NGN Digitalisation Action Plan
December 2025

Welcome to our Digitalisation Action Plan

This is the December 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 RIIO-GD2, GD3 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.

N — National Policy Shapers

N1 Government Departments	N3 Peers	N5 Pressure Groups	N7 Industry Bodies	N9 Other Utilities/ Infrastructure	N11 Regulatory bodies	N13 Cyber Security
N2 Ministers	N4 Select Committees	N6 Consumer Groups	N8 Think Tanks & Research Groups	N10 Media/ Trade press	N12 Environmental Groups	

L — Local Policy Makers & Action Takers

L1 Sub-Regional & Local Government	L4 Highways Authorities	L7 Charity/3rd sector agencies	L10 Skills, Research & Accreditation Institutions		L13 Transport Providers
L2 MPs and MEPs	L5 Health & Emergency Services Providers	L8 Community, Faith and local interest groups	L11 Business, Trade & Manufacturing		L14 Digitalisation Agents
L3 Mayors	L6 Resilience Forums	L9 Media/ Trade press	L12 Local Area Energy Planners	L15 Community Environmental Groups	

C — Customers

C1 Domestic customers	C4 Fuel poor customers	C7 At risk of been left behind	C10 Investors Builders & Developers	C13 Independent Gas Transporters	C16 Gas Producers
C2 Vulnerable customers	C5 Residents of multi-occupancy buildings	C8 SMEs and Microbusinesses	C11 Housing Associations & landlords	C14 Gas Suppliers and shippers	C17 Appliance manufacturers
C3 Transient customers	C6 Next generation of bill payers	C9 Large load customers	C12 Landowners including farmers	C15 Utility Infrastructure Providers (UIPS)	C18 Non gas users	C19 Community and local energy

W — Wider workforce and supply chain

W1 Supply Chain	W3 Gas safe engineers	W5 Futures supply chain	W7 Shareholders	W9 Specialist consultants
W2 NGN colleagues and Direct Service Providers	W4 Next generation of workforce	W6 Investors	W8 Trade Unions	

we are the network

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.
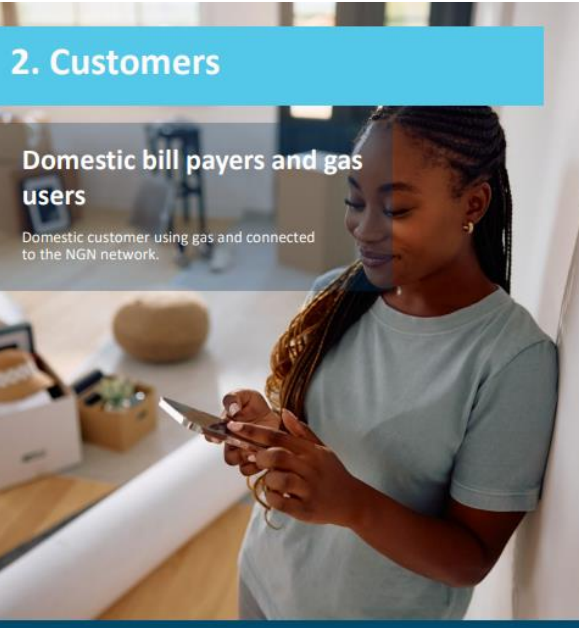
2. Customers

Domestic bill payers and gas users

Domestic customer using gas and connected to the NGN network.

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 barrier

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

What our Stakeholders are telling us about AI

Once finalised, we'll be publishing the full report on our Open Data Portal

Through engagement with our Customer Panel and Young Innovators Council, we've been asking our customers for their perceptions of AI, to help us on our AI journey. These are summarised in the boxes below.

The consensus on what our customers want is ongoing communication about how AI is used, assurance that AI will not erode the "human touch", and evidence that AI supports, rather than undermines, social and environmental commitments.

This vital feedback will help us to shape our use of AI, and we will continue engaging with stakeholders on this important topic.

Cautiously Optimistic
Customers see AI as a tool to improve safety, efficiency, and service—but only with strong human oversight. AI should support, not replace, people.

Better Opportunities
Enhanced training and support for NGN employees. Streamlined workflows and better customer experiences. AI can help achieve environmental and net zero goals.

Ongoing Concerns
The environmental impact of AI should be a top focus for us. Regarding data privacy and security— our customers want control and transparency of how their data is being used.

Trust & Ethics
The responsible and ethical use of AI is essential. Clear governance and transparency is expected. Our customers want to understand how AI decisions are made.

Introducing our Artificial Intelligence Impact Assessment

As part of our commitment to the responsible and sustainable use of AI, we have developed an Artificial Intelligence Impact Assessment (AIIA)…

The AIIA will help us decide whether or not an AI solution is the right thing to do.

It asks questions around 6 categories…

Purpose – why are we using the AI?
Oversight – is someone checking it?
Accountability – are we measuring its performance, and how?
Privacy – are we considering individual rights to privacy?
Legal Compliance – are there any legal considerations?
Ethics – have we involved everyone who should be, is there Equality, Diversity and Inclusion (EDI) by design, and have we considered the environmental impact?

We use the answers to assess the solution, and any mitigating actions required to ensure the solution is Safe, Secure, Fair and Environmentally Sustainable..

1: Purpose

Requirement	Response
Who is the End User or Primary Customer?	
Please list the potential benefits identified	
Please list any potential risks/harm identified	
Will the outputs of the solution be used to make decisions	
If yes, about whom, or what, will decisions be made?	

1.1: Task Analysis: *Choose the description that best categorises the tasks carried out by the solution*

Task Complexity	Select One (X)
Simple tasks - such as classification based on few features into a few categories with clear rules or logic. For such decisions, humans could easily agree on the correct answer, and identify mistakes made by the system. For example, a natural language processing system that checks spelling in documents.	
Moderately complex tasks - such as classification into a few categories that are subjective. Typically, ground truth is defined by most evaluators arriving at the same answer. For example, a natural language processing system that autocompletes a word or phrase as the user is typing.	

Administrator: Admin   **Document Owner:** Head of Digitalisation

Artificial Intelligence in NGN – Co-Pilot

Northern Gas Networks

Introducing Artificial Intelligence into our ways of working

Stakeholders

- NGN Colleagues
- Customers

Tags

- Efficiency
- Data Quality
- Reliability
- Resilience

What is it?

We are committed to the safe and responsible use of Generative Artificial Intelligence in NGN to optimise efficiency and the services we provide. We're taking a sensible approach – starting with the rollout of Microsoft Co-pilot help streamline tasks, improve productivity, and unlock smarter new ways of working. This follows the successful completion of two pilot phases, assigning approximately 100 Copilot licenses to users across the business. These pilots delivered valuable insights and reinforced the significant benefits Copilot can bring to our everyday work. Crucially this is combined with a structured training programme that we have built on Microsoft Learn, and a set of policies and guidelines to help our colleagues get the best out of this exciting technology.

"Using AI safely and responsibly…"

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

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

Project Milestones

Phase One: Full rollout of Co-Pilot (Dec '25 – Jun '26)

To Start	In Progress	Complete

What's happening in the next 6 months

The continued rollout of Microsoft Co-pilot, plus the gathering of insight on how, when, why and where our colleagues are using it.

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Artificial Intelligence in NGN – Agentic AI

Northern Gas Networks

Introducing Artificial Intelligence into our ways of working

Stakeholders

- NGN Colleagues
- Customers

Tags

- Efficiency
- Data Quality
- Reliability
- Resilience

What is it?

We are committed to the safe and responsible use of Agentic Artificial Intelligence (the use of AI Agents) in NGN to optimise efficiency and the services we provide. We're taking a sensible approach – starting with two Proof of Concept pilots of AI Agents – a procurement agent, to support creation of tender documents, provide question catalogues, and enable transparent scoring; and a Smart Alert Agent, which will process pressure management alarms, prioritise incidents, and create or allocate jobs in our S/4HANA system to reduce duplication and improve planning.

"Using AI safely and responsibly…"

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: Full rollout of Co-Pilot (Dec '25 – Apr '26)

To Start	In Progress	Complete

Phase Two: Lessons Learnt & Next Steps (May '26 – Jun '26)

To Start	In Progress	Complete

What's happening in the next 6 months

We'll use agile delivery to develop these bots, all the while gathering insight on the performance and benefits of these applications.

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Open Data Interoperability

Building the foundations of Open Energy Data

Stakeholders

- Network Companies
- Customers
- NGN Colleagues
- Data Users
- NESO

Tags

- Open Data
- Data Quality
- Data Best Practice
- Net Zero
- Efficiency
- 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.

We're also collaborating with the other Networks to design and implement a consistent Open Data Triage Playbook, and a common Shared Data Licence.

"Sharing best practice..."

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.

"Working together to improve open data..."

Project Milestones

Phase One: Scoping, resource management and initial geospatial review. (Nov '23 – Dec '23)

To Start	In Progress	Complete

Phase Two: NUAR data review and recommendations report. (Jun '24 – Jun '25)

To Start	In Progress	Complete

Phase Three: Capacity/demand management data review and recommendations report (Apr '26 – Mar '27)

To Start	In Progress	Complete

What's happening in the next 6 months

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

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Open Data Portal Optimisation

Northern Gas Networks

Building an Open Energy Data experience

Stakeholders

- Network Companies
- Customers
- NGN Colleagues
- Data Users
- NESO

Tags

- Open Data
- Data Quality
- Data Best Practice
- Net Zero
- Efficiency
- Reliability

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 AI.

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

"Committed to continual improvement in Open Energy Data…"

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)

| To Start | In Progress | Complete |

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

| To Start | In Progress | Complete |

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

| To Start | In Progress | Complete |

What's happening in the next 6 months

The iterative improvements to the portal continues as we finalise the future strategic architecture

we are the network

Data Sharing Preparation

Building the foundations of Energy Data Sharing

Stakeholders

- Network Companies
- Customers
- NGN Colleagues
- Data Users
- NESO

Tags

- Open Data
- Data Quality
- Data Best Practice
- 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.

"Getting ready for a Data Sharing Infrastructure…"

"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

Project Milestones

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

To Start | In 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 implement technology to automate the classification requirements of our Non-SAP data

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Data Sharing Infrastructure

Building the infrastructure for Energy Data Sharing

Stakeholders

- Network Companies
- Customers
- NGN Colleagues
- Data Users
- NESO

Tags

- Open Data
- Data Quality
- Data Best Practice
- Net Zero
- Efficiency
- Resilience

What is it?

The Data Sharing Infrastructure is a centralised platform that facilitates the efficient, safe and secure flow of data across the UK energy system.

In April 2025 Ofgem appointed NESO as the Interim Coordinator for DSI, with all network companies expected to integrate with a Minimum Viable Product (MVP) version of the DSI by 2028. Following a successful pilot, NESO is now ready to move to the MVP phase.

The DSI will enable organisations within the energy sector, and beyond, to share data with trusted partners. It will enhance the visibility of what data is available and promote consistency of formats to optimise the frictionless use to data.

"Getting the best out of industry data…"

"Digitising the flow of data…"

Why are we doing it?

Data is vital to the achievement of net zero. The DSI will facilitate the secure flow of this data to those who need it. Even more importantly, it will be a catalyst of interoperability of data that will itself promote and enhance the innovative use of data to ensure a safe and fair transition to a net zero energy sector.

Project Milestones

Phase One: Engagement and design. (Jan '26 – Oct '26)

| To Start | In Progress | Complete |

Phase Two: Acceptance Testing. (Nov '26 – Apr '27)

| To Start | In Progress | Complete |

Phase Three: Formal DSI Onboarding (May '27 – Mar '28)

| To Start | In Progress | Complete |

What's happening in the next 6 months

We will continue to collaborate with NESO and other partners to finalise the design of the MVP and the Trust Framework that will govern data sharing across the DSI

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Changes from our last Action Plan...

An update on initiatives featured in our previous Action Plan

Initiative	What's happened...	Status
Artificial Intelligence Review	We've completed our review, and the learnings have informed the work that we are doing to introduce Generative and Agentic Artificial Intelligence into NGN	Complete

You can find copies of previous Digitalisation Action Plans on our Open Data Portal...

Enter Here

...or paste the following into your browser if you prefer - https://northerngasopendataportal.co.uk/

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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