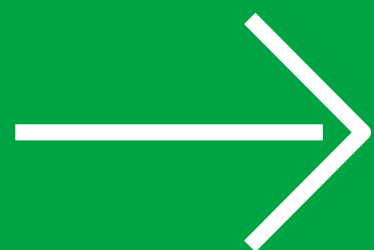




# Digitalisation Action Plan SP Distribution

June 2026





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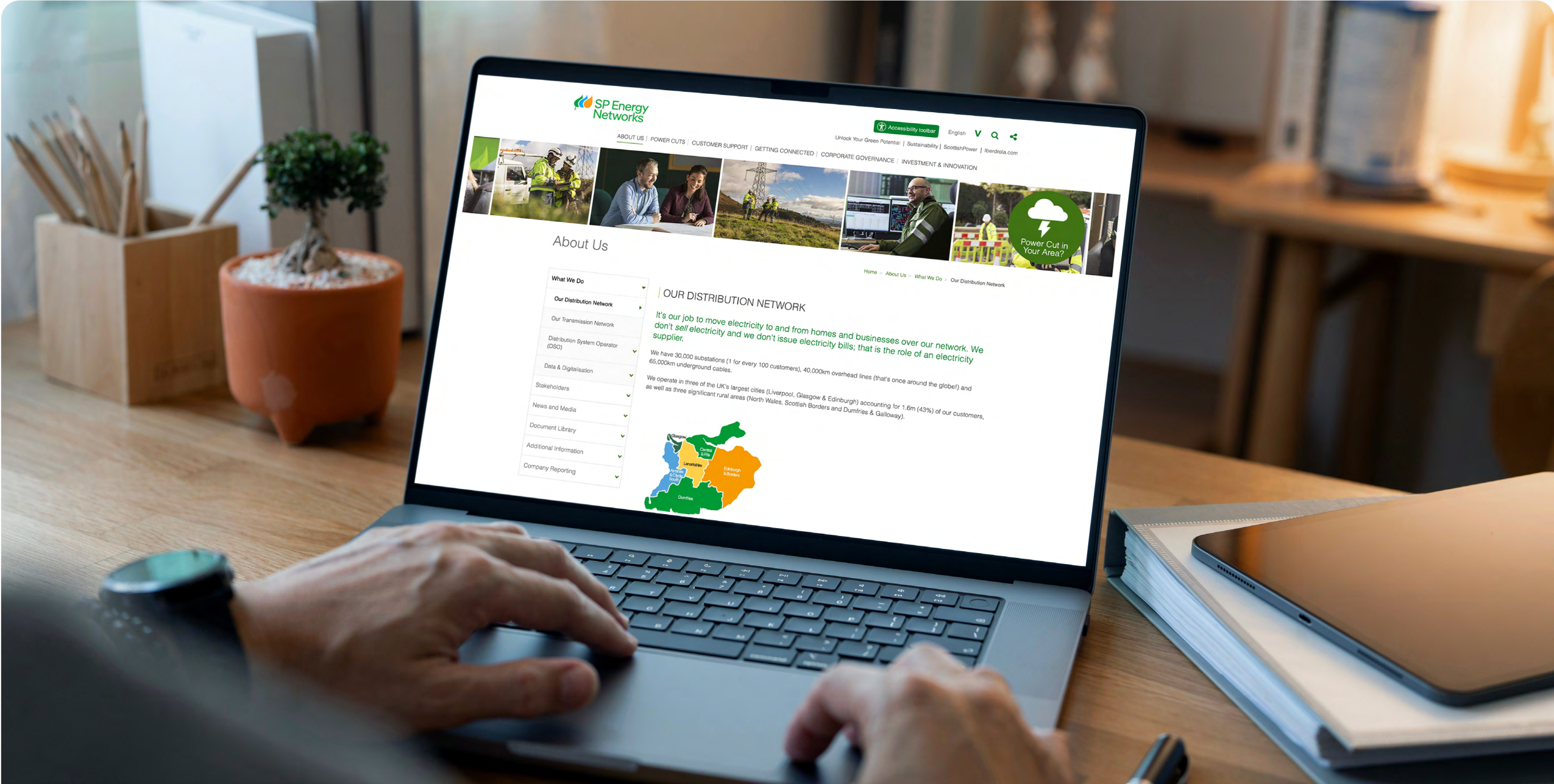


# Our Digitalisation Strategy & Action Plan

To support the successful completion of SP Energy Networks [RIIO-ED2 business plan](#) goals and commitments and the commencement of RIIO-ED2 business plan, we have developed our [Digitalisation Strategy and Action Plan \(DSAP\)](#) which has been designed to align with [Ofgem’s DSAP guidance & principles](#), ensuring transparency, accuracy, and accessibility of our digital products and services.

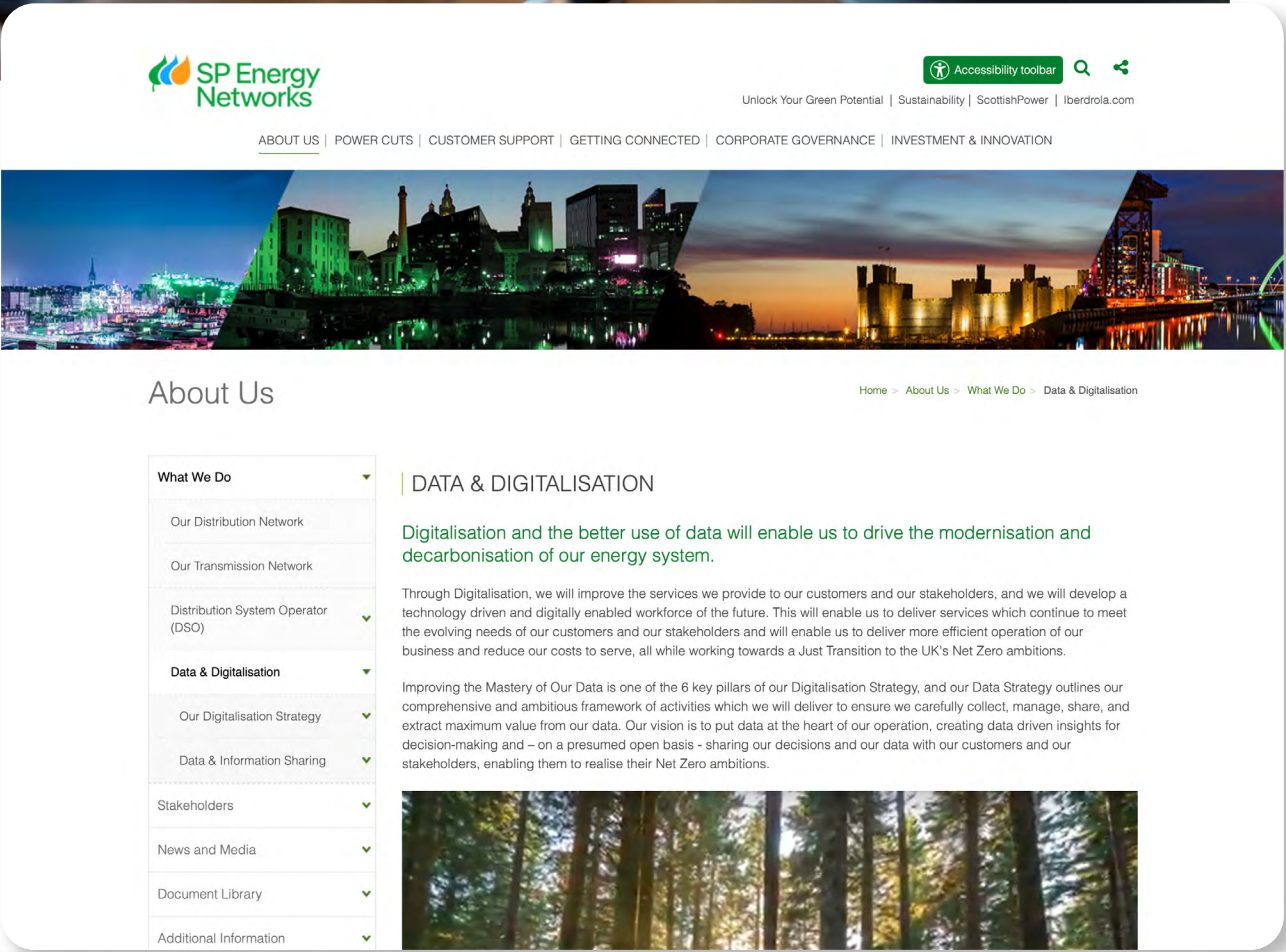
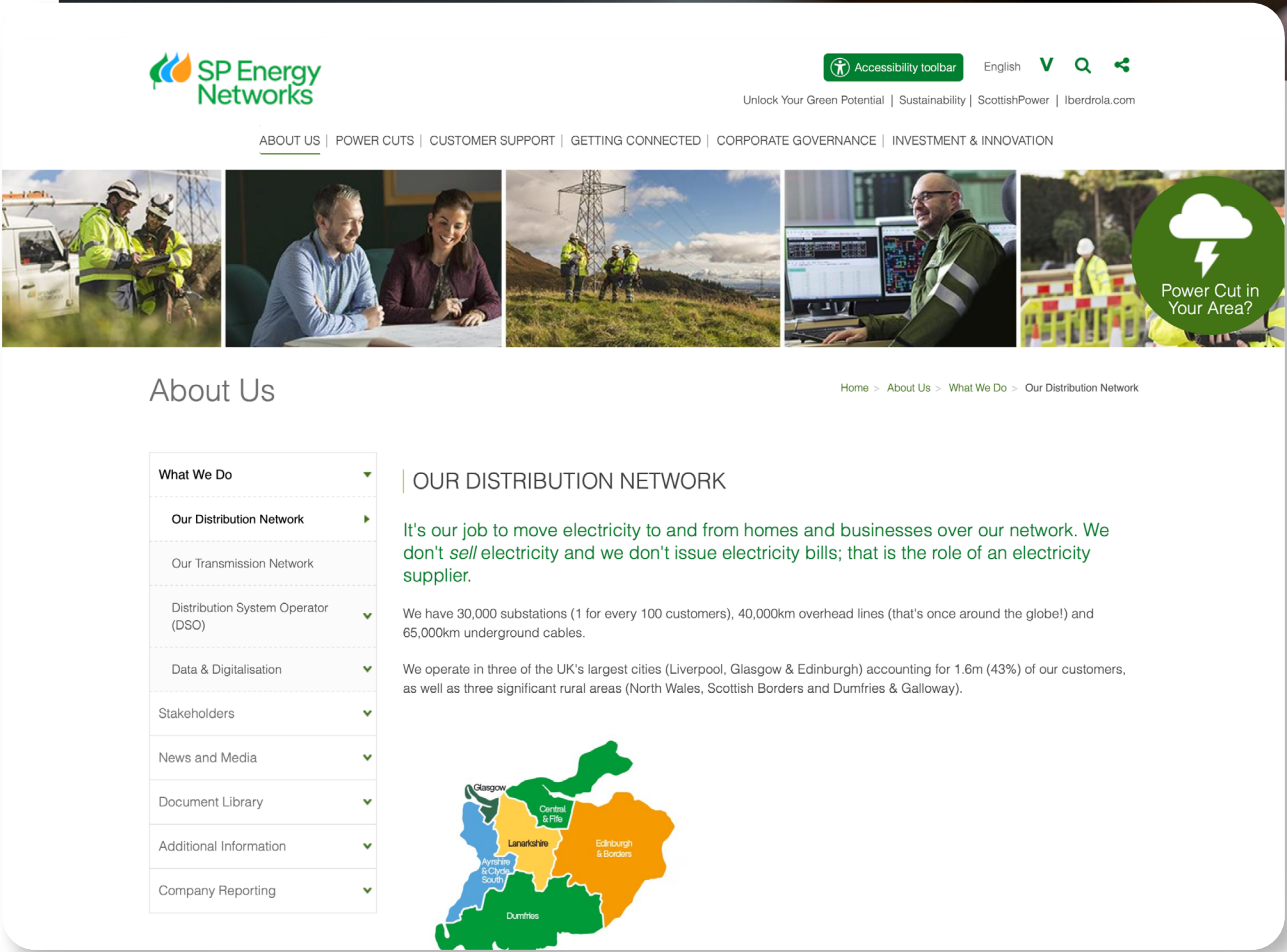
Our most recent [digitalisation strategy](#) outlines the vision, goals, and benefits of digitalisation, focusing on the “why” and “what” of our initiatives. It prioritises providing benefits to stakeholders and the public interest, taking full advantage of opportunities to deliver benefits early and iterate improvements to products and services. The strategy is informed by stakeholder engagement, ensuring that our products and services meet the needs of our customers and stakeholders.

This document, our [digitalisation action plan](#), details the steps and progress towards achieving our digitalisation strategy, focusing on the “how” and “when” of our initiatives. It ensures visibility about the nature and status of actions, performance measurement, and stakeholder feedback.



## This Digitalisation Action Plan

- Provides a view of the progress of delivering the initiatives within our digitalisation strategy.
- Is updated and published every 6 months detailing the progress made since the last update and the planned activities for the next 6 months.
- Describes the stakeholder engagement and feedback received over the past 6 months and how this has influenced our longer-term digitalisation strategy.
- Highlights the customer benefits that will be seen by the implementation of each of our digitalisation initiatives.
- Provides progress updates on our enhanced maturity with Ofgem’s Data Best Practice.





# 6 Month Highlights

## SPEN Power Cuts Website

January 2026 saw the launch of our new Power Cuts website, with our updated Power Cut Lookup tool. In the **6 months** post-launch we have been iteratively deploying enhancements to improve customer experience, including new map and list search functionality.

The SPEN Power Cut website is our highest-traffic area of the website, with predominantly mobile device users. With this in mind our developments have been mobile-first, using Salesforce native cloud hosting for fast and reliable access.

From customer feedback last year we have added the ability for users to share power cut incidents via any platform of their choosing, to stay updated during power cuts.

We continue to use analytics to provide business insights, and improve user experience by identifying visitor behaviour, preferences, and pain points to optimise site design and content.

Find out more: [powercuts.spenergynetworks.co.uk](https://powercuts.spenergynetworks.co.uk)



2.7 million  
views



85%  
mobile device  
users



223,000  
total users

## Data Catalogue

We have carried out over **750** new Data Quality checks on our datasets in our Data Catalogue tool, Informatica. This provides us with a quantitative measure of our data quality that we can monitor and use to establish improvements plans where required. A number of these checks were carried out for the datasets on our Open Data Portal and we publish the results, providing transparency for our stakeholders. You can access the data quality assessments on our [Portal](#).

750+

New Data  
Quality checks  
carried out on  
our datasets



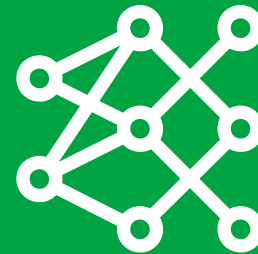
## Open Data Portal

In the last six months, we have had over **30,000** data downloads on our Portal and have seen our API calls approximately double to **2 million**.

This supports our improved API capability launched in the last 6 months. We have also had over **800** new registered users on our Portal, a **300%** increase from the previous **6 months**.

800

New Registered Users



30,000+

Data downloads on our portal.



## RHYTHM

The RHYTHM workflow tool provides a streamlined, end-to-end process for deploying network monitoring and automation assets. Through integration with core asset and network management systems, it automates data gathering, financial evaluation and compatibility validation, improving efficiency, consistency and accuracy. The platform was a key enabler of the ED2 smart network programme, supporting the deployment of thousands of devices, with the first use case now live for Network Controllable Points (NCPs).

527

Commission sites with NCPs  
so far in 2026

382

Planned sites to be commissioned  
in the next 6 months





# Stakeholder Engagement

At SP Energy Networks, stakeholder engagement is at the heart of our operations and strategic planning. Our approach is designed to foster meaningful interactions with our stakeholders, ensuring that their voices are heard, and their needs are met. This commitment to engagement is a cornerstone of our RIIO-ED2 projects, reflecting our dedication to delivering value and accountability.

### Customer focus

Our primary focus is on our customers. We believe that understanding and addressing their needs is crucial to our success.

Through regular consultations, surveys, and feedback mechanisms, we gather valuable insights that help us tailor our services and improve customer satisfaction. This customer centric approach ensures that we remain responsive and adaptive to the evolving demands of our stakeholders.

### Stakeholder engagement

To support our ED3 price control submission, we held a series of workshops with core business teams across all three distribution licences, capturing perspectives from directorate level to first-line

management. These sessions aligned internal stakeholder requirements with our digital vision and roadmaps, customer feedback, industry trends, and Ofgem’s ED3 guidance. Alongside our ongoing digital strategy, the outcomes established the foundations of our ED3 business plan and defined measurable objectives across our key business areas.

AccountAbility’s AA1000 Stakeholder Engagement Standard (2015) is founded on the principles of: Inclusivity, Materiality and Responsiveness. It is a generally applicable, open-source framework for assessing, designing, implementing and communicating an integrated approach to stakeholder engagement.

### Give us feedback

Your feedback, insight and views assist us in shaping our future plans. We would welcome your feedback on the steps we are taking to update and deliver our Digitalisation Strategy and Action Plan (DSAP). Your insight will be used to inform the development of our future plans.

[Give us Feedback >](#)

### Request more information

We would be delighted to discuss our Digitalisation Strategy and Action Plan including any projects, initiatives, timescales, and more with you, and look forward to receiving your queries. If you have any questions regarding any of our current or future projects, please complete our feedback form.

[Request More Information >](#)



# Supporting Vulnerable and Digitally Excluded Customers

Last year, as part of our communications review with Three Hands and their network of lived experts, we worked with a copywriter to make the website clearer, easier to navigate and more accessible. This included:

- Simplifying our language.
- Making contact details larger and more visible.
- Introducing FAQs to explain the difference between SPEN and energy suppliers.
- Adding more imagery.
- Launching the ReciteMe accessibility toolbar.

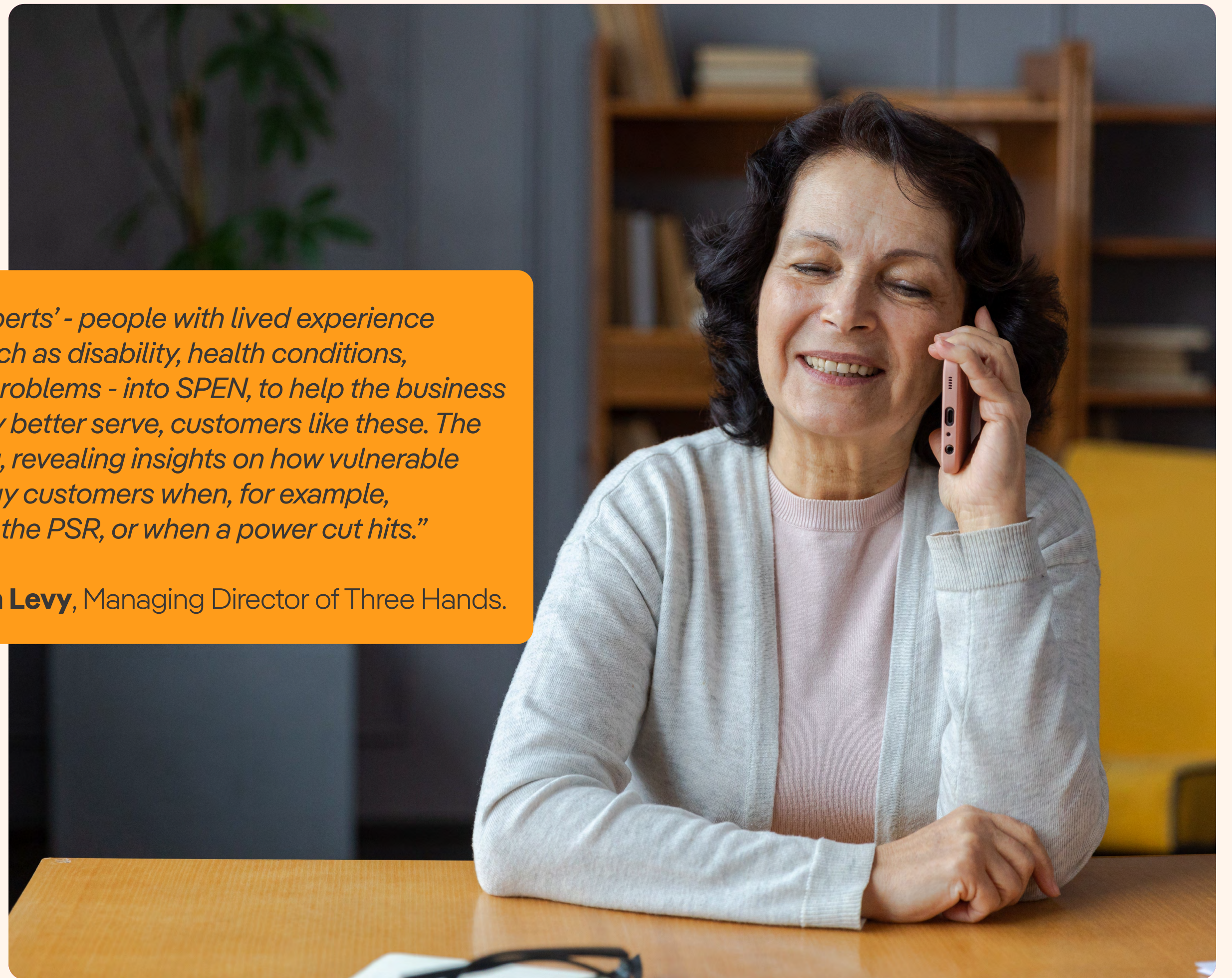
Each change was shaped by feedback from customers with direct experience of vulnerability, and together they created the foundation for a wider website redesign progressed throughout this year.

*“We bring the voices of ‘lived experts’ - people with lived experience of challenging circumstances such as disability, health conditions, neurodivergence, and financial problems - into SPEN, to help the business better understand, and ultimately better serve, customers like these. The sessions are always enlightening, revealing insights on how vulnerable circumstances play out for energy customers when, for example, understanding and signing up to the PSR, or when a power cut hits.”*

~ **Jan Levy**, Managing Director of Three Hands.

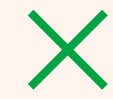
**THREEHANDS**  
**INSIGHT**

[Supporting Customers >](#)





# Supporting Vulnerable and Digitally Excluded Customers



Building on last year's communications review, we have continued to work with Three Hands to improve how customers use our website during storms and power cuts.

This year's redesign focused on the storm and power cut journey. We know that during an outage, customers may be worried and less able to take in detailed information. The website therefore needs to help them find clear, practical support quickly.

To test this, we ran Living Lab workshops with Three Hands and lived experts. These sessions walked through the customer journeys for planned and unplanned power cuts and explored how easy it was to find and understand key web pages. Feedback highlighted three priorities for the redesign: improving usability for customers using screen readers or voice commands, making contact routes more prominent, and making SPEN's role as a DNO clear to anyone visiting the site for the first time during an outage.

**Several improvements are now in place across the website, with further changes underway:**



#### The power cut map is more accessible:

Clearer icons, accessible colours, and high-contrast modes help customers identify key information more quickly, particularly when navigating the map under pressure.



#### Outages now also shown as a list:

The list view sits alongside the existing map, supported by voice commands, making the page easier to use on smaller screens.



#### Incident updates are written in plain language:

Customers can see at a glance whether a fault has been reported, an engineer is on the way, or power has been restored.



#### Power cut information can now be shared in one step:

Customers can pass live outage details directly to a carer, family member, or friend who may be acting on their behalf.



#### Long pages are easier to navigate:

Anchor links allow customers to move directly to the section they need rather than scrolling through content that may not be relevant to their situation.

In summary, the improvements made over the past two years demonstrate a clear and continued commitment to designing a more accessible, user-friendly experience for all customers - particularly those in vulnerable circumstances. By grounding changes in direct feedback from lived experts and focusing on real-world scenarios such as storms and power cuts, the website is becoming more intuitive, inclusive, and responsive to customer needs. While meaningful progress has been made, the ongoing work ensures that accessibility, clarity, and ease of use remain central as further enhancements are delivered.



# Empowering Stakeholders through Data Sharing



Our Improved Open Data Portal >

Improving Standardisation & Machine Readability >

Our stakeholder events and providing guidance >

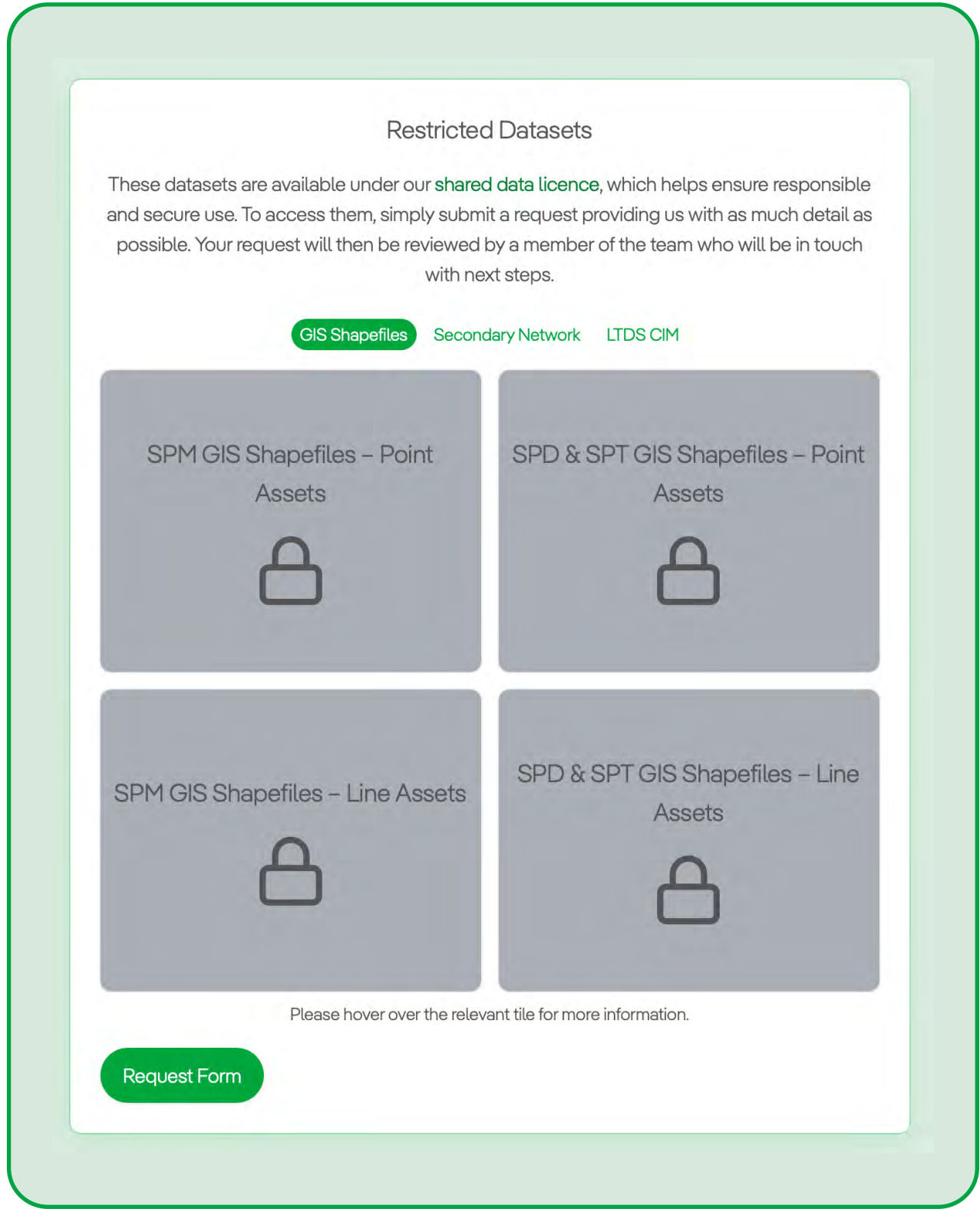
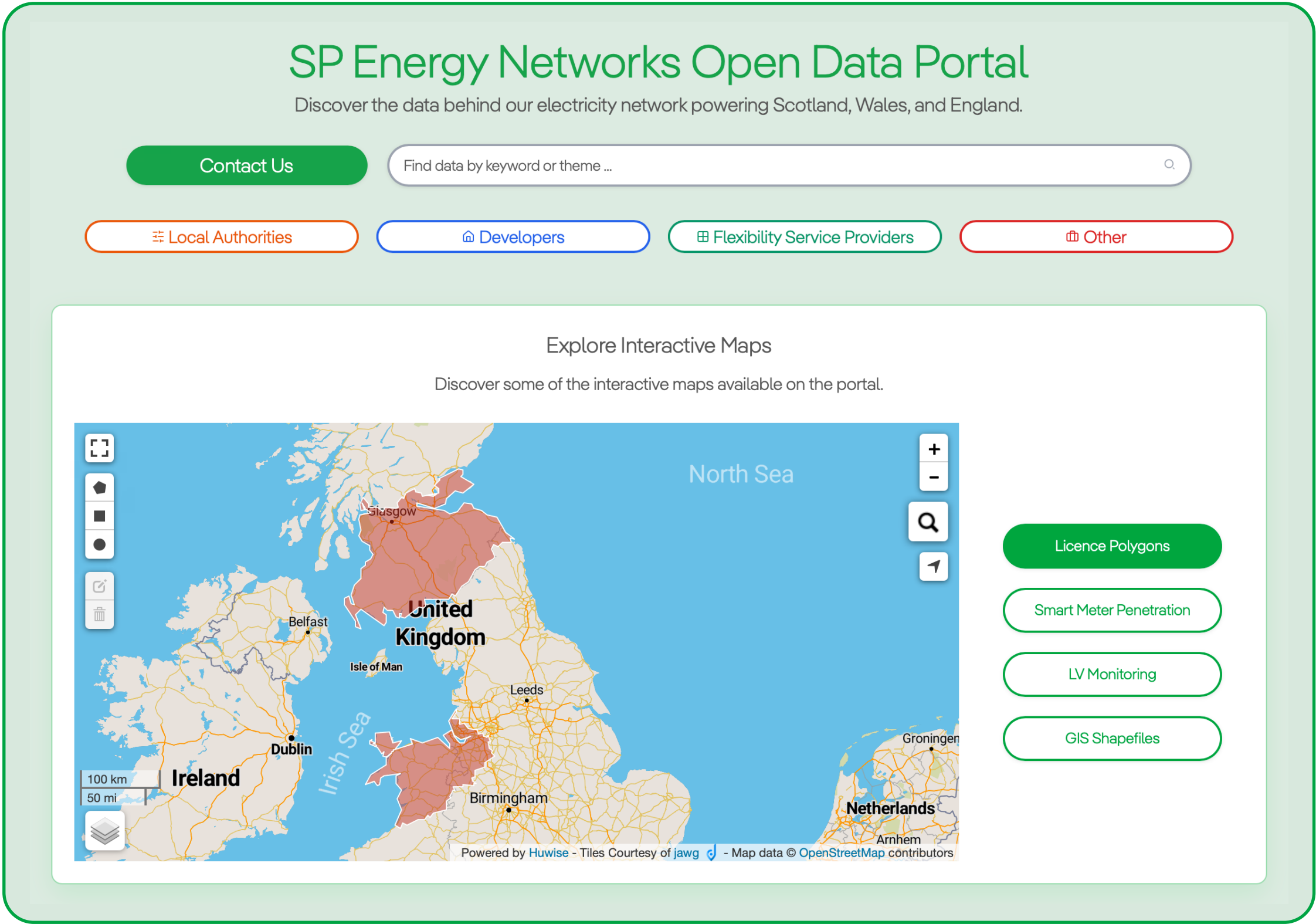
## Our Improved Open Data Portal

In December 2025, we launched our new our [Open Data Portal Homepage](#) – delivering what stakeholders asked for and more:

- Geographic map of our data – shows how our data aligns with the world around us and in what regions.
- Creation of User personas – helping people find what they need faster, and in a more bespoke manner.
- Asset themes – improved navigation to datasets, helping people find what they need.
- Highlighting Shared datasets – improved visibility of Shared Licence datasets, helping people understand our offerings.
- Highlighting Feature pages – additional navigation.

We also launched our new Market Place – an area of our portal which contains all datasets and visualisation in one place – with SPEN the only UK DNO to launch this.

Our new Market Place also Includes an enhanced API console, making the technical capability more intuitive, supported by guidance through our “How To” library.





# Empowering Stakeholders through Data Sharing



Our Improved Open Data Portal >

Improving Standardisation & Machine Readability >

Our stakeholder events and providing guidance >

## Improving Standardisation & Machine Readability

- We have made it easier to access APIs through the new marketplace – reducing barriers for stakeholders to use APIs to access data more quickly and easily.
- A [video guide](#) and more detailed guidance document have also been published to assist users new to APIs use them with commonly used tools.
- We updated our keywords & themes to help improve to improve discoverability.

SP Energy Networks

Full Data Catalogue Roadmap Feature pages Documentation Help

Catalog > Distribution Network Live Outages > API Console

**Distribution Network Live Outages**

Status: 200 OK

SELECT WHERE GROUP BY ORDER BY LIMIT OFFSET REFINE EXCLUDE LANGUAGE

Facet name Value

Facet name Value

en

Request URL

/api/explore/v2.1/catalog/datasets/distribution-network-live-outages/records/?lang=en&limit=10&offset=0

cURL Python Javascript

```
import requests
import os
api_key = os.environ.get("API_KEY")
headers = {
    "Authorization": f"Apikey {api_key}",
    "Content-Type": "application/json"
}
```

Send

```
{
  "total_count": 28,
  "results": [
    {
      "fault_id": "INCD-918693-f",
      "licence_area": "SP Manweb",
      "region": "CLWYD WEST",
      "status": "Awaiting",
      "planned": true,
      "planned_outage_start_date": "2026-03-26T09:00+00:00",
      "date_of_reported_fault": "2026-03-03T14:09:14+00:00",
      "etr": "2026-03-26T16:00+00:00",
      "voltage": "HV",
      "postcode_sector": [...]
    },
    {

```

Interactive query builder

Example responses

Example code  
(Python, JavaScript & cURL)

## Our API Guide

Energy Networks

Full Data Catalogue Roadmap Feature pages Documentation Help

Back office RJ Robert Jones

### Welcome to your Open Data Learning Hub

Welcome to your Open Data Learning Hub. Think of this as your toolkit for making data work harder for you — whether that's finding new datasets, testing quality, or navigating the Portal with ease. Each video is built around what matters most to you: reliable insights, simple access, and more opportunities to act with confidence.

API Guide

Discover the new API console feature on our refreshed Open Data Portal in just a few minutes. Our video walkthrough takes you through the steps to be able to confidently use APIs with our data for faster and easier access. Learn how to use APIs with both Excel and PowerBI. Watch and start exploring now!

→ 3-minute watch

Open Data - How do I connect data using API

PowerBI

Watch on YouTube

## Supporting Multiple File Formats

SP Energy Networks

Full Data Catalogue Roadmap Feature pages Documentation Help

Back office RJ Robert Jones

Catalog > SPD & SPT GIS Shapefiles - Line Assets > Exporter

**SPD & SPT GIS Shapefiles - Line Assets**

3,196,735 records

Flat file formats

- CSV Whole dataset
- JSON Whole dataset
- Excel Whole dataset

Geographic file formats

- GeoJSON Whole dataset
- Shapefile Whole dataset
- KML Whole dataset
- FlatGeobuf (FGB) Whole dataset
- GPX Whole dataset

Data analysis file formats

- Parquet Whole dataset



# Empowering Stakeholders through Data Sharing



Our Improved Open Data Portal >

Improving Standardisation & Machine Readability >

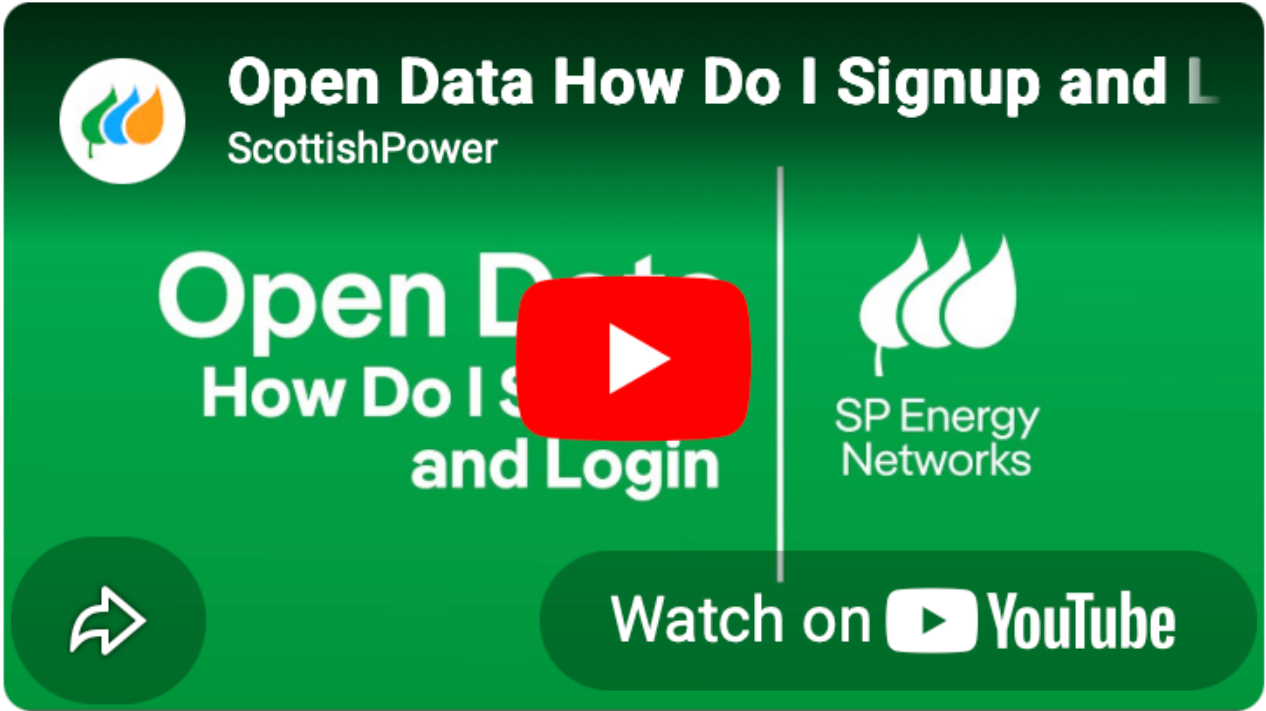
Our stakeholder events and providing guidance >

## Our stakeholder events and providing guidance

- We are continually improving our portal, taking updates to our stakeholders through Events, Webinars and Communications.
- We launched our Open Data Learning Hub, a video library of “how to guides” to help users understand our data, insights and updates.

### 1. How do I sign up and login?

In this guide, you will learn how to sign up and login to the Open Data Portal.

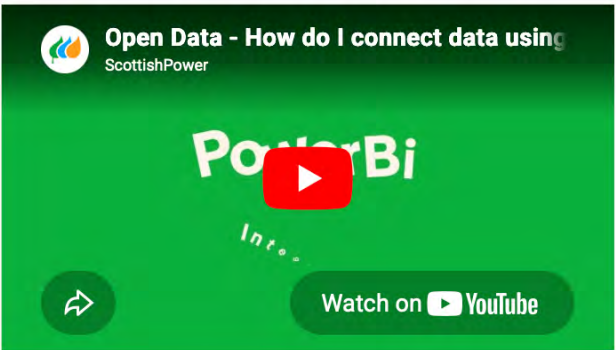


#### Key steps:

1. Choose your option: Click login if you already have an Opendatasoft account, or sign up if you're new.
2. Enter your details: Provide your login credentials or complete the sign up form.
3. Complete the process: Click login or create my account to finish — you're all set!

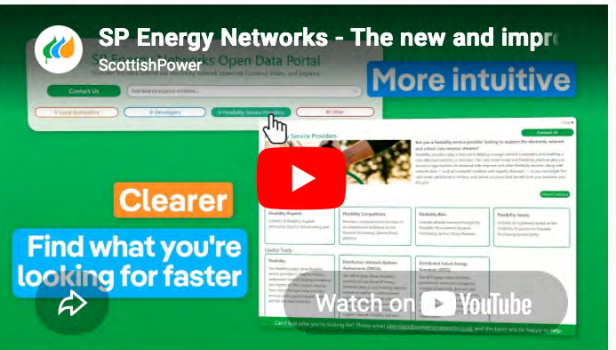
[Download Full Guide Here](#)

#### API Guide



Discover the new API console feature on our refreshed Open Data Portal in just a few minutes. Our video walkthrough takes you through the steps to be able to confidently use APIs with our data for faster and easier access. Learn how to use APIs with both Excel and PowerBI. Watch and start exploring now!  
→ 7-minute watch

#### New Homepage Now Live!



Discover the new Open Data Portal in just a few minutes. This video takes you through the new look of the homepage, highlights the new interactive map, and provides insights into the new Data Marketplace – all built around your feedback and to support your open data needs.  
→ 4-minute watch

#### Flexibility Data



Discover the importance of flexibility data and how it helps shape a smarter, cleaner, more adaptive electricity network. Learn how to access our flexibility feature page and explore the key tools that allow service providers to identify opportunities and make informed decisions.  
→ 4-minute watch

#### Our Approach to Data Quality



Discover how we measure data quality—and why it matters to your work. Understand what makes data trustworthy and how it supports smarter, more informed decisions.  
→ 3-minute watch



# Digitalisation Programme Updates

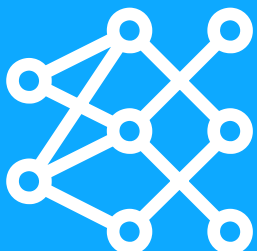
Our Digitalisation Strategy is supported by six key pillars that have been developed following customer and stakeholder engagement, to help us to measure and deliver success.

Over the following pages we detail each project’s alignment with its digital pillar, breaking down a description of the project and its goals, the progress made over the past six months, an overview of activities planned for the next six months and how we will measure its success.

## Our Digitalisation Strategy Facilitates the Delivery of our RIIO-ED2 Programme:



**Using Digital Technologies to Deliver Enhanced Customer Service.**



**Optimised Asset and Network Management.**



**Developing Options to Manage Peaks in Load.**



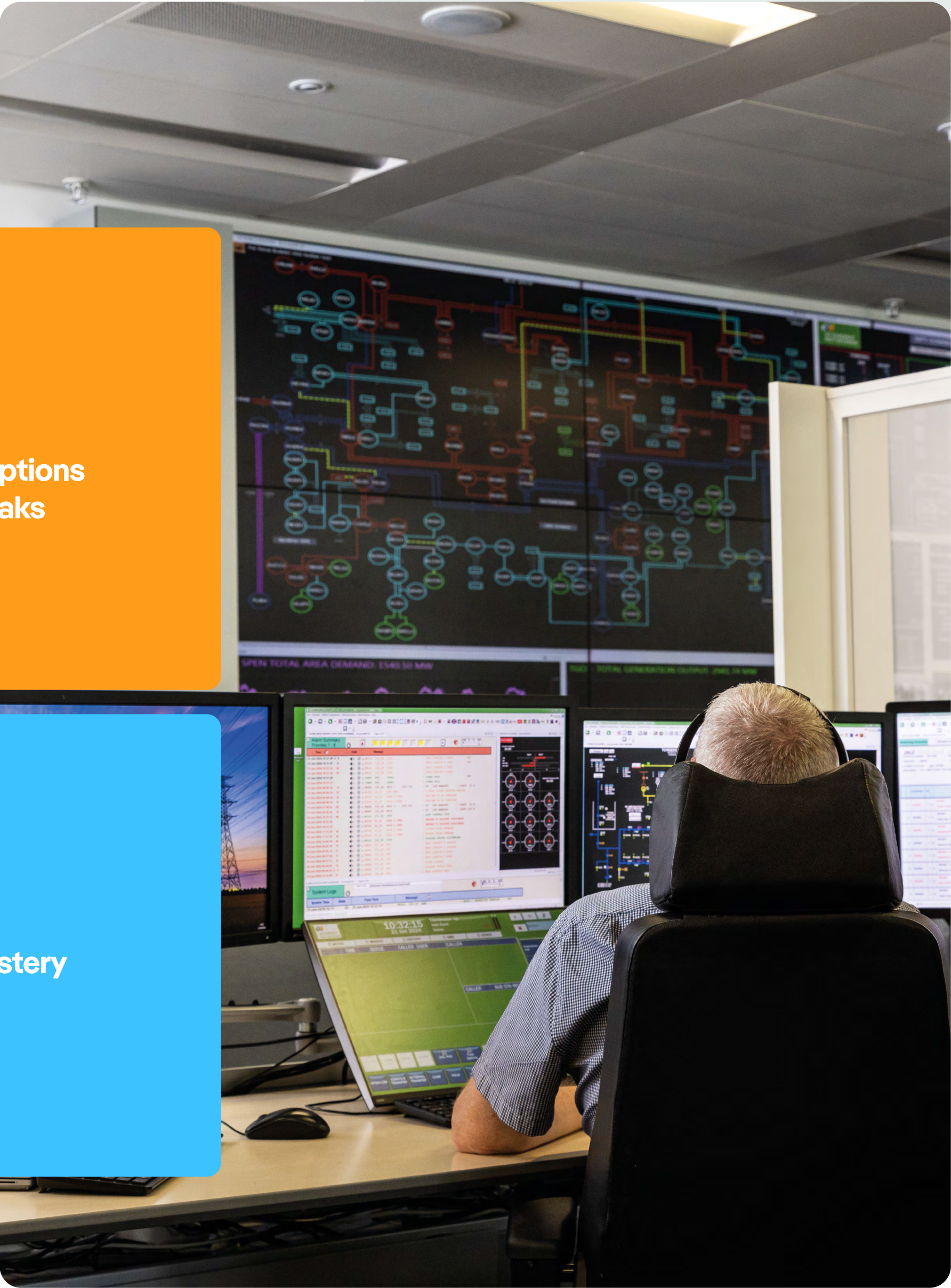
**Supporting the Development of New Business Models and Markets.**



**Investing in the Digital Skills of our People.**



**Improving Mastery of our Data.**





# Project Updates: Using Digital Technologies to Deliver Enhanced Customer Service

| Initiatives                 | Summary                                                                                                                                                                                                                                                                                                                     | Progress in the last six months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Activities planned for the next six months                                                                                                                                                                                                                                                                                                                           | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CRM Platform Implementation | Consolidation of multiple customer service solutions that are currently made up of a suite of disparate systems into one single system to manage all customer interactions and provide a 360 degree view of the customer. Replacement platform delivered in early 2023 with programme of subsequent continuous improvement. | <ul style="list-style-type: none"><li>Continued strategic product optimisation to improve business processes and customer experience.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"><li>Continued strategic product optimisation to improve business processes and customer experience.</li></ul>                                                                                                                                                                                                                      | <ul style="list-style-type: none"><li>A single view of all customer interaction across SPEN provides insight and quicker resolution.</li><li>Paths for live chats or telephony interactions.</li><li>Increased volume of customer enquiries resolved first time.</li><li>Reduced volume of enquiries that need more than one person to resolve.</li></ul>                                  |
| NAVI & NetView              | NAVI & NetView is the creation of a connected network model from our geographical information system (GIS) data to allow flexible analytics to be performed without impacting the daily use or structure of the primary GIS system.                                                                                         | <ul style="list-style-type: none"><li>Continue the NAVI re-platforming, which has been significantly more complex than expected. This will provide SPEN and our customer with additional processing capacity for the coming years.</li><li>The build of SPEN's new Customer Connections Self-Serve solution, which uses NAVI to power it's network modelling capability, is in progress and expected to deliver later in 2026.</li><li>Completed integrations of IOT data from substation sensor devices, enhancing SPEN's fault location prediction. This element is now complete.</li></ul> | <ul style="list-style-type: none"><li>Completion of the NAVI infrastructure build and migration of services to these new environments.</li><li>Completion of the NAVI functional changes for Customer Connections Self Service facilities.</li></ul>                                                                                                                 | <ul style="list-style-type: none"><li>Faster network analysis for quicker customer responses on new connection quotes.</li><li>More accurate and consistent data used for network data analysis.</li><li>Significant enhancements to network visibility of our LV connectivity model.</li><li>Faster fault finding and customer restorations, leading to reduced power outages.</li></ul>  |
| ESCOMS Replacement          | Estates, Consents and Management System, which is used to manage and report on land rights and consents. Replacement platform delivered in May 2024 with programme of subsequent continuous improvement.                                                                                                                    | <ul style="list-style-type: none"><li>Implementation of Tableau for Executive reporting.</li><li>Delivery of 20+ small enhancements</li><li>Deployment of the Salesforce Mobile app for field working.</li><li>Completed a delivery plan for full scope delivery of GIS and ESCOMS integration including all system touch points, impacted parties and stakeholder. Started procurement for the Salesforce Delivery Partner that will lead the full scope delivery.</li><li>Implementation of solution to manage risk assessments in ESCOMS</li></ul>                                         | <ul style="list-style-type: none"><li>Formalise Tableau into our wider reporting strategy, complete service introduction and deliver Tableau into business as usual operations with an agreed support model.</li><li>Deliver MVP solution for GIS and ESCOMS Integration.</li><li>On going enhancements in-line with continuous process improvement plans.</li></ul> | <ul style="list-style-type: none"><li>Improved ways of working, with significant levels of automation increasing efficiency and ability to prioritise jobs and manage teams and workflows with measured effectiveness.</li><li>Centralised, secure and fully supported solution that allows for GDPR transparency, improved data management and enhanced reporting capabilities.</li></ul> |



# Project Updates: Using Digital Technologies to Deliver Enhanced Customer Service

| Initiatives                  | Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Progress in the last six months                                                                                                                                                                                                                                                                                                                                                                                                                                         | Activities planned for the next six months                                                                                                                                                                                                                                                                                                        | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Graphical Design Tool</b> | <p>A new Graphical Design Tool to digitalise the manual process of creating network connection designs. The solution has been identified to improve time to quote and quality of designs by optimising the SAP PM build process and integrate with our GIS system to give better network visibility across multiple business areas.</p> <p>The project is delivering in 2 phases:</p> <p><b>Phase 1:</b><br/>Deployment of the core Graphical Design Tool with a GIS integration to staff in SPD / SPM Connections, Customer Service and across the Districts.</p> <p><b>Phase 2:</b><br/>Further integrations with SAP PM to build quotes within the Graphical Design Tool as designs are developed, and Salesforce for status updates, workflows and reporting.</p> | <ul style="list-style-type: none"><li>• Core platform capabilities and middleware integration are largely in place, enabling improved data flow and workflow automation.</li><li>• One remaining integration is in progress, requiring additional development to deliver the intended business efficiencies.</li><li>• Discovery is underway to identify the scale of the further development needed with our suppliers to define the next phase of delivery.</li></ul> | <ul style="list-style-type: none"><li>• Complete the remaining software changes to support full end-to-end integration and allow system/user acceptance testing to complete.</li><li>• Subject to successful testing, Phase 2 will be rolled out in a controlled manner, enabling improved design processes and operational efficiency.</li></ul> | <ul style="list-style-type: none"><li>• Time to quote process reduced for the creation of network designs.</li><li>• Enhanced visibility of the network through integration with GIS – removal of manual one dimension PDF, to integration of layered GIS assets.</li><li>• Improved consistency and overall accuracy of the designs with a standard output, improving health and safety, operational efficiency and customer service.</li><li>• Integration with SAP brining automated quote creation removing manual process, improving speed and accuracy for time to quote.</li><li>• Removal of manual steps replacing them with a single automated process.</li></ul> |



# Project Updates: Using Digital Technologies to Deliver Enhanced Customer Service

| Initiatives                              | Summary                                                                                                                                           | Progress in the last six months                                                                                                                                                                                                                                                                                  | Activities planned for the next six months                                                                                                                                                                                                                                                        | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Connections<br/>Online Self-Serve</b> | A self-serve facility for customers seeking new or upgraded connections and enhancements to the online customer experience / application process. | <ul style="list-style-type: none"><li>Self-service user journey design in progress for commercial organisations.</li><li>Integration with associated systems in progress, ensuring reliable and accurate quoting with up to the minute pricing data.</li><li>Customer engagement planning in progress.</li></ul> | <ul style="list-style-type: none"><li>Self-service function available for LVSSA connections for commercial organisations.</li><li>Enhancements delivered to self-service function based on priorities and feedback.</li><li>Roadmap produced for rolling out to other connection types.</li></ul> | <ul style="list-style-type: none"><li>Customer will be able to get a cost estimate for a connections job online without the need to contact SPEN to understand if this fits within their budget before formally applying.</li><li>Improved customer application experience with a simpler online application process.</li><li>Consistent connection cost provided to customers with up front clarity.</li><li>Tailored online experience depending on the customer type and type of connection being requested.</li></ul> |
| <b>Land Rights<br/>Digitisation</b>      | Scanning and digitisation of records relating to SAP and Land GIS, to deliver a digital and integrated solution to manage their workflow.         | <ul style="list-style-type: none"><li>Project delivered and benefits assessed.</li></ul>                                                                                                                                                                                                                         | <ul style="list-style-type: none"><li>N/A - Completed.</li></ul>                                                                                                                                                                                                                                  | <ul style="list-style-type: none"><li>Quicker turnaround for Land Rights information requests.</li><li>Creation of consolidated digital document database following Ofgem direction for Data as an Asset.</li></ul>                                                                                                                                                                                                                                                                                                       |



# Project Updates: Using Digital Technologies to Deliver Enhanced Customer Service

| Initiatives     | Summary                                                                       | Progress in the last six months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Activities planned for the next six months                                                                                                                                                                                                                                                                                                                                                                                                     | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Website Refresh | Modernisation of SPEN website covering structure, content, and accessibility. | <ul style="list-style-type: none"><li>• Successful launch of the new Power Cut Lookup tool, with ongoing iterative enhancements to improve customer experience.</li><li>• Finalisation of new website designs, aligned to user-centred and accessibility-led principles.</li><li>• Introduction of a new testing tool, enabling cross-browser/device testing and automated accessibility scanning.</li><li>• Completed build of new cloud infrastructure, providing a scalable, secure platform for web applications.</li><li>• Ongoing implementation of a modern Content Management System (CMS).</li><li>• Ongoing re-architecture to a microservices-based approach, improving flexibility, scalability, and future extensibility.</li></ul> | <ul style="list-style-type: none"><li>• Onboarding of new analytics tool to provide business insights, and improve user experience by identifying visitor behavior, preferences, and pain points to optimise site design and content.</li><li>• Content Mananagement design system and reusable templates established to support governance and consistency.</li><li>• Launch of new refreshed website and portal on cloud platform.</li></ul> | <ul style="list-style-type: none"><li>• Improved website functionality, efficiency, and accessibility.</li><li>• More mobile-friendly user experience.</li><li>• Faster and more reliable access – Cloud hosting means quicker load times and fewer outages.</li><li>• Easier to use – A modern design makes it simpler to find what you need, whether on desktop or mobile.</li><li>• A modern content management system keeps content fresh and relevant, making it easier for you to find up-to-date information quickly.</li><li>• Better accessibility – The new site works well for everyone, including users with accessibility needs.</li><li>• Continuous improvements – We’ll use analytics and feedback to improve the site and customer experience.</li></ul> |



# Project Updates: Optimised Asset and Network Management

| Initiatives                    | Summary                                                                                                                                                                                                                                                                                                        | Progress in the last six months                                                                                                                                                                                                                                                                                                  | Activities planned for the next six months                                                                                                                                                                                                                                                     | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>GIS Platform Upgrades</b>   | Our Geographic Information System (GIS) is an integral system for our asset master data and is used throughout our asset management systems. Investment in the migration of our GIS platform from the current software to a new platform using the Utility Network data model bringing enhanced functionality. | <ul style="list-style-type: none"><li>Completed interface redevelopment aligned to the UN data model.</li><li>Stabilised subnetworks to support go-live readiness (97% complete).</li><li>Finalised symbology standards.</li><li>Established a robust “change-only” update process, increasing confidence for go-live.</li></ul> | <ul style="list-style-type: none"><li>Complete performance testing and User Acceptance Testing (UAT).</li><li>Deliver end user training.</li><li>Complete migration and production cutover to the UN model by September.</li><li>Transition into Hypercare support phase.</li></ul>            | <ul style="list-style-type: none"><li>Migration to UN (Utility Network) data model will enable new capabilities for analysis and manipulation of information as well as for representation (3D and 4D).</li><li>Improved functionality out of the box in new platform allows for more configuration over customisation of tools – reducing future obsolescence and therefore expenditure.</li><li>Increased accuracy of the real world location of our assets within our corporate systems improves our ability to effectively manage them.</li></ul> |
| <b>Mobility and Scheduling</b> | Streamline processes related to field activities for planned and reactive work to improve Operational Efficiency, Customer Service and Safety and Environmental Performance.                                                                                                                                   | <ul style="list-style-type: none"><li>Investment and Connections work was launched within Salesforce Field Service with SAP, Geofield Mapping for field and back office staff.</li><li>95% of the field staff are now using SFS.</li><li>Circa 600 iPads rolled out.</li><li>Helicopter inspections launched.</li></ul>          | <ul style="list-style-type: none"><li>The last golden thread to be added to Salesforce Field Service is reactive work/ faults. This will go live before the end of the year and included the remaining 5% of staff to be onboarded to Salesforce.</li><li>Removal of legacy systems.</li></ul> | <ul style="list-style-type: none"><li>Improved Health &amp; Safety through better visibility of data and information in the field.</li><li>Improved Customer Service through quicker response times.</li><li>Improved operational efficiency through optimised scheduling and better visibility of resources and field work.</li></ul>                                                                                                                                                                                                                |



# Project Updates: Optimised Asset and Network Management

| Initiatives                | Summary                                                                                                                                          | Progress in the last six months                                                                                                                                                                                                                                                                                                                                                                                  | Activities planned for the next six months                                                                                                                                                                                                                                                                                                                                                       | Measures of Success / Customer Benefit                                                                                                                                                                                                                                        |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IOT Platform               | Build of an IOT (Internet of Things) platform to manage a wide array of sensor types to enhance our ability to manage the LV Network and assets. | <ul style="list-style-type: none"><li>A series of enhancements and automations have been introduced to report generation facilities, reducing manual effort by over 85%</li><li>Design work completed and development in progress to optimise the message delivery process. This will change from scheduled tasks to event driven, providing more timely and relevant data to our analytics platforms.</li></ul> | <ul style="list-style-type: none"><li>Introduce additional automation to reduce the manual effort associated with system testing and assurance.</li><li>Continued improvements to reporting and visibility of devices across the network.</li><li>Completion of the message optimisation solution, leading to improved response times for customers off supply due to a network fault.</li></ul> | <ul style="list-style-type: none"><li>Instant awareness of faults on the networks leading to quicker response and resolution times, in some instances predicting a fault before it occurs.</li></ul>                                                                          |
| Asset Risk Management Tool | New tool to allow SPEN to identify potential condition based issues across our asset range and make any required interventions.                  | <ul style="list-style-type: none"><li>Replacement of legacy SSIS interfaces underway to remove reliance on old CBRM interfaces &amp; ensure SAP S4HANA compliant.</li><li>Data validation of new Synapse interfaces in progress.</li></ul>                                                                                                                                                                       | <ul style="list-style-type: none"><li>Deployment of Synapse interface to replace SSIS interface.</li><li>Decomissioning of the old CBRM databases.</li></ul>                                                                                                                                                                                                                                     | <ul style="list-style-type: none"><li>Increased network reliability and reduced outages through proactive management of defects.</li><li>Long term reduction in customers off supply due to faults and increased network resilience against extreme weather events.</li></ul> |



# Project Updates: Developing Options to Manage Peaks in Load

| Initiatives                                        | Summary                                                                                                                                         | Progress in the last six months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Activities planned for the next six months                                                                                                                                                                                                                                                                                                                           | Measures of Success / Customer Benefit                                                                                                                                                                                                                     |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>LV Monitoring Rollout Programme</b>             | Installation of over 14,000 LV Monitors across substations to manage and visualise real-time network operating data.                            | <ul style="list-style-type: none"><li>• Optimising of the data flow process between devices in the substation and the core IOT platform in progress, slight delay due to prioritisation of other project work.</li><li>• Introduced improved health monitoring of devices and supporting business processes when site visits are required completed.</li><li>• Completed the rollout of a further 1,855 monitors within the SPM and SPD licence areas and focused on the modernisation of older devices creating faults.</li></ul> | <ul style="list-style-type: none"><li>• Continuing optimising the data flow between devices, IOT core and our end user applications.</li><li>• PoC on Link-box Monitoring.</li><li>• Capture and storage of photographs during installation of device to aid contractor management and align master asset systems</li><li>• Rollout of circa 1450 devices.</li></ul> | <ul style="list-style-type: none"><li>• Instant awareness of faults on the networks leading to quicker response and resolution times, in some instances predicting a fault before it occurs.</li><li>• Ability to view and manage peaks in Load.</li></ul> |
| <b>LV - Smart Meter Automated Fault Prediction</b> | Development of Artificial Intelligence tools to identify patterns in Smart Meters fault data to identify cables that have a neutral fault risk. | <ul style="list-style-type: none"><li>• We continued to use real world feedback from Field Engineers on the accuracy of fault predictions, and the user experience of the solution. Based on this, minor enhancements to algorithms and user experience continue to be delivered. This will be an ongoing process over the coming years to optimise the solution and minimise customer interruptions.</li></ul>                                                                                                                    | <ul style="list-style-type: none"><li>• Continued enhancements to algorithms and user experience based on real world feedback from Field Engineers.</li></ul>                                                                                                                                                                                                        | <ul style="list-style-type: none"><li>• Improved network resilience by intervening ahead of failure, resulting in reduction in customer interruptions.</li></ul>                                                                                           |



# Project Updates: Developing Options to Manage Peaks in Load

| Initiatives                               | Summary                                                                                                                                                                                                                                                | Progress in the last six months                                                                                                                                                                                                                                                                                                                                                                                                                              | Activities planned for the next six months                                                                                                                                                                                                                                                                                                                                                                                                  | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Smart Metering<br>Data and Analytics      | Delivery of a new cloud-based solution to manage network event and time series data for analytics activities. Visualisation of data to end users for analysis and decision making.                                                                     | <ul style="list-style-type: none"><li>Azure Synapse upgrade and migration project complete.</li><li>Refined the Network Anomalies model to further pinpoint network faults and issues proactively.</li><li>Developing a model using Smart Meter data for identifying illegal abstraction from the network.</li><li>Validation of the Linkbox model, which uses smart meter data to determine the state of the linkbox, with the key business SMEs.</li></ul> | <ul style="list-style-type: none"><li>Use outputs from Network Anomalies model and smart meter voltage alarms to raise incidents in Network Management System for possible neutral faults on the network.</li><li>Commence trial with Customer Service to utilise Phase data, derived from smart meter data, when analysing faults and customer impact.</li><li>Incorporate outputs of Linkbox model into Go Sniff notifications.</li></ul> | <ul style="list-style-type: none"><li>Facilitation of better reinforcement planning and forecasting to prevent asset failures resulting in power outages.</li><li>Optimised maintenance planning and historical data used to build predictive fault modelling.</li><li>Improved visibility to LV network allowing more informed decisions when designing customer connection requests to ensure optimum and most efficient design.</li></ul> |
| Engineering<br>Net Zero (ENZ)<br>Platform | Development of a near real-time analytical platform, enabling data-driven visibility, planning and operation of the network which relies on four integrated data sources (network monitoring, smart meters, enhanced forecasting and asset condition). | <ul style="list-style-type: none"><li>Phase 1 of project successfully completed and closed.</li><li>Requirements and scope finalised for phase 2 of the project.</li><li>First stage of the planning and investment approval process completed for phase 2 of the project.</li></ul>                                                                                                                                                                         | <ul style="list-style-type: none"><li>Phase 2 of project to commence.</li></ul>                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"><li>More informed network operations and optimised network investment planning to reduce target network reinforcement ahead of time and avoid capacity overloads.</li><li>Improved customer connections processes.</li><li>Flexibility tendering will be improved.</li></ul>                                                                                                                               |



# Project Updates: Supporting the Development of New Business Models and Markets

| Initiatives                                     | Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Progress in the last six months                                                                                                                                                                                                                                                                                                   | Activities planned for the next six months                                                                                                                                                                                                  | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Active Network Management Portal Implementation | A customer portal giving a view of our distributed control system that continually monitors the limits in a given area of the network and then allocates the maximum amount of capacity to customers in that area.                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"><li>Project on hold pending new technical solution design.</li></ul>                                                                                                                                                                                                                            | <ul style="list-style-type: none"><li>Project on hold pending new technical solution design.</li></ul>                                                                                                                                      | <ul style="list-style-type: none"><li>Customers able to Self-Serve ANM Data, creating data engagement with customer without requiring additional SPEN resources.</li><li>Improved Governance, increased data security and compliance with license obligations.</li></ul>                                                                                                                                           |
| Integrated Flexibility Management Platform      | <p>Move to a more automated approach to flexibility trading processes for SPEN ‘OneStop Shop’ for Flexibility Service Providers (FSPs) to:</p> <p>Register their business and managed assets, Contract Negotiations, Bid/Offer Acceptances, Flexibility Scheduling, Dispatch Instructions, Reconciliation &amp; Settlement.</p>                                                                                                                                        | <ul style="list-style-type: none"><li>Final Flexibility trade and settlement cycle completed in June 2026 using the Piclo platform.</li><li>Since April 2026, flexibility trades have been executed in the new Electron Platform.</li><li>APIs for Open Data Platform reporting now operational, allowing data sharing.</li></ul> | <ul style="list-style-type: none"><li>Review of Flex Market conditions for Demand Turn-Up/Turn Down/Day Ahead Markets being evaluated by the Flex team</li><li>The use of the Piclo platform will be discontinued from July 2026.</li></ul> | <ul style="list-style-type: none"><li>IFMP delivery successfully deployed by end of Mar26 before contract renewal required from existing solution.</li><li>3rd party Flex providers operating a one-stop shop for all Flex requirements.</li><li>SPEN can then move from a ‘Month-Ahead’ flex capability to either a Week or Day-Ahead trading requirement, dependent upon the needs of customer demand.</li></ul> |
| Contractor Sustainability Resouces Tool         | Solution to capture and automate information about waste generated in the supply chain and its eventual disposal, recycled and reused content of our materials and the carbon emissions associated with our operations. This includes the deployment of IT solutions to automate the capture of emission information across both our network activities and Scope 3 emissions (those produced indirectly across the wider supply/value chain), e.g., carbon emissions. | <ul style="list-style-type: none"><li>Project delivered and benefits assessed.</li></ul>                                                                                                                                                                                                                                          | <ul style="list-style-type: none"><li>N/A - Completed.</li></ul>                                                                                                                                                                            | <ul style="list-style-type: none"><li>Understand the fate of waste being produced and source of materials consumed to inform business decisions to increase reuse and recycling as per our Sustainable Business Strategy.</li><li>Inform infrastructure design decisions to minimise greenhouse gas emissions during development.</li></ul>                                                                        |
| Biodiversity and Natural Capital                | Development and pilot of methodologies and tools for delivering Biodiversity and Natural Capital assessment. Creation of a desk based baseline of Natural Capital across our network using GIS capabilities, in collaboration with stakeholders and other DNOs.                                                                                                                                                                                                        | <ul style="list-style-type: none"><li>Innovation project successfully launched and Phase 1 actions underway.</li><li>Cross business training for new tool completed.</li></ul>                                                                                                                                                    | <ul style="list-style-type: none"><li>Incorporate learnings from AECOM tool trial to support the development of a new Bio Data Hub.</li></ul>                                                                                               | <ul style="list-style-type: none"><li>Natural Capital tool and Optioneering tool successfully embedded in routing/siting decision making processes.</li><li>Minimisation of impacts on biodiversity from development of network.</li><li>Enhancement of natural capital across the network where possible.</li></ul>                                                                                               |





# Project Updates: Supporting the Development of New Business Models and Markets

| Initiatives       | Summary                                                                                                                                                                                                                                                                                                       | Progress in the last six months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Activities planned for the next six months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Measures of Success / Customer Benefit                                                                                                                                                                                                                            |
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| Open Data Portal  | Our Open Data Portal offers a single, user-friendly interface for exploring, filtering, viewing, downloading, and consuming our data. We continuously expand the available datasets and enhance the features of our Portal to facilitate sharing data that meets the needs of our customers and stakeholders. | <ul style="list-style-type: none"><li>Launched the new Open Data Portal homepage to support improved customer journey.</li><li>Migrated to the new Huwise Data Marketplace and updated all asset themes and keywords to allow greater asset visibility.</li><li>Publication of 9 new datasets on our Open Data Portal in line with our stakeholder needs covering asset data and operational data.</li><li>Provided an new enhanced API capability with supporting user guide and video.</li><li>Completed a series on stakeholder engagement sessions and 2025 survey to input to our 2026 Roadmap. This includes a highlights videos on the portal.</li><li>Published our first substation reference table to improve interoperability of our published datasets.</li><li>Continued to publish and refresh Data Quality Assessments for new and existing datasets on our Portal.</li><li>Uploaded our first Glossary to help with the user journey and usability of our datasets.</li></ul> | <ul style="list-style-type: none"><li>Improvements to Data Governance visibility via a new landing page, updated risk assessments and methodologies and revised metadata.</li><li>Continue to publish new datasets on our Portal with a focus on dashboards and tools to improve the usability of our data.</li><li>Host a webinar aimed at providing an introduction to our Open Data Portal and helping our stakeholders access the data they need.</li><li>Continue to standardise datasets where appropriate to improve interoperability.</li><li>Explore the use of new AI developments.</li></ul> | <ul style="list-style-type: none"><li>Stakeholder feedback through Open Data surveys and use of feedback forms</li><li>Trend analysis of user interactions with our Portal.</li><li>Incremental improvements in Data Quality across our available data.</li></ul> |
| Carbon Accounting | Creation of a carbon accounting process by developing the ability to report and monitor on the carbon impact of all of SPEN's activities and processes.                                                                                                                                                       | <ul style="list-style-type: none"><li>Project delivered and benefits assessed.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"><li>N/A - Completed.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"><li>Visibility of total carbon impact associated with projects.</li><li>Ability to improve decision making based on potential carbon impact prior to project approvals.</li></ul>                                               |



# Project Updates: Investing in the Digital Skills of Our People

| Initiatives                         | Summary                                                                                                                                                                                                                                                                                                                                                                   | Progress in the last six months                                                                                                                                                                                                                                                                                                                                             | Activities planned for the next six months                                                                                                                                                        | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>NetView Tool Training</b>        | The LV Training Tool NetView provides a near real-time digital connectivity model of the network, and is used to train the workforce in its functionalities and potential uses.                                                                                                                                                                                           | <ul style="list-style-type: none"><li>• All NetView training content has been reviewed, maintained and updated to reflect system functionality changes introduced during the period.</li><li>• Ownership of training content has been formally transitioned to Distribution license teams, ensuring ongoing accountability and sustainability for future updates.</li></ul> | <ul style="list-style-type: none"><li>• N/A - Completed.</li></ul>                                                                                                                                | <ul style="list-style-type: none"><li>• Increase user engagement and use of NetView tool.</li><li>• Reduction in fault identification and resolution.</li><li>• Reduction in queries received by LV Control Room.</li><li>• Training to includes specific modules, demos, practices, and quizzes.</li><li>• Increase understanding and management capabilities related to required changes in the business.</li><li>• Align training with our agile strategy.</li></ul>                                                            |
| <b>PROSCI Practitioner Training</b> | To raise awareness of why change is being introduced and to make sure the context is understood in terms of people, processes and systems, a number of our workforce have completed Prosci Practitioner training. This training aligns with our Agile strategy as we implement an Agile form of the Prosci ADKAR model to drive successful change at an individual level. | <ul style="list-style-type: none"><li>• All activities complete.</li></ul>                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"><li>• Continue to apply and govern the agreed PROSCI learning pathway, ensuring consistent adherence to selection criteria for Practitioner training.</li></ul> | <ul style="list-style-type: none"><li>• Increase understanding and management capabilities related to required changes in the business.</li><li>• Increased project success and return ROI.</li><li>• Improved adaptability across the organisation.</li><li>• Reduction in stress and anxiety for those involved in change leading to increased engagement.</li><li>• Align training with our agile strategy.</li><li>• Increase understanding and management capabilities related to required changes in the business.</li></ul> |



# Project Updates: Investing in the Digital Skills of Our People

| Initiatives         | Summary                                                                                                                                                                                                 | Progress in the last six months                                                                                                                                                                                                      | Activities planned for the next six months                                                                                                                                                                                                             | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| NAMS Training       | The Network Asset Management Systems (NAMS) are integral systems within SPEN and so is critical the workforce has the training, skills, and knowledge to use these systems effectively.                 | <ul style="list-style-type: none"><li>This activity has been placed on hold due to significant competing demand on the Work &amp; Asset Management Value Stream.</li></ul>                                                           | <ul style="list-style-type: none"><li>Functionality developments within SAP PM will be documented, and associated training materials will be reviewed and updated to ensure alignment with system enhancements and operational requirements.</li></ul> | <ul style="list-style-type: none"><li>Targeted role based training for all New Starts allowing for a reduction in training time.</li><li>Standardised approach to upskilling and refresher training.</li><li>Updated training for existing staff within SPEN that reflects all system and process changes.</li><li>Continuous training and process updates through BAU.</li></ul>                                                                                                                   |
| Agile Methodologies | Adopting Agile methodologies plays a key role in steering our Digital Skills strategy, we have continued to invest in the enhancement of our workforce's proficiency in Agile principles and practices. | <ul style="list-style-type: none"><li>A requirement for bespoke Agile training for the CoE has been identified as a priority enabler to support tailored upskilling.</li><li>A formal training request has been submitted.</li></ul> | <ul style="list-style-type: none"><li>Bespoke Agile training to be developed and delivered, enabling upskilling aligned to teams and role.</li></ul>                                                                                                   | <ul style="list-style-type: none"><li>Increased knowledge and capability to deliver projects in an agile manner with the minimal viable product developed and released as early as possible followed by continuous, iterative improvements.</li><li>Early realisation of project benefits for customers.</li><li>Improved product quality through continuous testing and feedback.</li><li>Greater flexibility for the customer to adjust and improve throughout the development process.</li></ul> |



# Project Updates: Investing in the Digital Skills of Our People

| Initiatives                                                     | Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Progress in the last six months                                                                                                                                                                                                                                                                                                                                                                                          | Activities planned for the next six months                                                                                                                                                                                                                                                                                                        | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Skills Matrix - Skills Mapping</b>                           | <p>A Skills Matrix is a visual tool used to identify, assess and track the skills and competencies of the workforce.</p> <p>It involves listing all relevant skills and competencies required for each role within the team and then assessing each employee's proficiency in those skills. This helps in identifying skill and knowledge gaps, curating training paths, priorities learning and provides clarity on the skills needed for each role.</p> | <ul style="list-style-type: none"><li>• Skills capture and training pathway activity for the Transformation Team has been completed. The skills alignment process was refined in response to colleague feedback, ensuring improved clarity and usability.</li><li>• Black Belt capability requirements have been updated to explicitly reflect future-focused skills aligned to emerging transformation needs.</li></ul> | <ul style="list-style-type: none"><li>• The skills capture and training pathway will be positioned as an on-demand service.</li><li>• Line managers will be supported to maintain regular development conversations, reinforcing the importance of skills growth and ensuring training remains aligned with evolving role expectations.</li></ul> | <ul style="list-style-type: none"><li>• Identifying the core skills required to drive skill growth and development on an individual and business level business.</li><li>• Monitor and visualise the skills development to ensure the chosen training incentives deliver ROI.</li><li>• Automates training needs assessments, identifying priority areas of skills development used to guide appropriate training solutions.</li><li>• Produce tailored training plans outlining training required to bridge skill gaps and foster continuous learning and development on our digitalisation journey.</li></ul> |
| <b>Mobility &amp; Scheduling Training- Salesforce Field App</b> | <p>Comprehensive training in use of Salesforce Field App to support the transition to the new platform. This allows the streamlining of processes related to field activities for planned and reactive work to improve operational efficiency, customer service and environmental performance.</p>                                                                                                                                                        | <ul style="list-style-type: none"><li>• Comprehensive training content was designed, developed and successfully delivered to support the transition of Investment and Connections processes into Salesforce Field Service.</li><li>• Over 900 employees trained in this period.</li><li>• Post-training support materials distributed and uploaded to central Learning Management System.</li></ul>                      | <ul style="list-style-type: none"><li>• Training and development activities will now focus on the Faults processes transitioning to Salesforce Field Service.</li></ul>                                                                                                                                                                           | <ul style="list-style-type: none"><li>• Improved Health &amp; Safety through better visibility of data and information in the field.</li><li>• Improved Customer Service through quicker response times.</li><li>• Improved operational efficiency through optimised scheduling and better visibility of resources and field work.</li><li>• Significant reduction in Applications required to complete operational activities.</li></ul>                                                                                                                                                                       |



# Project Updates: Improving Mastery of Our Data

| Initiatives              | Summary                                                                                                                                                                                                                                                                                                                                                                                                | Progress in the last six months                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Activities planned for the next six months                                                                                                                                                                                                                                                                                                                                                          | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| Data Governance Platform | The implementation of our Data Governance Platform, Informatica, will support us in the establishment of a data catalogue; a detailed inventory of all our data assets and their associated metadata. The tool also allows us to quantitatively measure the quality of our data, assign roles and responsibilities, establish a business glossary and show the lineage of our data assets from source. | <ul style="list-style-type: none"><li>Scanned and analysed metadata for asset-related tables within the SAP master asset register, covering over 700 tables and 11,000 columns. Implemented more than 150 data quality checks on key asset datasets to support targeted data cleansing and improvement activities.</li><li>Completed over 580 Data Quality Checks for our new datasets on our Open Data Portal and published the results for stakeholder transparency.</li></ul> | <ul style="list-style-type: none"><li>Enrich SAP metadata within Informatica by defining business terms, assigning data ownership, and applying data security classifications.</li><li>Complete scanning, profiling, and enrichment of remaining SAP data tables.</li><li>Continue to scan, catalogue, and govern asset data across systems in line with the Informatica deployment plan.</li></ul> | <ul style="list-style-type: none"><li>Establishment of data accountabilities in SPEN for all datasets in our data catalogue.</li><li>Ongoing expansion and development of SPEN data catalogue; delivering in line with our 2026 deployment plan.</li><li>Establishment of Data Quality framework; regular assessments of Data Quality and processes in place to monitor the score.</li><li>Enhancement of maturity against the 11 principles of Ofgem's Data Best Practice.</li><li>Increased visibility of the data that exists in our organisation.</li></ul> |
| Prosper Replacement      | Power Systems performance reporting system used to produce information on customer interruptions and equipment failures, and to report on customer statistics for customer service and equipment reliability.                                                                                                                                                                                          | <ul style="list-style-type: none"><li>Deeper analysis undertaken to establish if the reporting requirements could be delivered via alternative and existing SPEN solutions, thereby avoiding the investment required for Prosper Replacement.</li></ul>                                                                                                                                                                                                                          | <ul style="list-style-type: none"><li>Develop a plan for decommissioning.</li></ul>                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"><li>Increased security and data encryption for protection of data.</li><li>Improved audit capabilities.</li><li>Prosper and Transactional Data response time improvements, measured against expected time.</li></ul>                                                                                                                                                                                                                                                                                                          |



# Project Updates: Improving Mastery of Our Data

| Initiatives       | Summary                                                                                                                                                                                                                                                                                                                      | Progress in the last six months                                                                                                                                                                                                                                                                                                                                                                                                                  | Activities planned for the next six months                                                                                                                                                                                                                                                                                                                      | Measures of Success / Customer Benefit                                                                                                                                                                                                                                                      |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SMART Replacement | Smart Meter Systems analyse all network data, including smart meter and substation monitoring data for a better understanding of network operations and conditions.                                                                                                                                                          | <ul style="list-style-type: none"><li>Project delivered and benefits assessed.</li></ul>                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"><li>N/A - Completed.</li></ul>                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"><li>Increased security and data encryption for protection of data.</li><li>Increased data encryption.</li><li>Improved audit and reporting capabilities.</li><li>Transactional Data response time improvements, measured against expected time.</li></ul> |
| ENSAPMIG          | Case to utilise Azure Synapse Data platform to migrate ENSAPMIG, an obsolete oracle database used for operational & regulatory reporting.                                                                                                                                                                                    | <ul style="list-style-type: none"><li>Project delivered and benefits assessed.</li></ul>                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"><li>N/A - Completed.</li></ul>                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"><li>Increased security and data encryption for protection of data.</li><li>Increased data encryption.</li><li>Improved audit and reporting capabilities.</li><li>Transactional Data response time improvements, measured against expected time.</li></ul> |
| NEOP              | To provide outage data in a standard format to the new National Energy Outage Platform (NEOP).                                                                                                                                                                                                                               | <ul style="list-style-type: none"><li>Development of agreed schema with all other GB DNOs.</li><li>Expanded Open Data API end points to include new data feeds ready for publication.</li></ul>                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"><li>Work with industry to further expand data feeds with additional data.</li><li>Provide multi-layered access to the expanded data feed via various licencing conditions.</li></ul>                                                                                                                                          | <ul style="list-style-type: none"><li>Improved enterprise onboarding.</li><li>Availability of additional geospatial shape data through new API endpoints.</li></ul>                                                                                                                         |
| Data Hubs         | Improve the structure, discoverability, access & security, and support of data domains through the creation of Data Hubs. Initial use-cases in scope are DSO and Connections data. The project will seek to make these data domains available through our central data lake and have this full governed through Informatica. | <p>Developments in the period include:</p> <ul style="list-style-type: none"><li>The integration of our flexibility data from the new Electron Flexibility Platform, and aligning it with our data held for the legacy system (Piclo).</li><li>Delivering tables to support the development of our Long Term Development Statement.</li><li>Integrating our Open Data Portal analytics to monitor engagement and value from Open Data.</li></ul> | <ul style="list-style-type: none"><li>Deliver data solutions to support Connections teams, driving efficiency and improved customer service.</li><li>Develop and deploy maintenance data tables to optimise inspection and scheduling processes.</li><li>Implement automation for the preparation and publishing of datasets to the Open Data Portal.</li></ul> | <ul style="list-style-type: none"><li>User requirements delivered with data tables available through the Data Hubs.</li><li>Improved data quality metrics.</li></ul>                                                                                                                        |



# Data Best Practice

At the start of ED2, Ofgem introduced Data Best Practice (DBP) guidance, a suite of 11 principles designed to ensure data is treated as an asset and used effectively for the benefit of consumers, stakeholders, and the public interest.

Compliance with DBP is at the heart of our data strategy and is stewarded by our Network Data and Intelligence function. The table below summarises how we currently comply with all 11 principles of the guidance and our future plans to enhance our maturity.

|   | DBP Principle                                                                              | How we Comply and our Future Enhancement Plans                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Identify the roles of stakeholders of Data Assets.                                         | Our Data Governance Platform, Informatica, maintains records of the Data Owner and Data Steward for each Data Asset. Responsibilities are assigned to Data Assets as part of the ongoing deployment of Informatica. The roles and responsibilities associated with Data Governance across the organisation are described within our Data Governance Policy                                                                                                                                                                                                                                                                                                              |
| 2 | Use common terms within Data Assets, Metadata and supporting information.                  | We are building a business glossary through the deployment of Informatica, to promote the use of standardised terminology across the organisation. This will develop throughout the year as we deliver our 2026 Informatica deployment plan. We are fully engaged in the relevant industry working groups and will continue to collaborate on aligning our business terms and glossary. Additionally, we have introduced a glossary on our Open Data Portal to provide stakeholders with clearer guidance on key data-related terms and enhance their understanding of our datasets. We will continue to add to the glossary over time to further support transparency. |
| 3 | Describe data accurately using industry standard Metadata.                                 | Our Open Data Portal and Informatica are fully aligned with the Dublin Core metadata standard. A Metadata Management Policy has been established to define the organisation's core principles, standards, and expectations for metadata, which will be embedded through the ongoing deployment of Informatica. We have also played an active role in the Metadata Management working group, contributing to the development of industry standards and supporting a shared understanding of key metadata terms across the energy networks.                                                                                                                               |
| 4 | Enable potential Data Users to understand Data Assets by providing supporting information. | We continue to publish detailed dataset descriptions and associated risk assessments for all datasets available our Open Data Portal. We have increased the number of data quality assessments published, further enhancing transparency for users. Our “How-to-Guides” section has been expanded, including the addition of a new API user guide to support easier access to our data. We have also introduced a glossary to give users more guidance on terminology used across the portal and will continue to add to this over the coming months                                                                                                                    |

|    | DBP Principle                                                                                                       | How we Comply and our Future Enhancement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5  | Make Data Assets discoverable for potential Data Users.                                                             | We are continuing to expand our data catalogue through Informatica, with an initial focus on core systems across the organisation. This has already enhanced data discoverability, with the catalogue now comprising over 3,300 data tables. Further expansion is planned over the next six months in line with our 2026 Informatica deployment plan. In addition, we have updated our Open Data Portal homepage to improve navigation and usability. We have updated our data themes and streamlined dataset keywords, making it easier for users to identify and access the data most relevant to their needs.                                                                                                                                                                                         |
| 6  | Learn and deliver to the needs of current and prospective Data Users.                                               | We have completed our 2025 stakeholder survey and conducted follow-up engagement sessions. All feedback has been collated and used to curate our 2026 Open Data Roadmap .A summry of the survey results and initial roadmap has been included in a new video published on our portal. We have decided to take a new approach with a flexible roadmap to allow further updated stakeholder input throughout the year. Following the revamp of our homepage, we have seen over 300% increase in Open Data Requests and have completed 270 requests in the last 6 months, answering our stakeholders questions and helping them find the data they need.                                                                                                                                                    |
| 7  | Ensure data quality maintenance and improvement is prioritised by Data User needs.                                  | We quantitatively assess and monitor the quality of our data assets using Informatica. Over the past six months, we have implemented more than 580 data quality checks across datasets published on our Open Data Portal. This has enabled us to publish a further 12 data quality assessments, bringing the total available to 27. These assessments are regularly reviewed to ensure they remain accurate, relevant, and up to date. Alongside this, as we continue to deploy Informatica across the organisation, we are extending data quality monitoring to our most critical data assets, as identified by stakeholders. The results of these assessments are used to inform targeted improvement plans where required.                                                                            |
| 8  | Ensure Data Assets are interoperable with Data Assets from other data and digital services.                         | Through the delivery of our Data Hubs, we are making progressing in applying robust data modelling methodologies (Kimball), this methodology is ensuring our data is structed across systems and puts in a ready state for use internally and externally.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9  | Protect Data Assets and systems in accordance with Security, Privacy and Resilience best practice.                  | We led the development of an industry standard shared data licence, supporting a consistent approach to controlled data sharing across the energy networks. We are now fully aligned with the standard shared licence, with all users successfully migrated to the updated shared licence terms. Before publishing any dataset on our Open Data Portal, we carry out a detailed data triage risk assessment in collaboration with Data Owners, Cyber Security, and Data Protection teams. These assessments are reviewed every six months to ensure they remain current and reflect the evolving data landscape. We are also benchmarking our approach against the Data Triage and Metadata Management Playbook to ensure ongoing alignment with industry best practice.                                 |
| 10 | Store, archive and provide access to Data Assets in ways that ensures sustained benefits.                           | Our Data Lifecycle Policy provides guidance on best practices for the storage, archiving, and deletion of data through its lifecycle and is being implemented as part of the ongoing deployment of Informatica.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 11 | Treat all Data Assets, their associated Metadata and Software Scripts used to process Data Assets as Presumed Open. | We publish data through our Open Data Portal under open and shared data licences, maximising value for stakeholders while protecting sensitive information. Following a homepage redesign and marketplace upgrade at the end of 2025, users can more easily identify datasets available under our shared licence. This contributed to a 300% increase in access requests at the start of 2026.<br>Throughout 2026, we will further improve transparency by updating our Risk Assessments, Dataset Methodologies and Data Quality Assessments. Our 2026 Data Roadmap, developed in response to stakeholder feedback, outlines the datasets, feature pages and enhancements planned for delivery during the year. The roadmap is publicly available on our Open Data Portal and will be updated quarterly. |



# Preparing for RIIO-ED3

In parallel to delivering our ED2 Digitalisation Strategy, work is well underway to define its evolution into RIIO-ED3. We are developing our strategy around our understanding of stakeholder needs and priorities as well as the 5 data & digitalisation priorities laid out by Ofgem in their Sector Specific Methodology Decision:

- 1. Strategic Outcomes and Internal Capability
- 2. Data Sharing Infrastructure Participation
- 3. Interoperability and Coordination
- 4. Ethical and Proportionate Use of Artificial Intelligence
- 5. Asset Visibility and Dynamic Asset Data

Our business is defining a number of Strategic Outcomes, and digitalisation will be a key enabler in delivering them. Our strategy will also be shaped by the recently published Energy Digitalisation Framework and will play a critical role in supporting delivery of the Energy Digitalisation Plan.

The data & digital foundations being set by the work described in this Digital Action Plan update will provide a solid foundation for the advancement of use of technology to meet the energy sector objectives and targets within the RIIO-ED3 period.



## Stakeholder Engagement

Our ED3 stakeholder engagement programme has provided valuable insight into the issues that customers and stakeholders consider most important to a successful ED3 business plan. The list below summarises the key themes identified to date in relation to data and digitalisation.

**Strong demand for open, granular, and real time network data** to support planning, connections and local investment; stakeholders report current data is often incomplete, outdated or difficult to use, limiting confidence and delaying decisions.

**Digital exclusion is a major risk:** stakeholders repeatedly warn that digital first approaches could disadvantage vulnerable, rural, and digitally disengaged customers unless non digital routes and inclusive design are built in from the outset.

**Automation, AI and real time monitoring are expected to materially improve outcomes,** including faster fault detection, improved outage response, smarter planning and lower system costs; strong support for scaling HV/LV monitoring and predictive analytics beyond pilots.

**Cyber security and data governance are critical trust issues:** stakeholders expect cyber resilience to be embedded across IT, OT and supply chains, with clear guardrails on data ownership, AI use and risk management as digitalisation increases.

**Trust in how data is used and protected is fragile,** particularly among digitally disengaged customers; stakeholders call for transparent explanations of protections, “safe AI” principles and how openness is balanced with security.

**Standardisation and interoperability across DNOs are strongly requested,** with fragmented platforms, inconsistent terminology and differing tools seen as barriers to whole system planning, flexibility markets and innovation at scale.

**Digital tools and self service are welcomed only where they deliver clear customer benefit,** such as faster connections, lower bills and improved reliability; stakeholders are sceptical of digitalisation that remains abstract or technical.

**Community and third sector organisations are viewed as trusted digital intermediaries,** particularly for outreach, education and engagement on data, flexibility and digital services, helping bridge gaps in trust and capability.

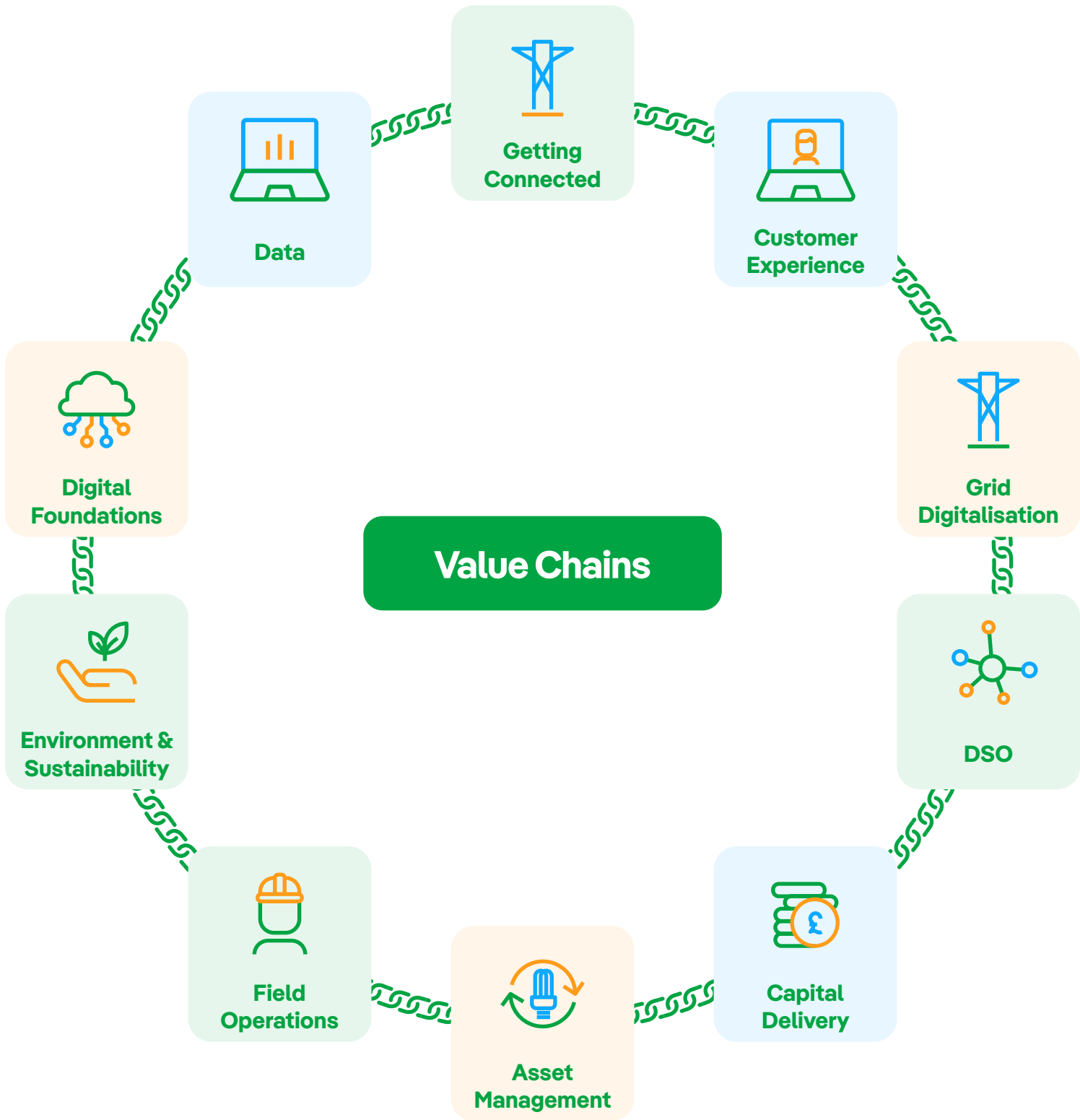




# Preparing for RIIO-ED3 (cont.)

## Value Chains

To identify the data and digital investments required for ED3, we have adopted a value chain perspective. A value chain is a sequence of connected capabilities that together deliver business and customer outcomes. Applying this lens helps us identify where SPEN needs to make transformative changes across key business capabilities, and what these changes require in terms of the supporting digital and technology capabilities.



|                              |                                                                                                                                                                                                                                     |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Getting Connected            | Deliver a more transparent, customer centric and data driven process enabling a faster, fairer and more reliable connections journey for all our customers.                                                                         |
| Customer Experience          | Leverage modern digital technologies to empower our people and enable proactive, trusted and accessible customer service for all our customers                                                                                      |
| Grid Digitalisation          | Enhancing grid visibility, control and network analytics for a more stable, reliable, and decarbonised network                                                                                                                      |
| DSO                          | Become a digitally enabled DSO, ensuring network capacity stays ahead of need, facilitating proactive network planning, deploying flexibility services and improving operational efficiency through voltage and losses optimisation |
| Capital Delivery             | Establish digital capabilities to provide end-to-end visibility of delivery activity, improve the accuracy and availability of data, and enable efficient planning and coordination of project delivery                             |
| Asset Management             | Improve investment and maintenance profiling by enhancing our capabilities in forecasting asset health and network risk enabled by establishing a single, integrated asset repository                                               |
| Field Operations             | Enhance our digital capabilities in our field work operations to create a safer and more efficient work force                                                                                                                       |
| Data                         | Deliver a more resilient, digital ready organisation to ensure that future network, customer and regulatory decisions are built on timely, trusted and interoperable data.                                                          |
| Environment & Sustainability | Embed environmental & sustainability data within investment and maintenance activities by centralising data repositories in a single source that improves data quality, accessibility, regulatory assurance and reporting.          |
| Digital Foundations          | Build a resilient, data driven and future proof digital foundation that unlocks smarter, safer and more efficient network operations                                                                                                |

Through our business and stakeholder engagement, we have identified a number of core themes and enabling capabilities, as illustrated in the diagram below. We will continue to refine and embed these themes within our Digitalisation Strategy as it develops towards business plan submission at the end of 2026.

Core overarching themes that we that we will drive towards:

Single, integrated view of work and assets

End-to-end visibility that strengthens planning, streamline execution and improves assurance

Planning optimisation and risk dependency

Forward planning that manages risks and interdependencies across the network to support confident delivery at scale

Digital enablement

Modern, digital tools that transform customer interactions and field operations with realtime insight

Enablers that strengthen delivery:

AI enablement and advanced analytics

Smarter, automated decision-making through applied AI and advanced analytics

Integration as a backbone capability

Interoperable platforms that enable seamless data flow and enterprise-wide visibility

Data foundations, governance and interoperability

Strong data governance, quality and ownership to build trusted, actionable enterprise data

## SP ENW Integration

We are developing a single, strategically aligned approach across SPEN and SP ENW, with a focus on how our technology landscapes can progressively converge to deliver better services and outcomes for customers while also creating greater operational efficiency. This alignment will be reflected in our RIIO-ED3 submission through a single Digitalisation Strategy covering both networks. From the start of ED3, we also intend to publish a single Digitalisation Strategy and Action Plan updates to provide a clear, consistent view of our shared direction, priorities and progress.



