23 June 2026

May 2026 Monthly Reported Metrics Incentives Report

NESO1 (2026-28)

NESO
National Energy System Operator

Contents

Introduction

NESO1 is our first two-year Business Plan as the National Energy System Operator, covering April 2026 to March 2028. It explains how we will deliver our strategic aims, provide value for money, and support a secure, affordable and sustainable energy system. We published our plan in November 2025, structured around six Performance Objectives that set out how we would deliver over the period. In its Determinations, Ofgem added a seventh Performance Objective focused on providing customers with a high-quality, independent and trusted service. The final set of Performance Objectives is:

- Planning a Clean Energy Future
- Operating an Intelligent, Real-Time Grid
- Enabling Smarter, Cleaner Markets
- Driving Whole-System Resilience
- Delivering a Decarbonised, Operable Grid
- Building a Digitally Connected Energy System
- Providing Customers with a High-quality, Independent and Trusted Service

Through its Determinations, Ofgem also introduced Ofgem Expectations which are the outcomes that underpin each of the Performance Objectives and will be used as the basis for their performance assessment. Success Measures will be aligned to Ofgem Expectations, and we are still finalising these with Ofgem.

Our reporting requirements for NESO1 are set out in Ofgem's NESO Performance Arrangements Governance Document and Ofgem's Final Determinations. Every month we will publish a set of Reported Metrics to provide transparency on operational outcomes, drivers and trends over time.

Every quarter we publish progress updates against our Performance Objectives, including evidence against the Ofgem Expectations and associated Success Measures, along with Major Deliverables.

At six months and end of year, we also publish our stakeholder survey results and provide an update on how we are delivering value for money.

Please see our incentives website for more information on the scheme, our reporting requirements, and to access our reports.

You can stay up to date with our latest news and events on the NESO website or by subscribing to our weekly newsletter.

Reported Metrics

Summary of Reported Metrics

The table below summarises our Reported Metrics for May 2026:

	Reported Metric	Performance
1	**Balancing Costs**	May: **£230m**
2	**Demand Forecasting**	May: Forecasting error of **735MW**
3	**Wind Generation Forecasting**	May: Forecasting error of **3.5%**
4	**Skip Rates**	May: Post System Action (PSA) Offers: **32%** Bids: **28%** Combined: **30%**
5	**Security of Supply**	May: **0** Frequency excursions (more than 0.5 Hz away from 50 Hz for over 60 seconds). **1** Instances where frequency was 0.3 – 0.5 Hz away from 50Hz for over 60 seconds. **0** voltage excursions.
6	**CNI Outages**	May: **0** planned, **0** unplanned system outages.

1. Balancing Costs

Under NESO1 (April 2026 to March 2028), we publish NESO's outturn balancing costs (including Electricity System Restoration costs) as a Reported Metric to provide clear, accessible transparency on balancing cost outturns, key operational drivers of balancing costs and trends over time. Where we include comparative indicators, these are provided for context only.

We are using a new benchmark methodology for NESO1, which has been developed and expanded from the previous BP3 methodology. The new methodology continues to use the relationship between wholesale prices and monthly balancing costs; however outturn wind has been replaced with a new variable, hypothetical wind penetration.

Hypothetical wind penetration is defined as the ratio of unconstrained wind to national demand. This provides a normalized, objective measure of system stress from wind.

Other changes to the benchmark methodology include:

- Instead of using monthly data points in our calculations, we are using daily data points which allow for a greater sample volume. This increases the number of points from 36 to 1000+.
- We use a daily monthly average cost estimation (an average of the days across the month) multiplied by the number of days in the month, to normalise the data and to eliminate biases from the length of the month, which varies.

The NESO1 benchmark uses two main external drivers:

1. Unconstrained Wind Penetration

Unconstrained wind penetration = Unconstrained wind MWh / National demand MWh

Where:

Unconstrained wind MWh = actual wind output + curtailed wind
National demand MWh = daily total electricity demand

This variable captures system stress before operational decisions are made. In the dataset, this appears as:

wind_penetration_mean = daily average unconstrained wind penetration

2. Day-Ahead EPEX Price (APX)

Daily APX price = average day-ahead APX price in GBP/MWh

This variable captures the market price environment in which balancing actions occur.

In the dataset, this appears as:

day_ahead_price_mean = daily average APX price

Further details on our benchmark methodology and additional supporting information on monthly balancing costs and drivers are also available on our Balancing Cost page here.

May 2026 performance

Figure: 2025-26 Monthly balancing cost outturn versus benchmark

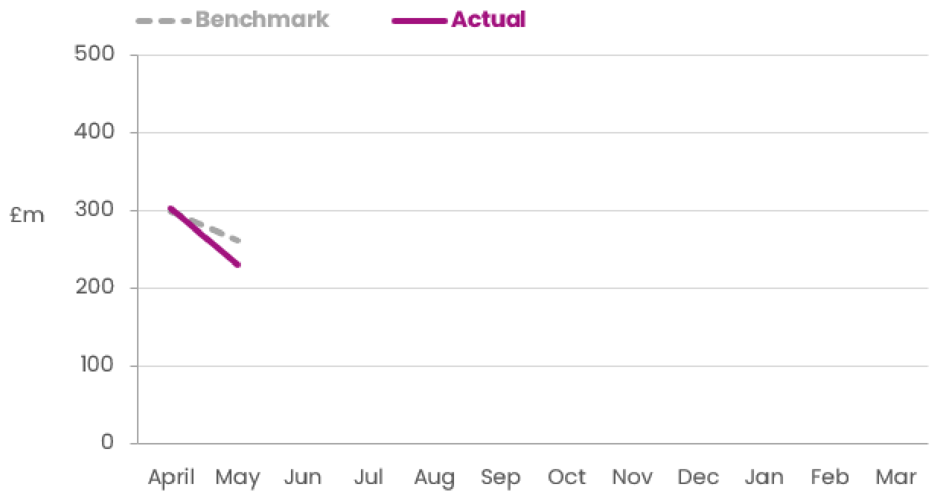


Table: 2026-27 Monthly breakdown of balancing cost benchmark and outturn

All costs in £m	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Unconstrained Wind Penetration	0.21	0.15											0.18
Day Ahead APX (£/MWh)	82.5	104.8											93.65
Benchmark*	299	262											561
Outturn balancing costs[1]	**304**	**230**											**534**

Previous months' outturn balancing costs are updated every month with reconciled values. Figures are rounded to the nearest whole number, except outturn wind which is rounded to one decimal place.

[1] Outturn balancing costs exclude Winter Contingency costs for comparison to the benchmark as agreed with Ofgem. However, in the rest of this section we continue to include those costs for transparency and analysis purposes.

Supporting information

BALANCING COSTS METRIC & PERFORMANCE

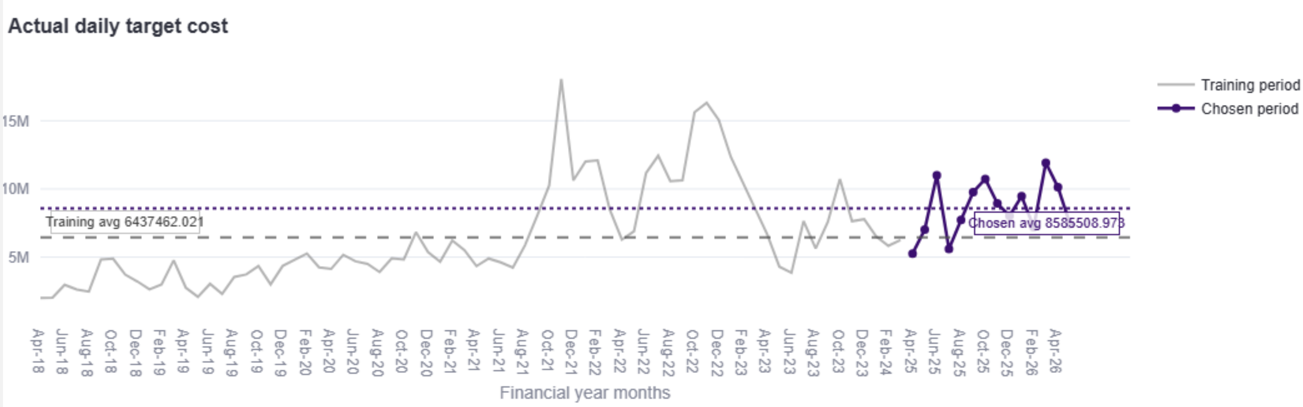
This month's benchmark

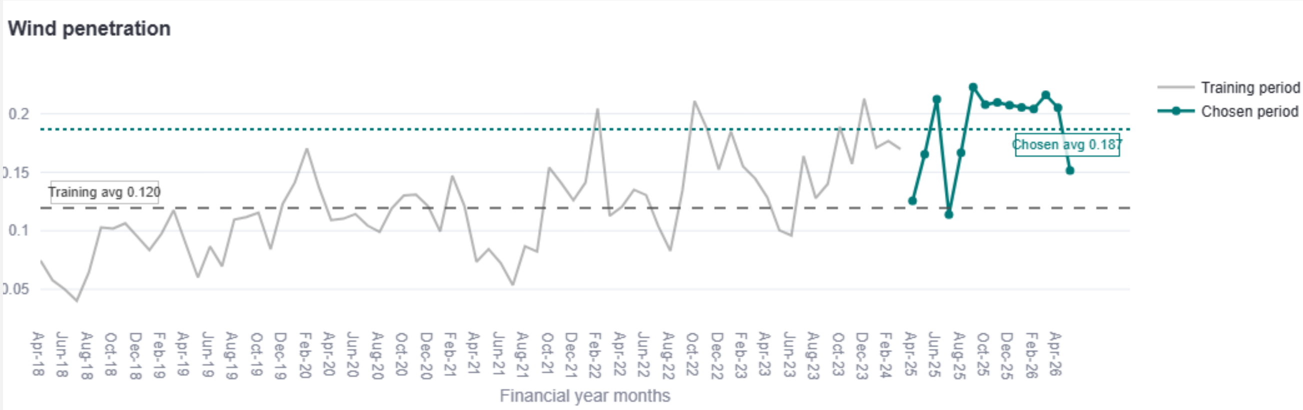
May's daily average benchmark of £8.6m is £1.5m lower than April's and reflects:

Wind penetration (May ↓ vs April): May shows lower wind penetration than the previous month, indicating a shift to a different operating regime relative to April. In the model, lower wind penetration is consistent with reduced balancing pressure and lower average daily costs, helping explain the observed ~£1.5m reduction in the daily average from April to May.

Day-ahead price (May ↑ vs April): May's higher day-ahead prices compared with April point to a more expensive wholesale backdrop during the period being analysed. Because day-ahead price is a main feature for the model estimating average daily cost, this worked against the downward shift in costs we saw from wind penetration, likely increasing total balancing costs for this month.

Overall, the wind penetration decrease has outweighed the increase in wholesale costs and resulted in lower balancing costs this month.





Balancing Costs - Overview

The total balancing cost for May was £230m, which is £32m (~12%) below the benchmark of £262m.

Following the trend of lower wind outturn from March to April, we continued to see a reduction in May down from 5.6TWh to 4.4TWh with the greatest reduced region being England and Wales. May overall was a month of two halves, with the first two weeks seeing unsettled weather with below average temperatures and the second half of the month seeing record-breaking heat, with very few high wind days seen in May across the UK.

Warmer temperatures, longer daylight hours and school/bank holidays resulted in a significant reduction in demand levels throughout the day in May compared with April but remained similar to May 2025. May saw some high-cost days due to ongoing outages applying pressure to constraints in the North of England which is reflected in the increase in constraint cost in England &Wales.

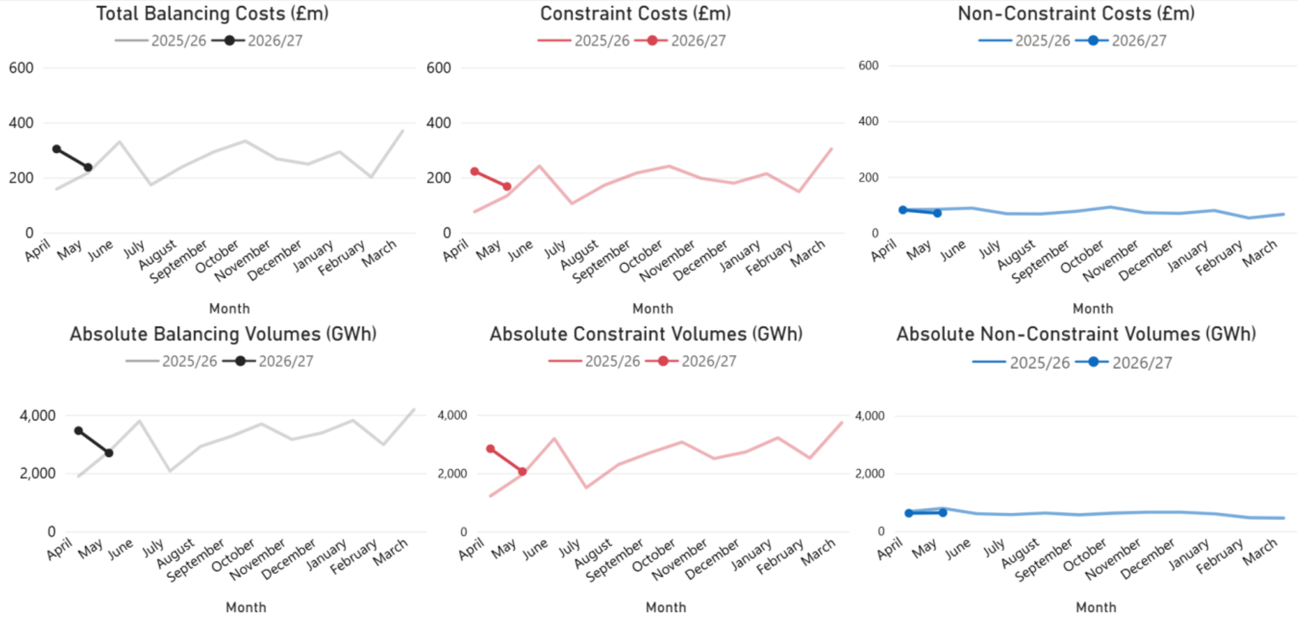
As of 20 May there have been short term interconnector restrictions from European TSO's restricting our total volume of trades in opposite direction to the Day Ahead schedule on each Interconnector to a maximum of 300MW and total cap across all affected interconnectors of 1500MW. This is expected to impact the number of actions required to be taken on BM Units to manage the GB Energy Network. This is a short-term measure that is in place until the end of the year when a long-term solution is planned. NESO does not have concerns this will impact electricity system security, and we are monitoring the financial impacts of these restrictions. For further information please see our market notice on our webpage here.

Voltage constraints increased since April to £34.0m from £22.1m. This is due to the lower demand on the system this month meaning there were less self-dispatching units that provide reactive power support. This meant more synchronous units were procured through the Balancing Mechanism, with the highest volumes in the southwest. For the same reasons as the voltage cost increase, there was an increase spend on inertia compared with March.

Non-constraint costs have reduced from £81.4m to £61.5m. This is characterised by lower spending on Reserve and Response services compared to April. The volume of non-constraint actions has remained very similar to April; however, lower prices seen for Response services, DC/DM/DR has resulted in this lower spending.

Wholesale electricity prices increased from April to May 2026 primarily due to higher gas prices and reduced renewable generation, particularly lower wind output. April prices had been suppressed by unusually high solar generation and low demand, including periods of negative pricing. The volume weighted average (VWA) price of bids in May was -£24.03/MWh, which is less expensive than April's price which was -£8.72/MWh. This positive bid price reflects that most of the bid actions taken were on other fuel types than wind, with May being the first month in 2026 where Bid actions on wind were less than 50% of the actions at 45%. CCGT Bids took up the second most amount at 18%. The volume weighted average (VWA) price of offers increased to £162.33/MWh from £139.33/MWh in line with the rise in power and gas prices.

Total Balancing Costs (£m) and Balancing Volume (GWh) monthly vs previous year



*Please note that the charts above show <u>absolute volume</u> rather than net volume.

2. Demand Forecasting

Under NESO1 (April 2026 to March 2028), we publish demand forecasting as a Reported Metric to provide transparent reporting on forecast accuracy and how this is evolving over time. This supports our focus on high-quality system operation inputs and their effective use in real-time operational decision-making. For context, we also show comparisons with the previous year and the average of the previous five years for the same month.

This Reported Metric measures the average absolute MW error between day-ahead forecast demand (taken from Balancing Mechanism Report Service (BMRS) as the National Demand Forecast published between 09:00 and 10:00) and outturn demand (taken from BMRS as the Initial National Demand Outturn) for each half hour period. BMRS is now known as Elexon Insights[2].

In settlement periods where the Demand Flexibility Service (DFS) is instructed by NESO, this will be retrospectively accounted for in the data used to calculate performance.

May 2026-27 performance

Figure: 2026-27 Monthly absolute MW error vs Indicative Benchmark

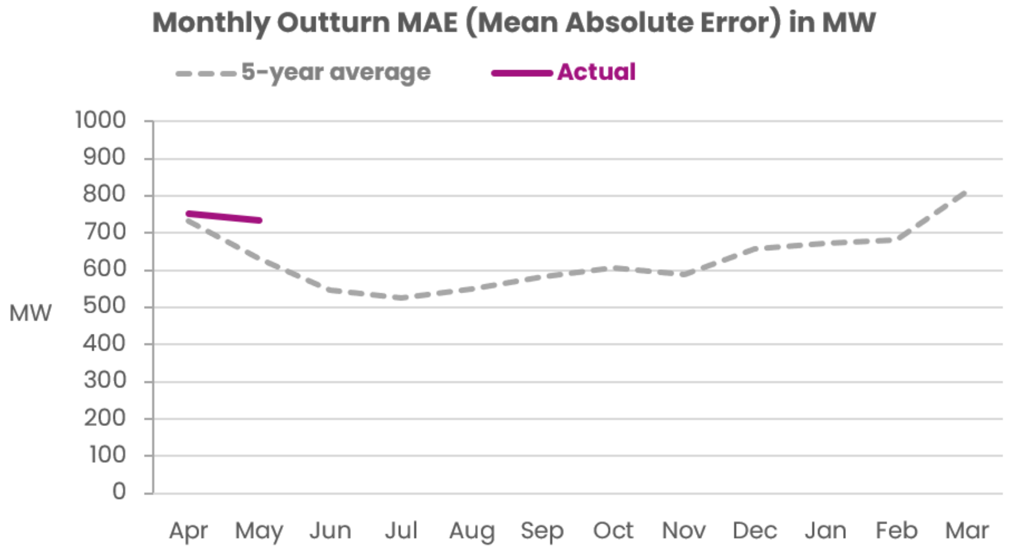


Table: 2026-27 Monthly absolute MW error vs Previous 5-year average

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Previous 5-year Average (MW)	732	630	546	525	548	583	606	588	657	671	680	813
Previous year outturn (MW)	671	692	616	584	579	702	711	641	626	662	717	985
Absolute error (MW)	**754**	**735**										

[2] Home | Insights Solution

Supporting information

In May 2026 forecasting error averaged 735MW, against the previous 5-year average of 630MW. YTD performance is currently 744MW, vs 5-year average of 681MW.

May experienced contrasting weather conditions, beginning with unsettled, cooler weather and frequent frosts, especially in northern areas. The latter part of the month saw temperatures rise significantly, culminating in record-breaking heat (~35°C) and widespread heatwave conditions in central and southern England and Wales.

There were two bank holidays in May, with the latter falling during the half-term school holidays. Exceptionally high temperatures this early in the year brought further challenge and uncertainty. Existing tools and AI/ML models in general, struggle to cope with changing conditions and May proved a challenging month.

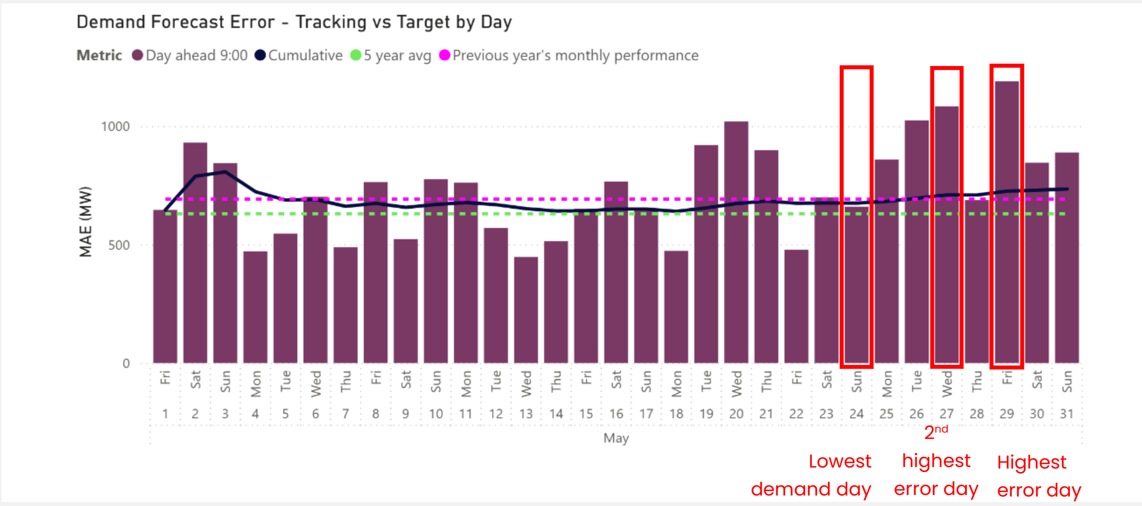
The largest absolute Day-Ahead demand error this month was 5.2GW on 2 May, SP34.

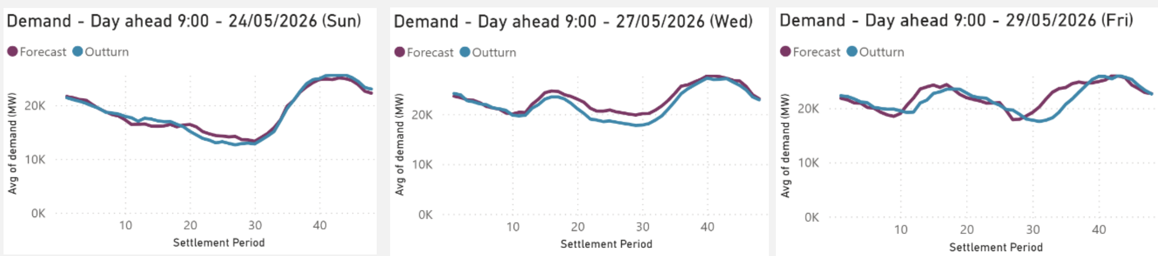
The minimum demand was 12.6GW on 24 May, SP27, which was the lowest National Demand ever recorded. The maximum demand was 31.2GW on 6 May, SP39. Solar generation peaked at 15.2GW on 24 May.

Work continues on rebuilding our national demand forecast models. These will adopt Machine Learning/AI technology and will make use of the latest generation weather data. Migration of IT services over to an independent NESO tenant has suppressed development progress and we now expect to release to production in Q2 2026.

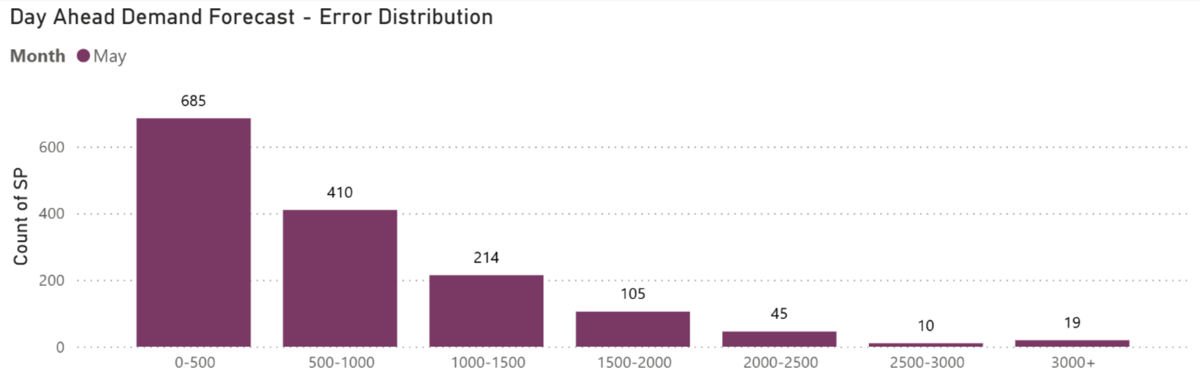
Solar continues to be the largest influence on the Metric performance. The new solar models perform well under overcast or clear-sky conditions, but further weather and model improvements are necessary to cope with changing circumstances.

Days of Interest:

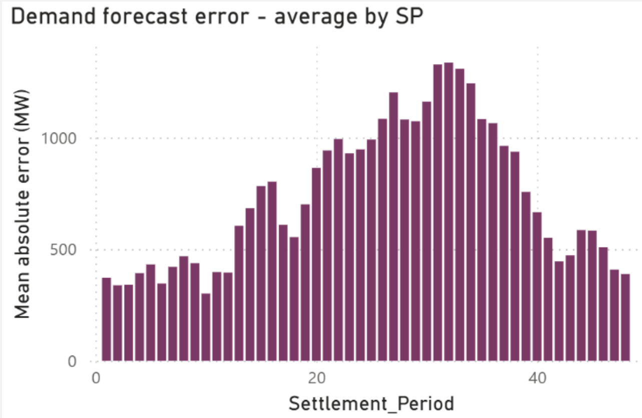




The distribution of settlement periods by error size is shown below:



The distribution of average error by settlement period is shown below:



The days with largest MAE were 26, 27, and 29 May.

Day	Error (MAE)	Major causal factors
26	1024	Forecast errors due to changes in human behaviour with half-term and unusually high temperatures.
27	1084	Forecast errors due to changes in human behaviour with half-term and unusually high temperatures.
29	1189	Forecast errors due to changes in human behaviour with half-term and unusually high temperatures, as well as wind forecast error.

Missed / late publications

There were no late or missed publications in May.

Demand Flexibility Service

Demand Flexibility Service (DFS) was used on 22 days in May, with an accumulated total of 1287MWh procured. These will nominally affect the national demand outturns but are not included in the day ahead forecast.

3. Wind Generation Forecasting

Under NESO1 (April 2026 to March 2028), we publish wind generation forecasting as a Reported Metric to provide transparent reporting on forecast accuracy and how this is evolving over time. For context, we also show comparisons with the previous year and the average of the previous five years for the same month.

This Reported Metric measures the average absolute error between day-ahead forecast (between 09:00 and 10:00, as published on NESO data portal) and post-event outturn wind settlement metering (as published on the Elexon insights portal) for each half hour period as a percentage of capacity for BM wind units only. The data will only be taken for sites that:

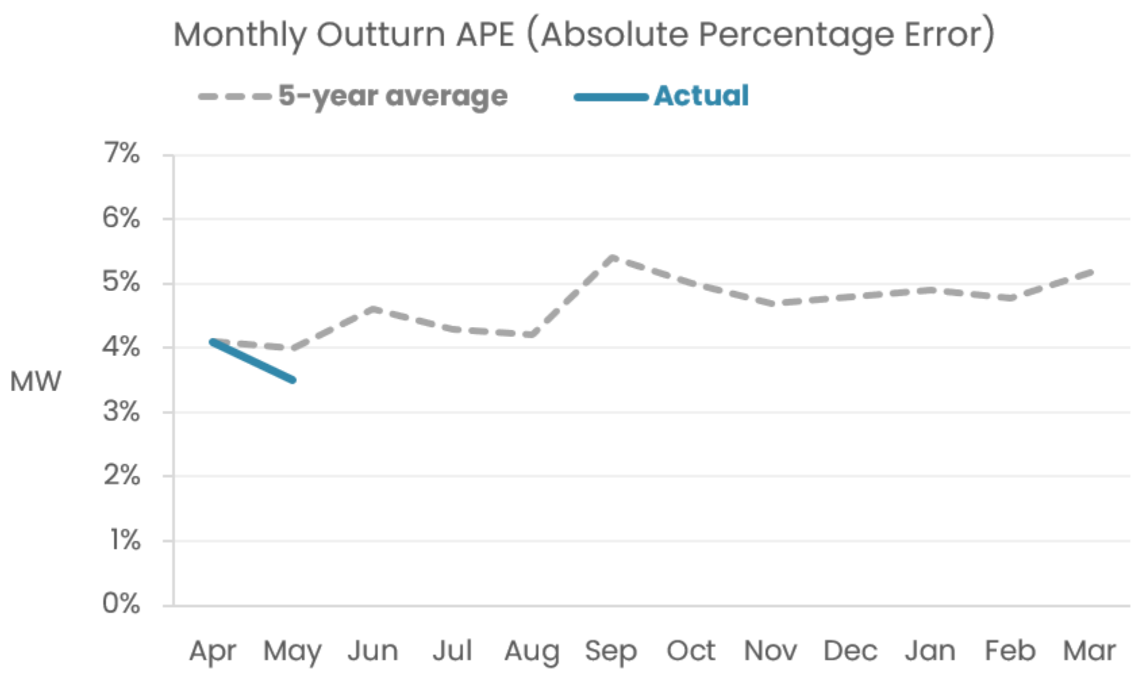
- did not have a bid-offer acceptance (BOA); and
- did not withdraw availability completely between time of forecast and time of metering; for the relevant settlement period. We publish this data on its data portal for transparency purposes.

Sites deemed to have withdrawn availability are those that:

- re-declare maximum export limit (MEL) from a positive value day-ahead to zero at real-time; or
- re-declare their physical notification (PN) from a positive value day-ahead to zero at gate closure of the Balancing Mechanism.

May 2026-27 performance

Figure: 2026-27 BMU Wind Generation Forecast APE vs Indicative Benchmark



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Previous 5-year average (%)	4.1	4.0	4.6	4.3	4.2	5.4	5.0	4.7	4.8	4.9	4.8	5.2
Previous year outturn (%)	3.9	4.1	5.6	3.8	4.1	5.7	4.4	5.3	4.4	4.9	4.7	4.2
APE (%)	**4.1**	**3.5**										

Supporting information

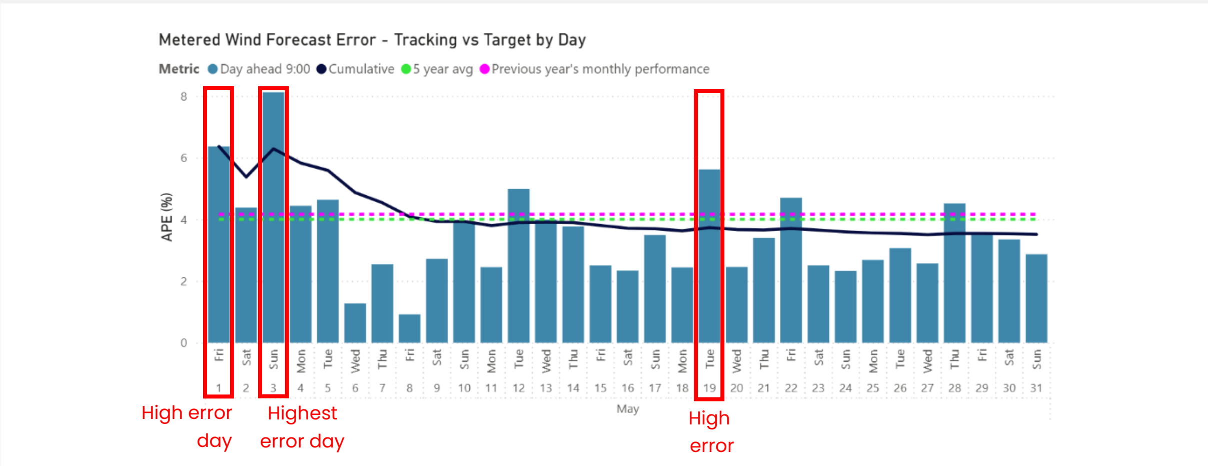
In May 2026, BMU wind forecasting error averaged 3.51%, against the 5-year average of 4.00%. YTD performance is currently 3.77%, vs 5-year average of 4.11%.

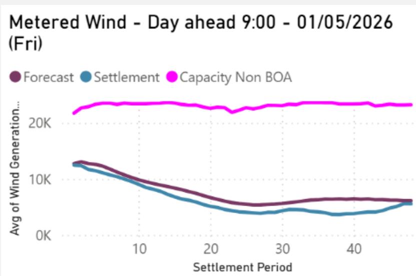
May experienced contrasting weather conditions, starting with mild temperatures with outbreaks of rain and strong wind gusts.

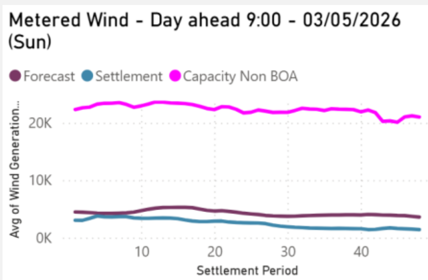
Metric-adjusted wind generation peaked at 15.2GW on 19 May, SP36. Wind forecast absolute error peaked at 3.2GW on 22 May, SP8.

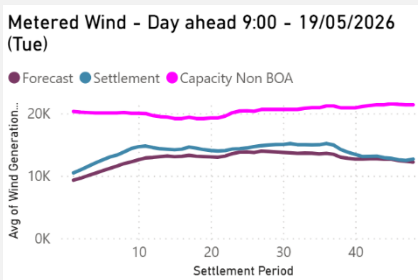
Work continues on the wind-direction feature. Migration of IT services over to an independent NESO tenant has suppressed development progress and we now expect to release to production in Q2 2026. From Q3, we intend to focus on enhancing our within-day capability.

Days of Interest:

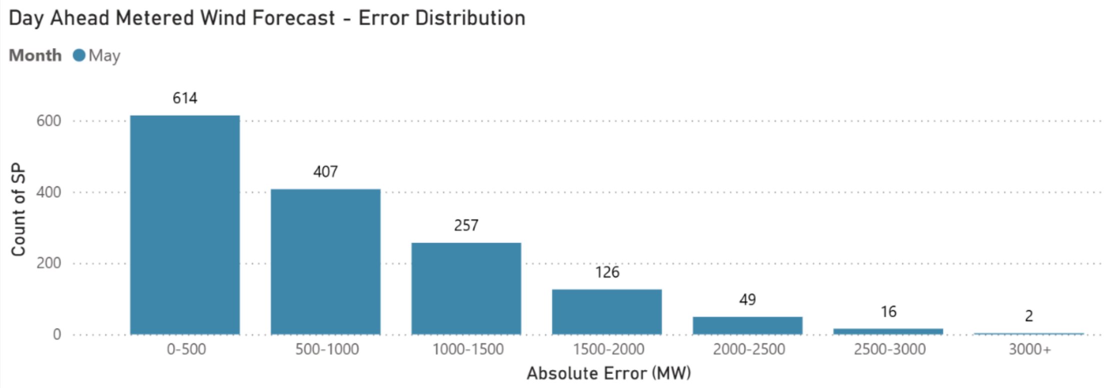




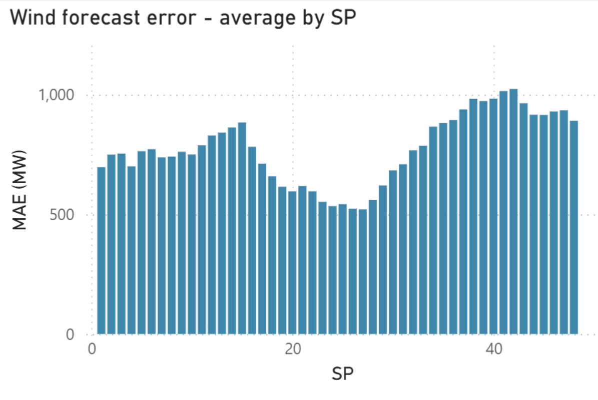




The distribution of settlement periods by error size is summarised below:



The distribution of average error by settlement period is shown below:



Details of largest error

Day	Error (APE)	Major causal factors
1	6.4	Wind speed forecast errors at day-ahead stage
3	8.1	Wind speed forecast errors at day-ahead stage
19	5.6	Wind speed forecast errors at day-ahead stage

Missed / late publications

There were no missed or late publications in May.

4. Skip Rates

Under NESO1 (April 2026 to March 2028), we publish skip rates as a Reported Metric to provide transparent reporting on dispatch efficiency, key drivers of outcomes and trends over time. Alongside the data, we set out the actions we are taking, with industry, to improve performance and reduce avoidable skips.

NESO has an obligation to operate a safe, reliable and efficient system. In consultation with industry, we have developed the Energy Balancing skip rate (previously referred to as 'PSA') as a measure of dispatch efficiency of energy balancing actions. We also developed a methodology for measuring skip rates behind thermal constraints, which we will start reporting later in the year. A skip occurs when a non-economic dispatch decision is made due to the NESO Control Room sending an instruction via BOA (Bid Offer Acceptance) at a higher price than an alternative could have been taken. Some skips are unavoidable due to asset dynamics and transmission limits while others may occur as a result of optimising the lowest cost over the day.

Our aim is to provide transparency on dispatch decision-making and to work with industry to reduce avoidable skip rates over the NESO1 period, supporting efficient balancing actions and robust control room processes.

This Reported Metric currently measures the combined skip rate for bids and offers based on stage 5 of the Energy Balancing methodology. For this metric we currently have a target of an average rate of 30% from January to the end of June 2026. This methodology will be updated with necessary changes agreed with industry (e.g. incorporating new parameters as defined by GC0166). More information on the skip rate definition and methodology can be found here.

Graph: 2025-27 Monthly % Energy Balancing Skip rate Offers and Bids

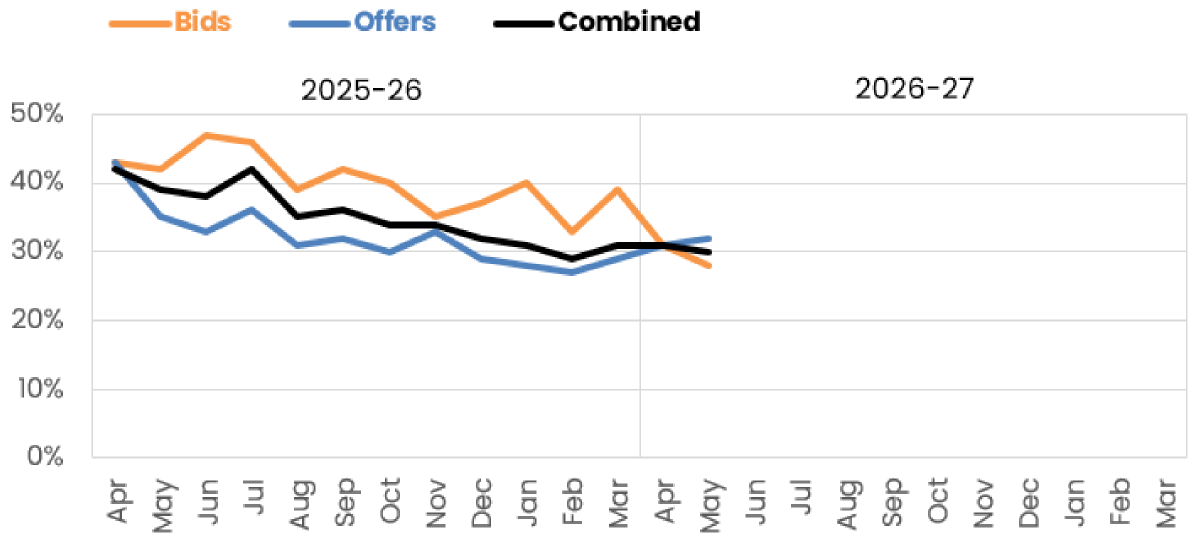


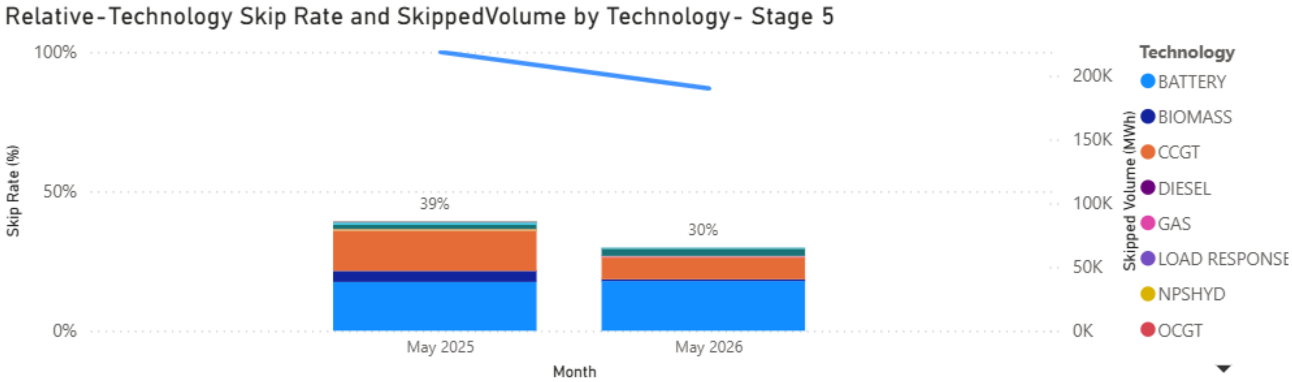
Table: 2026-27 Monthly % Energy Balancing Skip rate Offers and Bids

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Offers	31%	32%										
Bids	31%	28%										
Combined	31%	30%										

Average skip rate January-May: (vs target of 30%): **30.3%**

Energy Balancing Skip Rate: May 2025 versus May 2026

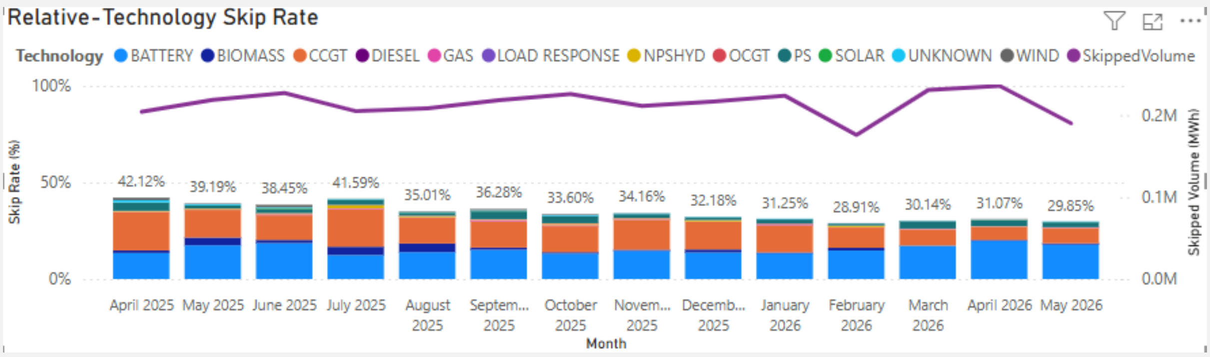
The combined skip rate in May 2026 fell by 9 percentage points compared to May 2025, which is a significant improvement. The total skipped volume decreased from 22GWh in May 2025 to 19GWh in May 2026 while the in-merit volume increased from 56GWh in May 2025 to 64GWh in May 2026. The reduction in both skip rate and absolute skipped volume demonstrates that we are dispatching greater volumes for energy balancing while executing a higher proportion of actions in merit order. This improvement reflects enhanced control room tooling and greater visibility into the drivers of skips, enabling operators to make better-informed dispatch decisions.

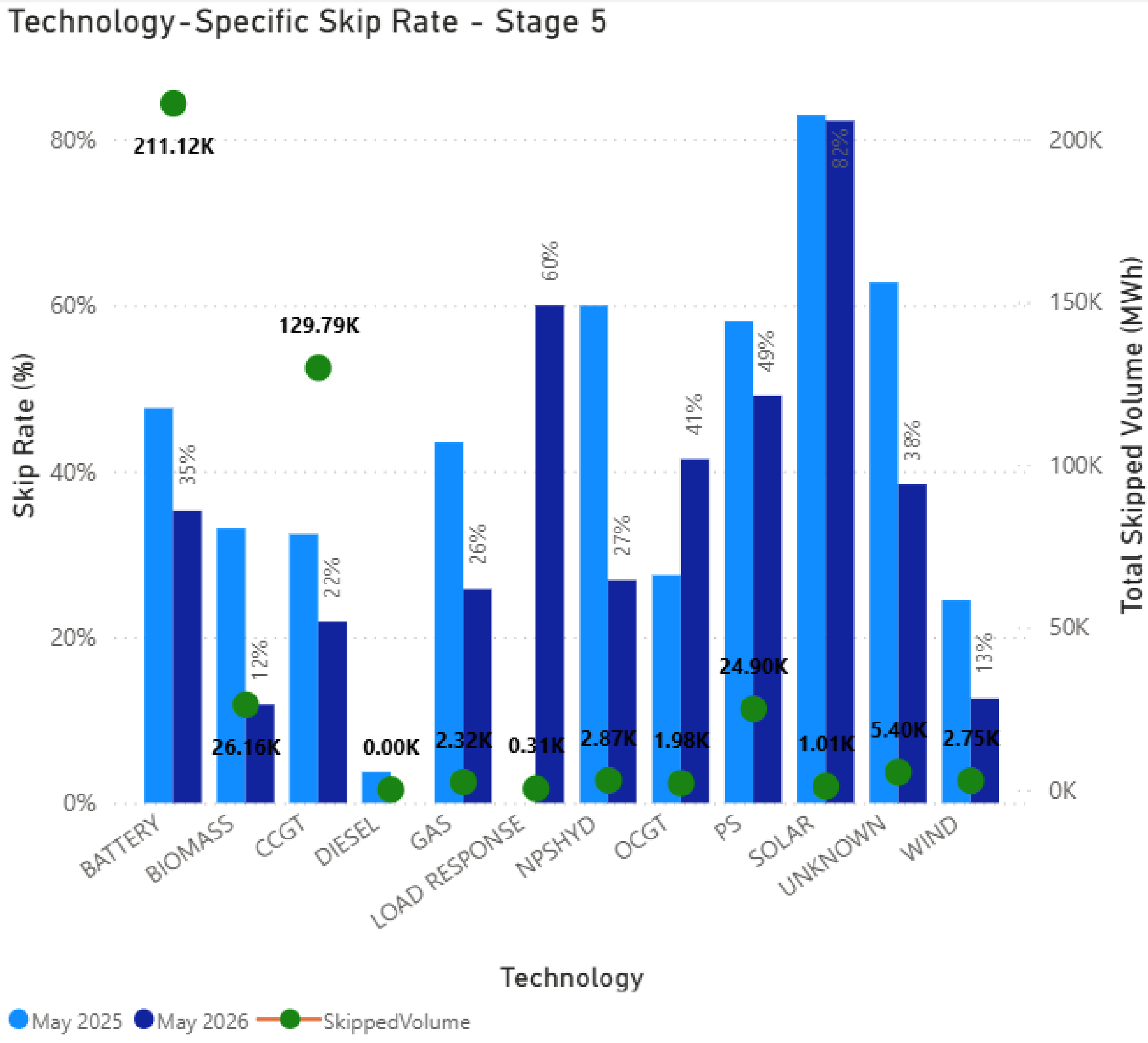


Supporting information

MAY PERFORMANCE – COMBINED BIDS AND OFFERS

The combined bid and offer skip rate stood at 30% in May. The average skip rate for January, February, March, April and May is 30%, which is on target.





The combined technology-specific skip rate has continued to trend down for most technology types between May 2025 and May 2026. Most notably, CCGT — which carried the largest skipped volume at 80 GWh in May 2025 — has seen its skip rate fall from approximately 32% to 22%, a reduction of 10 percentage points. The in-merit volume has decreased from 25 GWh in May 2025 to 23 GWh in May 2026, so the reduction in skip rate is driven by improved dispatch decision-making rather than increased dispatch activity. Battery, the second-largest contributor to skipped volume at 98 GWh in May 2025, has reduced its skip rate from approximately 48% to 35% — a reduction of 13 percentage points. Battery in-merit volume has increased from 20 GWh in May 2025 to 32 GWh in May 2026, demonstrating a significant increase in dispatch volumes for energy balancing. Pumped Storage has improved from 58% to 49% (-9pp), Biomass from 33% to 12% (-21pp), and Gas from 44% to 26% (-18pp). Wind, already among the lowest skip rate technologies in May 2025 at 24%, has further decreased to approximately 13% in May 2026.

Conclusion

Across the majority of technology categories, skip rates have declined year-on-year between May 2025 and May 2026, with several exhibiting reductions exceeding 15 percentage points. The weighted impact is reinforced by the fact that high-volume technologies such as CCGT and Battery are among those demonstrating meaningful gains.

Note: In the technology specific skip rate graph 'Gas' refers to gas reciprocating units, which are typically small, aggregated units. 'Load Response' is based on the fuel type category used by Elexon. These are typically Demand Side Flexibility (DSF) units. We have published a dedicated dataset to report skip rates for DSF units and incorporated this into our external dashboard.

The commentary below explains the change in bids and offers by technology type between the last two months.

Please visit our website for the latest skip rates dashboard.

Bid

The Bid skip rate has decreased from April (31%) to May (28%), and the skipped volume has increased from 98 GWh to 107 GWh. CCGTs accounted for same skipped volume in May (7%) compared to April (7%) and the Technology Specific skip rate for CCGTs has come down to 18% in May from 21% in April. Batteries account for a lower proportion of the skip rate in May (18%) compared to April (19%) and the Technology Specific skip rate has decreased from 37% to 35%. This improvement in batteries has been driven by in-merit volume growing at a faster rate (163 GWh to 194 GWh) than skipped volume (61 GWh to 67 GWh).

Bid skip rates in May 2026 were volatile week-to-week, driven primarily by battery dispatch challenges and system constraints. Weekly bid skip rates ranged from peaks of 67% (15 May, on low volume) and 69% (23 May) down to 20% (31 May, high in-merit volume). Battery technology dominated bid skipped volume throughout May. Accepted out-of-merit bid volume was typically from CCGT units.

Offers

The offer skip rate increased slightly from 31% in April to 32% in May, driven by a significant reduction in the volume required for energy balancing (446 GWh in April vs 254 GWh in May). CCGTs accounted for a higher proportion of skipped volume in May (10%) compared to April (7%), with the technology-specific skip rate increasing from 17% in April to 27% in May. Batteries accounted for a lower proportion of skipped volume in May (18%) compared to April (20%), and the technology-specific skip rate decreased from 42% to 36%. This was driven by a proportionally larger reduction in skipped volume (89 GWh in April to 46 GWh in May) relative to in-merit volume (213 GWh in April to 128 GWh in May).

Offer skip rates in May 2026 saw high skipped volumes on days with large energy balancing needs, where the in-merit volume was also high. The largest single-day offer skipped volume was 8,758 MWh on 29 May, driven by demand above forecast and wind shortfalls — batteries contributed 51% and CCGTs 39%. Other notable days were 15 May (7,420 MWh) due to Scottish constraints requiring large offer volumes for replacement energy, and 6 May (7,163 MWh) where a supplier software upgrade and unit synchronisation failures drove out-of-merit dispatches.

5. Security of Supply

Under NESO1 (April 2026 to March 2028), we publish security of supply as a Reported Metric to provide clear, accessible transparency on system security outcomes and trends over time. Reporting focuses on frequency and voltage excursions, the drivers behind them, and the actions we are taking to manage and mitigate risks to secure operation.

This Reported Metric shows when the frequency of the electricity transmission system deviates more than ± 0.3Hz away from 50 Hz for more than 60 seconds, and where voltages are outside statutory limits. On a monthly basis we report instances where:

- The frequency is more than ± 0.5Hz away from 50 Hz for more than 60 seconds
- The frequency was 0.3Hz - 0.5Hz away from 50Hz for more than 60 seconds.
- There is a voltage excursion outside statutory limits. For nominal voltages of 132kV and above, a voltage excursion is defined as the voltage being more than 10% away from the nominal voltage for more than 15 minutes, although a stricter limit of 5% is applied for where voltages exceed 400kV.

Excursion events are categorised as Secured and Unsecured under SQSS:

Secured under SQSS:	Excursions resulting from events that the GB transmission system is secured against, i.e., voltage and frequency expected to remain within statutory and licence obligations.
Unsecured under SQSS	Excursions resulting from exceptional or catastrophic system contingencies, such as simultaneous or cascading trips and events caused by natural disasters, catastrophic infrastructure failures, among others causes that are explicitly outside the SQSS security criteria where system operation outside statutory and licence obligations is not preventable or secured for.

For context, the Frequency Risk and Control Report 2025 defines the appropriate balance between cost and risk, and sets out tabulated risks of frequency deviation as below:

Scenario	120 GVA.s	102 GVA.s
49.5 Hz event	3.48 times per year	3.49 times per year
49.2 Hz event	1-in-10.71 years	1-in-10.70 years
48.8 Hz event	1-in-27.94 years	1-in-27.87 years
50.5 Hz event	1-in-88.21 years	1-in-88.28 years

At the end of each year, we report on compliance with frequency control methodology and plans for any future changes to the methodology.

May 2026-27 performance

Table: Frequency and voltage excursions (2026-27)

		2026-27											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Frequency excursions (more than 0.5 Hz away from 50 Hz for over 60 seconds)	Secured under SQSS	0	0										
	Unsecured under SQSS	0	0										
Instances where frequency was 0.3 – 0.5 Hz away from 50Hz for over 60 seconds*		0	1										
Voltage Excursions defined as per Transmission Performance Report2F[3]	Secured under SQSS	0	0										
	Unsecured under SQSS	0	0										

*These frequency excursions do not fall under the statutory and licence reporting obligations but are provided for transparency.

Supporting information

During the afternoon of 02/05/2026 the frequency declined below 49.7Hz for more than 2 minutes reaching the lowest value at 49.59Hz. The change in the frequency was primarily driven by a combination of increased system demand and a coincident reduction in net interconnector imports. The system responded effectively through automatic and operational balancing actions, with frequency recovering to normal operating range.

No reportable voltage or frequency excursions more than 0.5 Hz away from 50 Hz for over 60 seconds during May 2026.

[3] https://www.neso.energy/industry-information/industry-data-and-reports/system-performance-reports

6. CNI Outages

Under NESO1 (April 2026 to March 2028), we publish CNI outages as a Reported Metric to provide clear, accessible transparency on service availability outcomes and trends over time. This reporting supports our focus on whole system resilience by helping stakeholders understand the number, duration and drivers of planned and unplanned outages, alongside the actions we are taking to reduce outage risk and improve resilience.

This Reported Metric shows the number and length of planned and unplanned outages to Critical National Infrastructure (CNI) IT systems.

The term 'outage' is defined as the total loss of a system, which means the entire operational system is unavailable to all internal and external users.

May 2026-27 performance

Table: 2026-27 Unplanned CNI System Outages (Number and length of each outage)

Unplanned	2026-27											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Balancing Mechanism (BM)	0	0										
Integrated Energy Management System (IEMS)	0	0										

Table: 2026-27 Planned CNI System Outages (Number and length of each outage)

Planned	2026-27											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Balancing Mechanism (BM)	0	0										
Integrated Energy Management System (IEMS)	0	0										

Supporting information

There were no outages, either planned or unplanned, encountered during May 2026.

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