED2-2025-SW-Ched-0001 – Cheddar PMAR Installation

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2025-SW-Ched-0001
Year qualified	2025
Name of scheme	Cheddar PMAR Installation
Description	Install a 11kV 3-phase PMAR to reduce CIs and CMLs for worse served customers
Summary of WSC Project options	Full network refurbishment across the whole feeder to eliminate any potential issues. Undergrounding large sections of overhead.
Number of WSC planned scheme is expected to benefit	29
Expected completion year	2027
Expected cost (£k)	£15k
Description of geographic locations impacted	Rural location- Hard to reach switching locations. High customer numbers between automated points. Feeder reference - 181345/0001
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to March-26	£0k

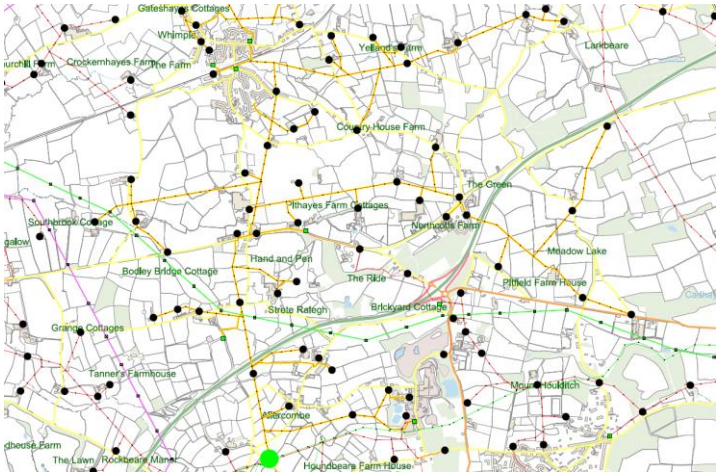
WSC-ED2-2025-SW-Tory-0017 – Torycombe Automation

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2025-SW-Tory-0017
Year qualified	2025
Name of scheme	Torycombe Automation
Description	Installation of automation to avoid future interruptions
Summary of WSC Project options	Installation of Automation for fault tripping
Number of WSC planned scheme is expected to benefit	4
Expected completion year	2027
Expected cost (£k)	£14k
Description of geographic locations impacted	Rural Location on edge of Dartmoor National Park Feeder reference - 330028/0018
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to March-26	£0k

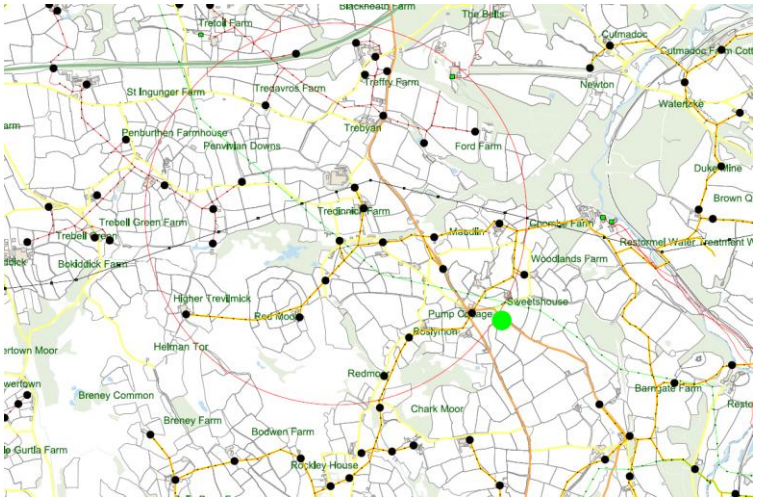
WSC-ED2-2024-SW-Lyps-0009 – Lypstone Farm automation

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2024-SW-Lyps-0009
Year qualified	2024
Name of scheme	Lypstone Farm automation
Description	Install 9 LBS between circuits 18J33 and 18J30 at Lypstone Farm
Summary of WSC Project options	Full network refurb across the whole feeder to eliminate any potential issues. Adding non tele control switches.
Number of WSC planned scheme is expected to benefit	113
Expected completion year	2027
Expected cost (£k)	£32k
Description of geographic locations impacted	Rural location on South West coast. Hard to reach switching locations. Feeder reference - 181216/0009
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to March-26	£0k

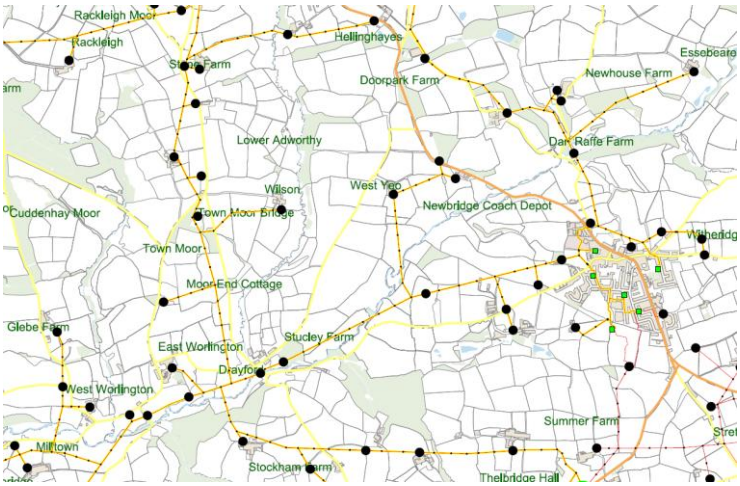
WSC-ED2-2025-SW-Mars-0018 – Marsh Green Automation

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2025-SW-Mars-0018
Year qualified	2025
Name of scheme	Marsh Green Automation
Description	Installation of automation to decrease switching time, woodcutting and OH line refurb
Summary of WSC Project options	Tree cutting and automation changes. Network has been refurbed at same time under NARM/SNR.
Number of WSC planned scheme is expected to benefit	328
Expected completion year	2027
Expected cost (£k)	£100k
Description of geographic locations impacted	Rural location spread over a large area on edge of East Devon National Landscape Feeder reference - 310036/0018
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Delivery
Actual Cost (£k) to March-26	£0k

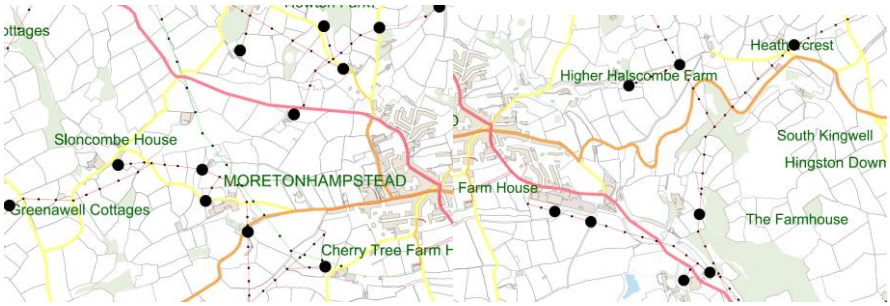
WSC-ED2-2025-SW-Lost-0046 – Lostwithiel Automation and Refurbishment

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2025-SW-Lost-0046
Year qualified	2023
Name of scheme	Lostwithiel Automation and Targeted Reinforcement
Description	Installation of additional RL27 devices and targeted refurbishment
Summary of WSC Project options	Automation of feeder only considered before expanding to proposed scheme.
Number of WSC planned scheme is expected to benefit	44
Expected completion year	2027
Expected cost (£k)	£75k
Description of geographic locations impacted	Inland, low-lying rural location surrounded by steep hills and challenging access. Feeder reference - 437390/0046
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

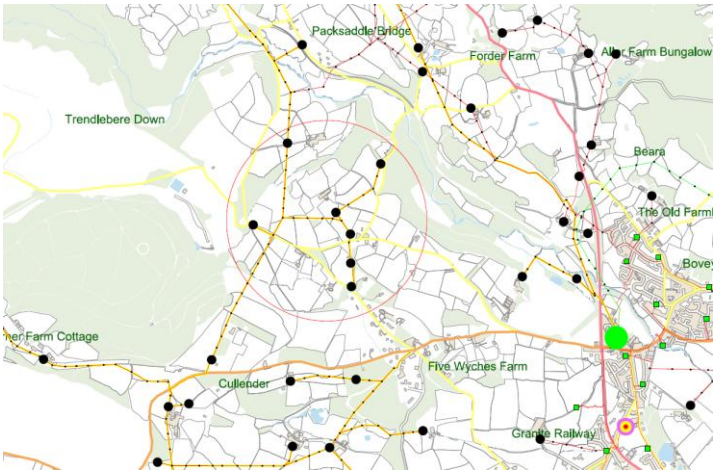
WSC-ED2-2024-SW-With-0017 – Witheridge OHL Refurbishment

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2024-SW-With-0017
Year qualified	2024
Name of scheme	Witheridge OHL Refurbishment
Description	Installation of trip saver on spur, OH line refurb and woodcutting
Summary of WSC Project options	Network refurb and tree cutting. Mainline automation to help restore supplies faster to spur on mainline faults.
Number of WSC planned scheme is expected to benefit	380
Expected completion year	2027
Expected cost (£k)	£150k
Description of geographic locations impacted	Remote rural area in central Devon Feeder reference - 310011/0017
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

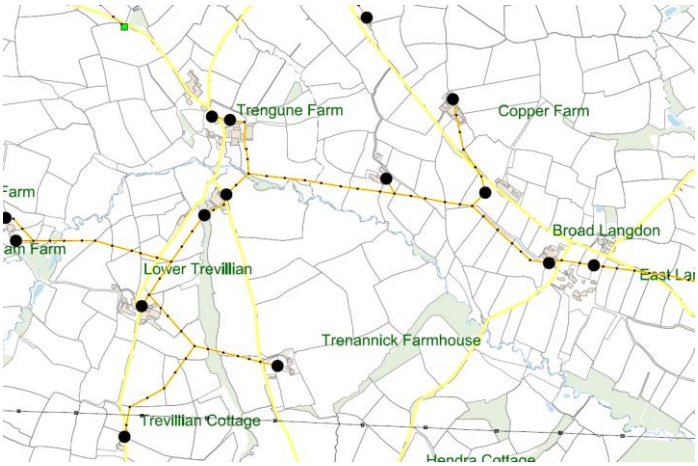
WSC-ED2-2023-SW-Mort-0017 and WSC-ED2-2025-SW-Mort-0018 – Moretonhamptead Automation

Information	Description
DNO	SWEST
Scheme Reference Numbers	WSC-ED2-2023-SW-Mort-0017 WSC-ED2-2025-SW-Mort-0018
Year qualified	2023 to 2025
Name of scheme	Moretonhampstead Automation
Description	Joint project to address two adjacent worst served feeders. Instillation of automation across both feeders to allow automated switching during interruptions and restore supplies within 3 minutes.
Summary of WSC Project options	Installation of automation devices to reduce switching time
Number of WSC planned scheme is expected to benefit	845
Expected completion year	2028
Expected cost (£k)	£100k
Description of geographic locations impacted	Remote rural area in Dartmoor National Park Feeder references - 340012/0017 and 340012/0018
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

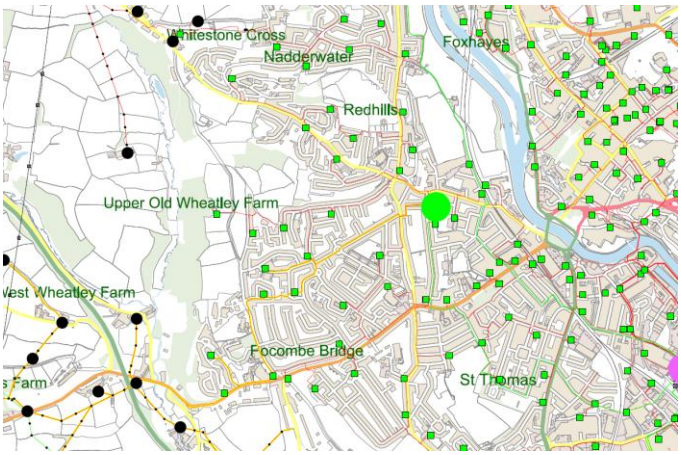
WSC-ED2-2025-SW-Bove-0017 – Bovey Tracey Automated Switchgear

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2025-SW-Bove-0017
Year qualified	2024
Name of scheme	Bovey Tracey Automated Switchgear
Description	Automate underground switchgear at Cleave to improve switching time to restore within 3 minutes
Summary of WSC Project options	Automation added to reduce switching time for far end of the circuit.
Number of WSC planned scheme is expected to benefit	49
Expected completion year	2027
Expected cost (£k)	£50k
Description of geographic locations impacted	Rural area over moorland on edge of Dartmoor National Park Feeder reference - 340039/0017
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

WSC-ED2-2025-SW-Davi-0043 – Davidstow Automation and PMT changes

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2025-SW-Davi-0043
Year qualified	2025
Name of scheme	Davidstow Automation and PMT changes
Description	Adding automation to circuit and targeted PMT changes
Summary of WSC Project options	Automation of feeder only considered before expanding to proposed scheme.
Number of WSC planned scheme is expected to benefit	30
Expected completion year	2027
Expected cost (£k)	£75k
Description of geographic locations impacted	North-eastareern edge of Bodmin Moor, elevated at 970 feet and heavily exposed to the Atlantic weather. Feeder reference - 437410/0043
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

WSC-ED2-2026-SW-St T-0021 – St Thomas Automation

Information	Description
DNO	SWEST
Scheme Reference Number	WSC-ED2-2026-SW-St T-0021
Year qualified	2026
Name of scheme	St Thomas Automation
Description	Installation of automation at the NOP, woodcutting and possible interlink to large spur
Summary of WSC Project options	Installation of automation at the NOP, woodcutting and possible interlink to large spur (dependant on wayleaves)
Number of WSC planned scheme is expected to benefit	319
Expected completion year	2027
Expected cost (£k)	£150k
Description of geographic locations impacted	Large rural network bordering the River Exe Feeder reference - 310017/0021
Region map showing area in DNO	
Detailed map showing localities impacted	
Scheme status	Planning

Notes for interpretation and glossary

To aid interpretation of this report, NGED offer the following points of clarity:

Dates used in report

For the purpose of this report, all dates given as years relate to the financial year ending in March of that year. For example, 2026 relates to the financial year ending 31st March 2026. This approach follows standard Ofgem reporting requirements.

Price base used in report

All costs listed in this report are in nominal prices.

Glossary

As this document reports on operational projects, there are a number of technical terms used to describe solutions to address worst served feeders. The table below defines those technical terms and aids the reader in interpreting the project reports.

Term	Definition
ABI/ABL	Air Break Isolator/Air Break Link – A component of the overhead line used to create a physical disconnection on the network
ACR	Auto Circuit Recloser – A piece of equipment used to automatically re-close a connection on part of a circuit
CI	Customer Interruptions - A measure of the frequency of interruptions that customers experience
CML	Customer Minutes Lost - A measure of how long customers spend off supply within a year
GMT	Ground Mounted Transformer – A transformer mounted at ground level, typically inside a substation building or on a plinth in an outdoor substation
HDC	Heavy Duty Conductor
HV	High Voltage - Nominal voltages over 1,000 volts but less than 22kV.
Interconnection	A connection between two or more circuits
kV	Kilovolts - A measure of voltage, equal to 1,000 volts
LBS	Load Break Switch – A mechanical electrical device that safely makes, carries and breaks normal load currents in an energised circuit
LOF	Pole Mounted Fusegear - Electrical equipment incorporating fuses that provides protection and isolation for electrical circuits.
LV	Low Voltage – Voltages of 1kV and below
NARM	Network Asset Risk Measure - Electricity industry methodology used to assess network risk by considering both asset condition and the impact that asset failure would have on customers and the network.
NOP	Normal Open Point – A connection point between two circuits that during normal network operation is in the open position
OHL	Overhead Line – The “visible” part of the network spanning between wooden poles and steel towers.
OYT	A type of pole mounted Auto Circuit Recloser (ACR)
PMAR	Pole Mounted Auto Recloser – A type of pole mounted Auto Circuit Recloser (ACR)
PMT	Pole Mounted Transformer – A transformer that is mounted on a pole
RASP	Rapid Auto Switch Protection – A type of protection system used on the electrical network

Term	Definition
RL27	A specific type of Load Break Switch
RMU	Ring Main Unit – A piece of equipment on the electricity network used for network switching and isolation. It also contains protection equipment for disconnection in the event of overloads and short circuits
SNR	Secondary Network Reinforcement – A term to describe works completed on the secondary network for the purpose of increasing capacity or reliability
Spur	A branch or cable that extends from the main circuit to deliver electricity to a group of customers not directly on the main circuit
TS2	Trip Saver 2 – A piece of equipment used on the overhead network designed to operate in the event of a fault
XLPE	Cross Linked Polyethylene – Commonly refers to a type of cable that's insulation is made from a polymer known as cross linked polyethylene

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