

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	delivery behind schedule		delivery on track		delivery complete							
				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/HVs), and live data feeds where possible	Further enhancements to the Pathfinder tool have been made during the 2023 calendar year. These were finished in September, three months later than planned, due to additional complexities in the model.	Pathfinder web-version Proof of Concept												
Priority Services Register (PSR)	Enhanced capabilities enabling Pathfinder to run multiple scenarios simultaneously	A new project will be initiated in April 2025 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.	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 utilities PSR register												
Digitise remaining asset data sets	Improved access and shareability via online-hosted platform with more user-friendly outputs	During RIO-GD2, we committed to referring 12,000 new customers to the Gas Industry PSR per year. Between April 2021 and September 2023, we have referred 64,371 customers to the Gas Industry PSR, surpassing our original RIO-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 2025. Following the success of RIO-GD2, there are now 28% of domestic network regulators on the Gas Suppliers Register up from 22% of RIO-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.	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 company standards. The first of these, Pipe Standards, has been approved and published and is available via our Open Data Portal.	Ongoing engagement with Gas & 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 Grid, 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 rooms. 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	Tool to enable consumers to understand their future energy options specific to their area	A Proof of Concept was successfully delivered in Network Fabric, enabling us to demonstrate the potential of a consumer insights solution. The success of this proof of concept 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 2023]												
Consumer Database Solution	New interoperable 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]												
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' 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 the final stages of delivery. 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												
National Underground Asset Register (NUAR)	NUAR is a UK-wide initiative led by the Geological 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												
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 NEGO 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 Use Case, and developing our own technology solutions to share data via the DSI to deliver the first use case.	Improvements to User Portal and Admin Portal												
Data Lakehouse															
Data Analytics & Reporting Platform	Centralising data into a single repository simplifies data management, enforces consistent logic and processing and improves data quality. These benefits will provide stakeholders with a consistent, accurate 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 workstream—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 a timely 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									
Open Data Platform	The Open Data Platform will provide stakeholders with easy access to secure, 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 setting a value-driven iterative approach by launching a Minimum Viable Product (MVP) Open Data platform on our public website. The platform will provide stakeholders with access to initial datasets and link 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.	Build and Test	Live		Initial Data Population									
Data Catalogue	Transparency and awareness for data users on data held	A simplified data catalogue has been published on the Open Data Portal MVP (above). In the medium term, the data catalogue will be enhanced through improved tooling and the inclusion of additional datasets. To do this we will implement a new Data Catalogue tool, Microsoft Purview.	MVP Use	Scope Strategic Solution		Strategic Solution Requirements Gathering		Tender		Design		Build and Test		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	In Q4 2024 we approved the Purview configuration design. The build is currently in progress and on track for completion in Q1 2026, enabling us to begin populating and sharing the enhanced Data Catalogue through our Open Data Portal—laying the foundation for improved data discovery and governance.	Build and Test	Live		Initial Data Population									
Retire legacy apps	Eliminate technical debt as obsolete applications are replaced with new digital solutions	Dependent on delivery of new digital applications.													
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.													
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)	This initiative is behind schedule due to complexities with engaging a new supplier to undertake aerial surveys, including additional requirements for satellite imagery and more frequent photographic and video imagery from helicopter surveys. Supplier engagement is now expected to complete early in 2026, following which there will be a period of learning and analysis as the new supplier is integrated and we analyse and make sense of the new imagery. Towards the end of 2026, it is anticipated that we will then undertake a Proof of Concept to use Artificial Intelligence tools to analyse survey results and identify issues.													
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.													
Ownership and Accountability Model	Assigning clear roles and responsibilities for data assets will further operational 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.													
People & Processes															
Data Quality Monitoring Framework	A data quality monitoring framework will provide real-time visibility into the accuracy, completeness, and timeliness of data. This will detect anomalies at a level of detail, 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.	This initiative has been delayed due to recruitment of a Head of Data taking longer than anticipated, together with a dependency on the new Data Analytics & Reporting Platform (see Technology projects, above). This will now be progressed during 2026.													
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.	An exercise is in progress to identify the existing data sources, and document them in a Data Landscaping Tool. This will be completed in the first quarter of 2026. A new Metadata Policy has been approved, incorporating the Dublin Core standards. When the new Data Catalogue tool is implemented (see dependent Technology project, above), data sources will be migrated from the Data Landscaping Tool to the catalogue and maintained in line with the new metadata policy.													
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.													
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.													

#### 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