

We identify our stakeholders' wants, needs, perspectives and behaviours through appropriate engagement activities analysing and reviewing feedback alongside our own and external insight to inform business decision-making and shape the delivery of the services that matter to all our stakeholders.

Digitalisation Strategy Framework Alignment	Key Deliverable(s)	Target Benefit to Stakeholders
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			2025											
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Pathfinder	Improved accuracy due to revised cost data (updated based on cost of living increases), additional energy demand options (e.g. H2 cars/HGVs), and live data feeds where possible Enhanced capabilities enabling Pathfinder to run multiple scenarios simultaneously Improved access and shareability via online-hosted platform with more user-friendly outputs	In light of evolving industry approaches to Strategic Energy Planning and the development of Regional Energy Strategic Plans (RESPs), WWU has decided to pause further enhancements while these arrangements mature. Pathfinder will continue to support WWU modelling activities throughout this period, with future developments being reviewed as requirements become clearer	Pathfinder web-version tool in use, further developments to be considered as and when required											
			Ongoing collaboration with the utilities sector to promote the benefits of being on the Priority Services Register. Ongoing active sign-up and referral of new customers to meet annual target and support creation of a virtual single utilities PSR register											
			Ongoing surveys and refinement of asset data sets to improve completeness and quality											
			The Open Data Portal continues to provide stakeholders with access to published datasets and information on available data sharing services... supporting improved accessibility, consistency and interoperability of industry data											
Priority Services Register (PSR)	Enable us to provide the tailored support our customers need and to share those needs with other utilities and support organisations	WWU continues to promote awareness of the Priority Services Register and support customer registration across its network. Collaborations with utility partners remains an important focus, helping to improve the sharing of customer support needs and ensuring vulnerable customers can access appropriate assistance when required	Ongoing collaboration with the utilities sector to promote the benefits of being on the Priority Services Register. Ongoing active sign-up and referral of new customers to meet annual target and support creation of a virtual single utilities PSR register											
			Ongoing surveys and refinement of asset data sets to improve completeness and quality											
Digitise remaining asset data sets	Improved asset risk data ensuring investment is targeted and 'just in time'. This avoids over investment on assets	Survey and data improvement activities have continued during the reporting period to enhance the quality and completeness of asset information. Ongoing work relating to Multi-Occupancy Buildings (MOB) has supported improved understanding of asset condition and risk, helping to strengthen the quality and reliability of asset data held by WWU	Ongoing surveys and refinement of asset data sets to improve completeness and quality											
			The Open Data Portal continues to provide stakeholders with access to published datasets and information on available data sharing services... supporting improved accessibility, consistency and interoperability of industry data											
Open Data Sharing	Publishing data to help the wider UK make decisions on net zero and supporting consumers through the journey	The Open Data Portal continues to provide stakeholders with access to published datasets and information on available data sharing services... supporting improved accessibility, consistency and interoperability of industry data	The Open Data Portal continues to provide stakeholders with access to published datasets and information on available data sharing services... supporting improved accessibility, consistency and interoperability of industry data											
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Blending suite	Tools that will support hydrogen producers when considering connecting to our network	The project has been completed and was shared at the Chartered Institute of Ergonomics and Human Factors with the paper published in their publication (Contemporary EHF 2026 CIEHF Publications)	Project completed in 2024											
			Project completed in 2024											
Consumer insight on future energy solutions in their area	Tool to enable consumers to understand their future energy options specific to their area	A Proof of Concept was successfully delivered in Microsoft Fabric, enabling us to demonstrate the capability of providing consumer insights using demand data. Future development of the consumer insight solution is dependent on the delivery of the Live Fabric environment (see Technology, below), following which this work will be prioritised against other initiatives	Proof of Concept completed in 2024											
			Proof of Concept completed in 2024											
Consumer Database Solution	New interposable system to manage meter point and consumer demand data will enable real-time network management and make it easier to share data in formats and granularity required by stakeholders	The project was completed in July 2025, on schedule. Following a period of service transition and three months of parallel running the new application was accepted into service in October 2025 and the legacy application decommissioned.	Project completed in 2025											
			Project completed in 2025											
Powering Wales Renewably (PWR)	Powering Wales Renewably (PWR) is a major innovation project led by the Welsh Government, NESO (National Energy System Operator) and partners including Wales & West Utilities. Its goal is to accelerate Wales's transition to Net Zero by creating a digital twin of the entire Welsh energy system – a virtual model of electricity and gas transmission and distribution networks.	The project is currently in its Beta phase, which will run until December 2028. During this stage the project team is focused on building a working prototype of the digital twin, and groundwork and data integration has begun to develop the digital twin model. The Beta phase will deliver tools for connections and capacity management, flexibility market coordination, and constraint management to accelerate renewable energy deployment.	Foundation Test Dataset Complete (Use Case 1) Final co-ordination Refine requirements for additional use cases Alpha Sprint delivery of workstream use cases											
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National Underground Asset Register (NIAR)	NIAR is a UK-wide initiative led by the Geospatial Commission and now operated by Ordnance Survey, with participation from utility companies including WWU. Its purpose is to create a secure, centralised digital map of underground assets across England, Wales, and Northern Ireland.	The platform moved from minimum viable product (MVP) to beta in 2025. It already includes data from over 300 asset owners, mapping more than 3 million km of buried infrastructure. WWU continues to support NIAR by sharing data about its gas network to improve and enhance the Beta product through increased access, additional datasets and new features.	Mobile device optimisation Tier 2 contractor functionality Improvements to User Portal and Admin Portal Notification of Works proactive enquiries											
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National Energy System Operator (NESO) Virtual Energy System Data Sharing Infrastructure (DSI)	The DSI project is led by NESO and spans both electricity and gas market participants. WWU will participate, with other Gas Distribution Networks, in the development of a Minimum Viable Product use case for the gas industry. DSI plans to reduce the friction and barriers to data sharing by providing a secure, resilient, and scalable method for sharing data and models between energy sector participants. It is intended to accelerate trust, interoperability and facilitate cross-sector connectivity enabling better outcomes for society, the environment, and the economy.	WWU continues to actively participate in the development of the NESO-led Data Sharing Infrastructure (DSI) through collaboration with the Gas Digital & Data Collaboration Group, NESO and other Gas Distribution Networks. During the reporting period, work has continued to refine the Minimum Viable Product (MVP) gas use case and the associated approach to data sharing. WWU remains engaged in the initiative and is supporting the development of the capabilities required to securely share data through the DSI as the programme progresses towards delivery	Product and service development. Define the gas MVP use case and establish own technology projects and teams. Onboard to the DSI cloud platform and establish data connections Develop, test and refine the Gas MVP Use Case											
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Data Lakehouse	Centralising data into a single repository simplifies data management, enforces consistent logic and processing and improves data quality. These improvements will provide stakeholders with access to consistent, accurate and up to date data making it easier for us to meet their data sharing needs and share data that is interoperable with other gas distribution networks. Enhanced ability to derive actionable insights from our data enabling more informed, evidence-based decision making. The platform will also drive more effective and efficient operational performance through improved business intelligence and insights. Further, the platform will improve data sharing by enabling easier access, extraction and publication of data for external stakeholders.	Progress has continued on the Microsoft Fabric Data Lakehouse programme, with activity focused on developing the core platform capabilities, refining the operating model and preparing priority data domains for onboarding. This work will provide the foundation for a more integrated and consistent approach to data management, helping to improve data quality, accessibility and interoperability over time	Build and Test Op model refinement Initial Data Migration Live											
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Data Analytics & Reporting Platform	Following product selection and initial mobilisation activities, progress has continued on the development of the Data Analytics & Reporting Platform. Work has focused on platform configuration, integration planning and prioritisation of early use cases to support future analytical and reporting requirements. As capabilities mature, the platform will improve access to insights and support more effective sharing and use of data across the organisation and with external stakeholders	The Open Data Platform MVP remains available through the WWU website, providing stakeholders with a central location to access published datasets and information on available data sharing services. During the reporting period, feedback has continued to inform future enhancements, with opportunities to expand the range of available datasets and improve the user experience being evaluated as part of the wider digitalisation programme	Build and Test User case review Initial Data Migration Live											
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Open Data Platform	The Open Data Platform will provide stakeholders with easy access to accurate, well-documented information about our network, providing a one-stop-shop for our open data products. This will reduce duplication and effort, making it easier and faster for stakeholders to find and access our data, provide feedback and request new datasets.	The Open Data Platform MVP remains available through the WWU website, providing stakeholders with a central location to access published datasets and information on available data sharing services. During the reporting period, feedback has continued to inform future enhancements, with opportunities to expand the range of available datasets and improve the user experience being evaluated as part of the wider digitalisation programme	MVP Live Scope Strategy Solution Strategy Solution Requirements Refining Tender Design Build and Test Live											
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Data Catalogue	Transparency and awareness for data users on data held	Progress has continued on the development of the capabilities required to support an enhanced enterprise Data Catalogue. Activity during the period has focused on developing metadata standards, governance processes and enabling technologies to improve data discovery and transparency. Over time, these capabilities will support the publication of richer catalogue information and increased visibility of data assets for both internal and external stakeholders	Build and Test Initial Data Population Live											
			Build and Test Initial Data Population Live											
Digital Applications	Suite of applications built in core systems to solve the problems for our data users. Will drive efficiency, safety, better service and support decision making	Development of digital applications has continued throughout the reporting period, supporting operational efficiency and improved data utilisation across a range of business processes. WWU continues to use low-code technologies to enhance existing tools, develop new capabilities and respond to emerging business requirements, helping colleagues access information more effectively and make better informed decisions	Ongoing build and continuous refinement based on collection of user requirements											
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Retire legacy apps	Eliminate technical debt as obsolete applications are replaced with new digital solutions	WWU continues to review opportunities to retire legacy applications as replacement digital solutions and enhanced business capabilities are delivered. This phased approach helps ensure continuity of service while reducing technical debt, improving maintainability and supporting a more modern technology landscape	Formally retire as replacements delivered											
			Formally retire as replacements delivered											
Building in-house expertise	Competent data teams to support and deliver against the needs of data users and wider stakeholders	WWU has continued to strengthen its data and digital capabilities through the development of specialist roles, recruitment activity and investment in core skills. During the reporting period, focus has remained on building the capabilities required to support data governance, analytics data sharing and digitalisation initiatives. Developing in-house expertise remains a key enabler for delivering the organisation's wider digital and data ambitions and responding effectively to stakeholder needs	Ongoing data team recruitment											
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Conduct a Discovery which considers how photographic or video evidence could be used to inform Health and Safety	Potential to automate critical safety alerts through visual evidence with data science applied (if appropriate)	Progress has continued on the preparatory activities required to support this initiative. During the reporting period, focus has remained on establishing the imagery and data foundations needed to assess the potential application of advanced analytics and artificial intelligence techniques. Once sufficient data has been collected and evaluated, WWU will consider the feasibility of using photographic and video evidence to support Health and Safety processes and identify opportunities for further development	Finalise new supplier engagement Integrate new supplier and network AI Proof of Concept											
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Data Governance Policy Framework	Governance policies will ensure consistent and transparent data management practices across the organisation. By reducing ambiguity in roles and responsibilities, these policies will improve accountability and align WWU with regulatory frameworks, building trust with stakeholders.	The Data Governance Policy Framework has continued to mature, with the development and approval of a suite of policies, standards and supporting operating guidance. Together these provide a structured approach to data ownership, governance, quality, protection and lifecycle management. Focus is now increasingly shifting towards implementation and embedding the framework across the business to support consistent, accountable and transparent management of data assets	Create necessary policies Approval process Embed into BCU											
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Ownership and Accountability Model	Assigning clear roles and responsibilities for data assets will foster organisational accountability and promote proactive data management practices. By reducing operational risks and clarifying responsibilities, the model ensures better data-related decisions and strengthens the organisation's ability to meet regulatory expectations.	The data ownership and accountability model has continued to mature during the reporting period, supported by the development of governance policies, standards and operating guidance. This work provides greater clarity over the roles and responsibilities associated with data management and establishes a foundation for improved stewardship, accountability and risk management across WWU. Ongoing activity is focused on embedding these arrangements within business processes and governance forums	Create necessary policies Approval process Embed into BCU											
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Data Quality Monitoring Framework	A data quality monitoring framework will provide real-time visibility into the accuracy, completeness, and timeliness of data, improving decision-making at all levels, detecting and resolving data issues early, the framework reduces costs associated with poor-quality data and enhances stakeholder confidence in WWU's data reliability	Progress has been made in defining the governance, ownership and technical requirements needed to support a Data Quality Monitoring Framework. Work to establish data quality measures, reporting requirements and monitoring approaches is continuing as part of the wider data governance and data platform programmes. These activities will provide the basis for improving visibility of data quality and supporting more informed, evidence-based decision making across the organisation	Define DRs Develop reports based on critical data assets (using existing platform capability) Migrate reporting suite into Data Analytics & Reporting Platform and refine based on feedback											
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Centralised Data Catalogue	A centralised data catalogue will act as a single source of truth, enabling easier data discovery and access for internal and external stakeholders. This will reduce duplication of effort, improve collaboration, and enhance the organisation's ability to meet data sharing and analysis standards.	WWU has continued to build the foundations for a centralised Data Catalogue through data discovery, metadata management and governance activities. Improvements in the identification and documentation of data assets, alongside the adoption of metadata standards, are helping to increase visibility of organisational data holdings. These activities will support future enhancements to catalogue capabilities and improve the discoverability and usability of data for both internal and external stakeholders.	Complete the Data Linking exercise and implement the Data Catalogue tool (technology dependent) Migrate data sources from the Linking Tool to the Data Catalogue tool (priority data sets first)											
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Enhanced Access Control System	Strengthening access controls will ensure that data is only accessible to authorised users, reducing risks of data breaches and unauthorised access. Improved compliance with GDPR and other regulatory requirements will demonstrate WWU's commitment to robust data handling practices, enhancing stakeholder trust.	Data owners and owners of IT systems of record have been identified – the named Application Owners have been confirmed and the Terms of Reference for their roles has been agreed, including ownership for roles and permissions for access to those applications. In addition, a Data Governance Committee has been instituted to manage data ownership and access.	Project completed in 2025											
			Project completed in 2025											
Enriched Disaster Recovery Protocols	Disaster recovery protocols will protect critical systems and data assets, ensuring resilience during disruptions. By reducing downtime and minimising financial impacts, these protocols will enhance stakeholder trust and demonstrate WWU's preparedness to handle unexpected incidents.	We have implemented a new highly resilient backup and recovery solution from a data security specialist, ensuring our critical assets have immutable backups. We have also implemented a configuration management and version control solution for critical operational assets using an industry leading security solution. Combined, these two products provide greater assurance around the ability to recover from ransomware or similar data corruption threats.	Project completed in 2025											
			Project completed in 2025											

GUIDANCE ON THIS DOCUMENT
This document is the 'Action Plan' element of our Digitalisation Strategy & Action Plan. It should be reviewed in conjunction with our published strategy. The commitments in this plan link back to the strategy document for ease of reading.
The strategy will be updated every 2 years as a minimum with a monthly update of progress against the plan and any additions.
The plan includes a Gantt Chart for ease of use. Planned or in progress tasks are in blue, completed are green and tasks at risk of delivery on target are in amber for transparency.
In addition to the colour coding of the Gantt chart, we also include text to inform readers of progress.
Additional tasks added through our ongoing stakeholder engagement will be highlighted as 'new' in the relevant period updates.
We are committed providing stakeholders with the opportunity to share their opinions on our strategy, action plans, projects and initiatives. Any feedback and suggestions will be gratefully received and can be sent to the mailbox engagement@wwuutilities.co.uk
Specific enquiries requesting data or about open or previously shared data should be directed to data.requests@wwuutilities.co.uk.