

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	31/12/2025 Status	2026												
				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	Further enhancements to the Pathfinder tool have been made during the 2025 calendar year. These were finalised in September, three months later than planned, due to additional complexities in the model.	A new project will be initiated in April 2026 to assess the feasibility of creating an online version of Pathfinder, available through our website. The project will create a web-version of the tool as a Proof of Concept (POC). On completion of the POC, the feasibility, cost and benefits of providing the Pathfinder tool online will be evaluated and a decision made whether to proceed with a new project.	Pathfinder web version Proof of Concept												
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	During RIIO-GD2, we committed to referring 12,000 new customers to the Gas Industry PSR per year. Between April 2021 and September 2025, we have referred 64,371 customers to the Gas Industry PSR, surpassing our original RIIO-GD2 target of 60,000. We will continue to raise awareness and sign people up to further enhance the support available, aiming to sign up over 70,000 customers by the end of the period. There are now 28% of domestic homes in our network registered on the Gas Suppliers PSR, up from 22% at the start of RIIO-GD2. We share our sign-ups with the relevant Distribution Network Operator (electricity) who in turn share with water and the energy suppliers thereby avoiding duplication. This will remain a focus for the remainder of our price control period.	Ongoing collaboration with the utilities sector to promote the benefits of being on the Priority Service Register. Ongoing active sign-up and referral of new customers to meet annual target and support creation of a virtual single address PSR register													
Digitalise remaining asset data sets	Improved asset risk data ensuring investment is targeted and 'just in time'. This avoids over investment on assets	Surveys assessing condition of assets on Multi-Occupancy Buildings (MOBs) are continuing with all known MOBs to have received at least one inspection before the end of GD2 in March 2026.	Further physical surveys and refinement of data sets													
Open Data Sharing	Publishing data to help the wider UK make decisions on net zero and supporting consumers through the journey	We have launched an Open Data Portal MVP (see technology projects, below), which will be iterated and improved with new features and increased data sets through the course of 2026. We are working with other gas distribution companies to define common standards. The first of these, Pipe Standards, has been approved and published and is available via our Open Data Portal.	Ongoing engagement with Gas Data & Digitalisation Collaboration Group around interoperability and asset data sharing. Enhanced Open Data Platform planned for 2026 go-live (see Technology project below)													
Blending suite	Tools that will support hydrogen producers when considering connecting to our network	We have collaborated with Northern Gas Networks, National Gas, and other key stakeholders to undertake a Situational Awareness Study to help us to better understand and mitigate the risks associated with the impact of a range of future scenarios, including blended and full hydrogen, on control room systems. The project phase of this work is now complete, draft reports are being finalised and will be published in due course.	Publication of reports to inform future Hydrogen innovation													
	Products & Services															
		Consumer insight on future energy solutions in 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 2025												
		Consumer Database Solution	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												
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 Twin Dataset Complete Use Case 1				Plan co-ordination Refine requirements for additional use cases			Agile Sprint delivery of workshop use cases						
National Underground Asset Register (NUAR)	NUAR 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 NUAR 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									
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.	Through the Gas Digital and Data Collaboration Group we have collaborated with NESO and Gas Distribution Networks to develop DSI plans. The DSI project will move into detailed planning and delivery phases through 2026 (and beyond) with WWU actively contributing to the definition of the MVP Gas Use Case, and developing our own technology solutions to share data via the DSI to deliver the first use case.	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	
	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.															
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.	The design phase for key components of this workload – Fabric, OneLake, and Warehouses – has been thorough and collaborative, ensuring we deliver a solution that truly meets the needs of the business and data teams. The extra time and focus resulted in additional time being required for the design phase, but this will pay dividends in creating a robust, future-ready platform. We're on track for a structurally capable platform to go live in Q1 2026, setting a strong foundation for success.	Build and Test		Live		Initial Data Migration									
	Data Analytics & Reporting Platform		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.	The Business and Architecture teams has undertaken significant research and analysis to identify the right product and ensure it aligns with the needs of our Data Science team. A solution has now been chosen and our technology delivery teams working on its implementation. The first use case is scheduled to go live in Q1 2026 unlocking additional data-driven capabilities for the business and our stakeholders.	Build and Test		Live		Initial Data Population							
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.	We are taking a value-driven, iterative approach by launching a Minimum Viable Product (MVP) Open Data Platform on our public website. The MVP will provide stakeholders with access to an initial dataset and links to other data sharing services. Importantly, stakeholders will be able to request new open data sets and provide feedback on the service. Engaging with stakeholders through the MVP will provide valuable feedback to inform the ongoing development of the platform (and the open data that is shared) through the 2026 calendar year.	MVP Live		Scope Strategic Solutions		Strategic Solution Requirements Gathering		Tender		Design		Build and Test		Live	
	Data Catalogue		Transparency and awareness for data users on data held	Build and Test		Live		Initial Data Population								
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	We're continuing to identify and build value-add digital applications using Power Apps to drive efficiency and improvements for our colleagues and end users. Examples include a Waste Tracking tool which records the pick-up of materials from vendors and delivery to sites, as well as the Personal Vibration Exposure Time (PVET) tracking tool migration to a new server plus initial scoping to adapt the tool to include sound usage.	Ongoing build and continuous refinement based on collection of user requirements													
Retire legacy apps	Eliminate technical debt as obsolete applications are replaced with new digital solutions	Dependent on delivery of new digital applications.	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	During the second half of 2024 appointments were made to a number of key roles including Head of Data, Digitalisation Strategy & Change Manager and Data Triage and Sharing Officer. Following the Head of Data's appointment a number of additional roles will now be recruited in the first half of 2026.	Ongoing data team recruitment													
	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)	Finalise new supplier engagement				Integrate new supplier and methods						At Proof of Concept		
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.	Due to the delay in hiring staff to a number of key roles (notably the Head of Data), we are behind schedule with the development of our data governance policy framework. A Data Best Practice Working Group, chaired by the Head of Data, has now been established and a number of core policies were finalised in the final quarter of 2025, with the remainder being finalised in the first quarter of 2026.	Finalise remaining policies and embed into BSI													
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.	Due to the delay in hiring staff to a number of key roles (notably the Head of Data), we are behind schedule with the development of our data governance policy framework. A Data Best Practice Working Group, chaired by the Head of Data, has now been established and a number of core policies were finalised in the final quarter of 2025, with the remainder being finalised in the first quarter of 2026.	Finalise remaining policies and embed into BSI													
People & Processes	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. By detecting and resolving data issues early, the framework reduces costs associated with poor-quality data and enhances stakeholder confidence in WWU's data reliability.	Define DQs				Develop reports based on critical data assets (using existing platform capability)				Migrate reporting suite into Data Analytics & Reporting Platform and refine based on feedback					
	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 usability standards.	Finalise the Data Landscaping exercise and implement the Data Catalogue tool (Technology dependency)				Migrate data sources from the Landscaping Tool to the Data Catalogue tool (priority data sets first)									
	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.	Project completed in 2025													
	Enhanced 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												

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 6 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 update.

We are committed providing stakeholders with the opportunity to share their opinions on our strategy, action plan, projects and initiatives. Any feedback and suggestions will be gratefully received and can be sent to the mailbox engagement@wwutilities.co.uk
Specific enquiries requesting data or about open or previously shared data should be directed to data.requests@wwutilities.co.uk.