

NGN Digitalisation Action Plan June 2025

Welcome to our Digitalisation Action Plan



This is the June 2025 edition of our Action Plan...

The consistent theme that has run through our Digitalisation Strategy is Integrated Information Management, a philosophy centred on data, designed to maximise the value, governance and control of our data assets through a simplified enterprise architecture that balances people, process and technology.

As we look forward to exciting times in our next RIIO period (2026-31), the foundations that we have built: implementing S/4HANA; mastering our data in a single, consistent schema; building our own mobile applications for work management and field data capture; and embedding an in-house digital capability, means that we are uniquely placed to deliver new digital products and services throughout the remainder of RIIO-GD2 and beyond.

In this Digitalisation Action Plan, we will demonstrate our ability to deliver digital projects at scale that strengthen our compliance with Data Best Practice, enhance the experience of data users, and provide real value to end consumers and stakeholders.





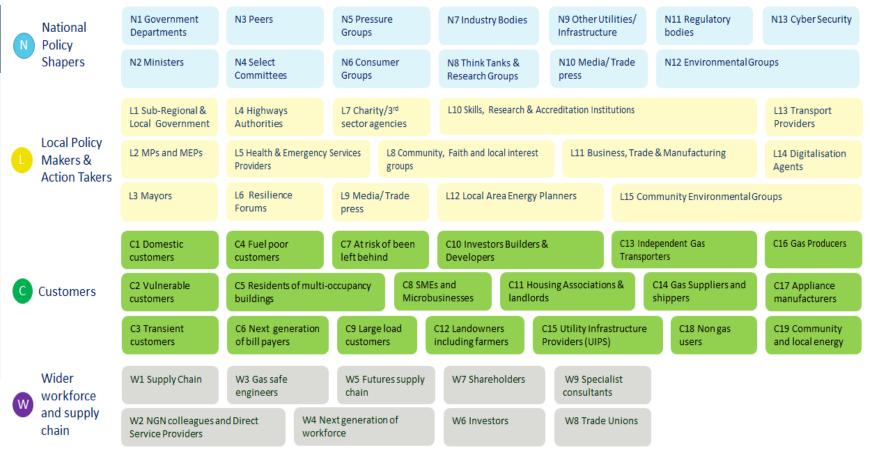
How we are Engaging with Stakeholders



Stakeholders are the driving force behind our Digitalisation work...

We believe that digitalisation will improve not only the service that we provide to our stakeholders, but also our relationship with them, the way that we interact, the way that we share data and information, the way that we work together to achieve common goals.

We'll continue to work closely with Stakeholders – Internal and External – to ensure that our digitalisation transformation delivers for everyone.





Introducing our Digital Personas

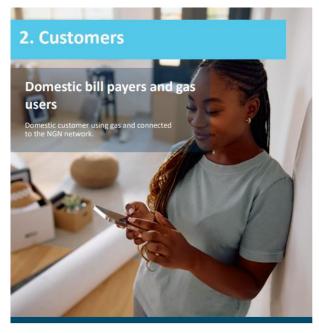


You can find these on our **Open Data Portal**

Digital personas have become a key tool in helping us better understand our stakeholders and shape our digital investments and strategies...

To ensure our services meet the needs of stakeholders and network users, we've carried out extensive engagement, combining insights from colleagues, existing research, and targeted external feedback. This has allowed us to create personas that reflect the diverse range of people and organisations accessing our services, forming the foundation of our data and digitalisation strategy.

Our ten digital personas represent distinct stakeholder types, based on real interactions and insights.



Engagement

Links on the website, short digital ads targeted to area, direct mail



Information compiled by Create Clarity © 2024



Role

 To keep themselves and their families warm, safe and well and pay for what they use



Challenges

- Low awareness and engagement they don't understand GDN v retailer so don't know where to look
- Lack of familiarity means they can't find information
- The need to log in to the open data portal can be a harrier



Requirement

- Needs: accessibility
- A safe and reliable gas supply, good customer service that can be accessed easily in time of need
- Energy efficiency guidance, carbon monoxide awareness advice and inclusive communication channels
- Some customers have an interest in future energy trends and the effect of the environment on energy
- May look for advice on LCTs



Solution

- Easy to navigate website
- Navigation to contact channels (chat, key contact numbers, specific complaints channels with direct contacts)
- Downloadable information sheets (for example energy efficiency, safety, topical innovation projects, LCT etc)
- Explanation of bill breakdown (and prices)
- · Details on planned work by area



Open Data Interoperability



Building the foundations of Open Energy Data



Reliability

What is it?

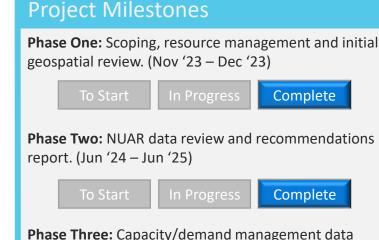
We're collaborating with the other Gas Distribution Networks to build consistent formatting and taxonomy into the data that we share with others.

We are taking an iterative approach to introduce benefits as soon as possible. As a group we will initially review the geospatial pipe data that we publish, agreeing a minimum set of requirements around format, content and naming conventions, that will ensure that a data user will be able to combine the datasets from different GDNs with little or no transformation required. Once this has been agreed, we will move on to the next dataset, building a data standards library that can be utilised by all networks to Ensure consistency and interoperability in gas network data.

"Working together to improve open data..."

Why are we doing it?

Data Interoperability is vital to the success of Open Energy, without it data sharing will be inefficient and ineffective, and a whole systems energy system will be impossible. The work on Open Data Interoperability is just the start of a long process, but it is an important step towards a net zero energy future.



What's happening in the next 6 months

review and recommendations report (Apr '26 – Mar

(27)

We will continue to collaborate with the other Gas Distribution Networks and National Gas to progress this extremely important work.

we are the network

"Sharing best practice..."

We're also collaborating with the other

consistent Open Data Triage Playbook, and

Networks to design and implement a

a common Shared Data Licence.

Open Data Portal Optimisation



Building an Open Energy Data experience



What is it?

We will work to iteratively improve the functionality of our portal, automating the update of key data assets and building a limited access 'Shared Data' area.

Using the learnings from our Data Personas review we will ramp up our Open Energy offerings, expanding our Open Data Portal, to include an API library and a smart visualisation interface (with geospatial visualisation functionality). As part of our commitment to making the best use of the most innovative technologies, we will explore a more automated Data request and triage process utilising conversational Al.

"Committed to continual

improvement in Open

Energy Data..."

"Working hard to expand the Data Assets available to Users..."

Tags

Open Data Data Quality

Data Best Practice

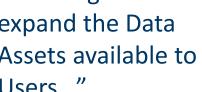
Net Zero

Efficiency

Reliability

Why are we doing it?

Our Open Data Portal has been live for just under 2 years, and it continues to grow in popularity. We have learnt so much during that time and we want to use all that valuable experience to improve the portal, and to add new products and services that will enhance the functionality and boost the benefits of our data.



Project Milestones

Phase One: Improvements to the Portal. (May '24 – Mar (26)

Phase Two: Expansion of the Portal. (Apr '26 – Mar (27)

Phase Three: Automated data retrieval and publishing (Apr '27 - Mar '28)

What's happening in the next 6 months

The iterative improvements to the portal continues as we finalise the future strategic architecture and secure the funding that we will need to move into phase 2



Data Sharing Preparation



Building the foundations of Energy Data Sharing



Net Zero

Efficiency

Resilience

What is it?

We will carry out a programme of work to classify our data assets. As part of this work we will implement technology that will automate the Data Classification process and integrate with our ERP.

To be able to manage the flow of data in and out of our network as efficiently as possible, we will implement an Enterprise Data Services solution to act as a Data Broker, Quality Assurance and Exchange, and we will make sure that it is fully and securely integrated with our S/4HANA ERP & SCADA.

Building on this work, we will then be able to implement a

Data Preparation Node in line with requirements of the Data Sharing Infrastructure, working with industry partners to ensure a consistent architecture that allows the free sharing of energy data.

"Digitising the flow of data..."

Why are we doing it?

We have several important use-cases in mind for the DSI, specifically around the sharing of offtake metering data and other telemetry data with NESO, however we recognise that the DSI is a mechanism that will be used across the whole sector, and possibly beyond, it's vital that we don't restrict our thinking, and it is important to us that the preparatory work we do means we are ready, whatever the use case

"Getting ready for a Data Sharing Infrastructure..."

Project Milestones

Phase One: Scoping and strategic planning. (Nov '24 – May '25)

To Start

n Progress

Complete

Phase Two: Automated Data Classification (Non-SAP). (Jun '25 – Mar '26)

To Start

In Progress

Complete

Phase Three: Data Classification (SAP); Enterprise Data Services & Data Preparation Node. (Apr '26 – Dec '28)

To Start

In Progress

Complete

What's happening in the next 6 months

We will carry out discovery work to finalise the classification requirements of our Non-SAP data, in preparation for the implementation of an automated solution.



Artificial Intelligence Review

"Using AI safely and

responsibly..."



Introducing Artificial Intelligence into our ways of working

Stakeholders **Network Companies** Customers **NGN Colleagues Data Users NESO**

Tags

Open Data

Data Quality

Data Best Practice

Net Zero

Efficiency

Reliability

What is it?

The effective and responsible use of Artificial Intelligence provides the opportunity optimise our ways of working and the operation of our network.

Whether it is Generative-AI, the deployment of AI Agents, or machine-learning and advanced analytics, we will take a sensible, pragmatic approach to determine what is appropriate for use in our day-to-day operations, with sustainability and data security always being considered.

We will develop an Artificial Intelligence Strategy, and start to scale up the safe and responsible use of Artificial Intelligence in RIIO-GD3

Why are we doing it?

We know that Artificial Intelligence will play an important role in the energy sector of the future and we're keen to explore how we can make the best use of it. We are starting out small, making sure that we fully understand the benefits and risks of using AI so that we can provide the best products and services to our customers and colleagues

"Making the most of this exciting and disruptive technology..."

Project Milestones

Phase One: Co-Pilot Initial Trial and Standards Searchbot. (May '24 – Dec '24)

Complete

Phase Two: Findings review, AI Strategy development & next steps. (Dec '24 - Dec '25)

In Progress

Phase Three: Introduction of AI solutions. (Apr '26 -Mar '31)

What's happening in the next 6 months

We'll use everything we've learnt to develop an Artificial Intelligence Strategy to ensure we're getting the best out of Al.



Changes from our last Action Plan...



An update on initiatives featured in our previous Action Plan

Initiative	What's happened	Status	
Process Optimisation Programme (POP) Built Over Mains Analysis Tool	Having proved that we could implement effective solutions o improve processes, we have transitioned this to a BAU (Business As Usual) activity. An analytical model for identifying potential built over mains without the need for a site visit. We are optimising performance prior to a network-wide rollout	Complete	You can find copies of previous Digitalisation Action Plans on our Open Data Portal Enter Here
Building Data Personas	We finalised our Data Persona profiles, and they are now published on our Open Data Portal so others can benefit from them as well	Complete	or paste the following into your browser if you prefer - https://northerngasopendataportal.co.uk/
Standards Searchbot	The Proof of Concept was delivered, assessed and learnings recorded.	On Hold	



Contact us...



We would really appreciate your feedback on our Digitalisation Action Plan



This Action Plan should inform and bring value to you. If there is any clarification, question or comment regarding this plan, we would love to hear from you. Please get in touch with us via one of the communication channels listed below.



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@NGNgas



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