Digitalisation Action Plan SP Distribution

December 2025

SP Energy Networks

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Our Digitalisation Strategy & Action Plan

To support the successful delivery of SP Energy Networks RIIO-ED2 business plan goals and commitments, 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 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.

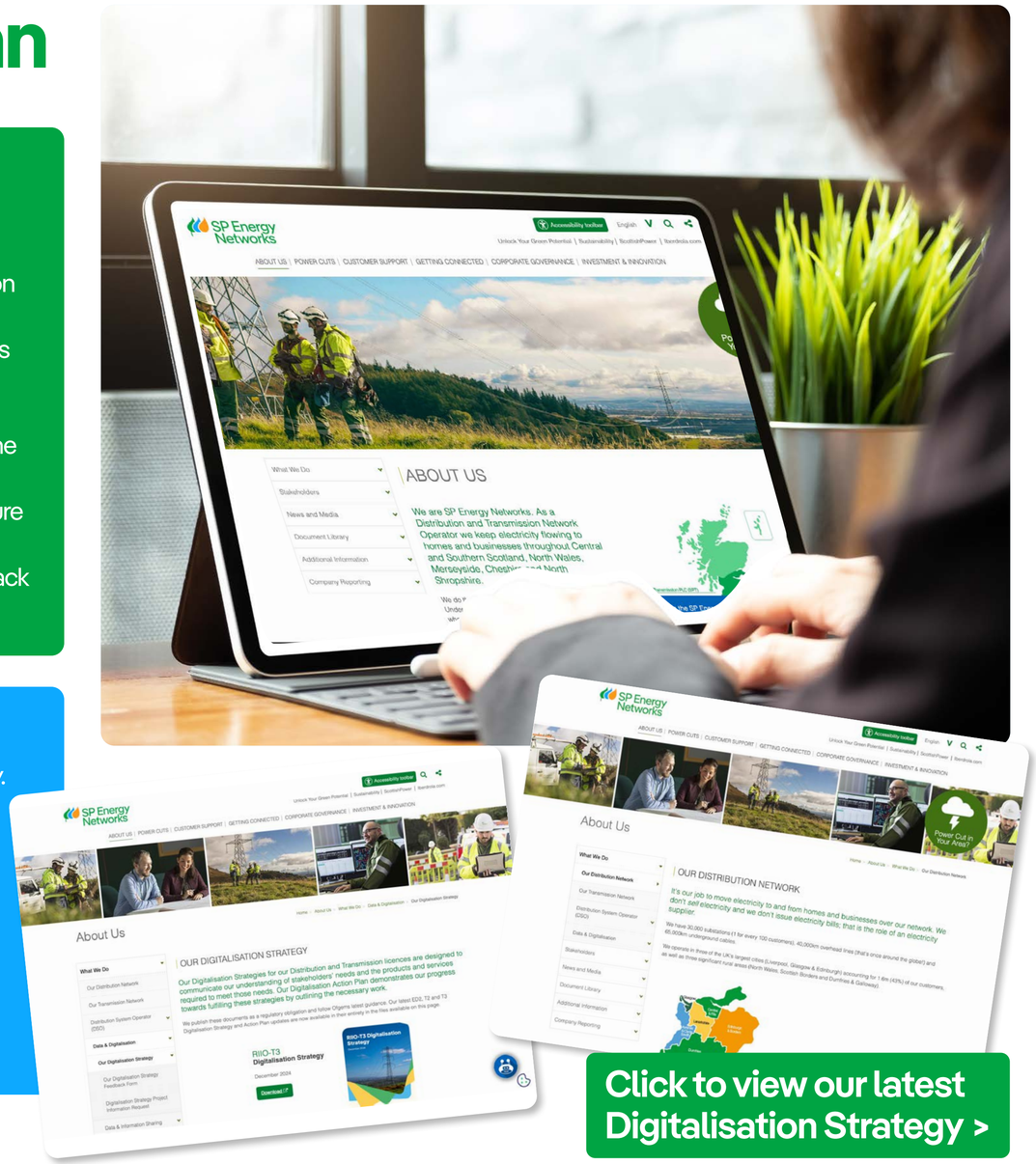
This document, our **digitalisation action plan**, details the steps and progress towards achieving our digitalisation strategy, focusing on the "how" and "when" of our initiatives. It ensures visibility about the nature and status of actions, performance measurement, and stakeholder feedback.

Our Digitalisation Strategy

- Provides a view of our long-term strategic vision for digitalisation aligned to a delivery roadmap over the RIIO-ED2 period.
- Details the change drivers behind the digitalisation initiatives that make up our digitalisation strategy which are grouped into our six digital pillars.
- Lists the key deliverables that will be completed during the RIIO-ED2 period and the status of each of them at the time of publishing.
- Describes the stakeholder engagement methodology carried out when defining our digitalisation strategy and highlights the positive impact on stakeholder groups through the use of personas.
- Has compliance with Ofgem's Data Best Practice at its core, as well as describing our future plans to enhance our maturity.
- Is continually updated as we develop and evolve our strategy through stakeholder feedback and published every 2 years

Our 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 levels of compliance with Ofgem's Data Best Practice.



Click to view our latest Digitalisation Strategy >

6 Month Highlights

Mobility & Scheduling

In the last 6 months the Mobility & Scheduling project have closed out the remaining elements of the Inspections and Maintenance work stream, with Link box and Pillar and Overhead Line inspections along with Overhead Line Maintenance now being scheduled and completed in Salesforce Field Service.

To support these work streams, the new Geofield Cloud mapping solution has also been developed with the functionality required to allow the staff completing this work to move completely from a Windows based toughpad to an iOS device. In addition, significant number of our data capture forms have now been migrated to Salesforce Field Service. These developments have brough significant efficiency in both work scheduling and completion.

27
Data Capture forms Live in Salesforce

102,197
Start Risk Assessment

3,509
Hazard Reporting Forms Raised

60,444
LV Cut Out Inspections

SPEN Website

Over the past six months, we've partnered with customers and stakeholders in our current ongoing process of redesigning our customer-facing website, making it more accessible and intuitive. Over **300** pages and user journeys have been reimagined.

We also introduced a design system for our digital products, delivering key benefits:

Consistency
A unified look and feel across web pages and applications.

Collaboration
Shared standards for designers and developers.

Efficiency
Faster design and development.

Accessibility
Inclusive design practices

Scalability
Easier growth and maintenance of large applications.

Quality
Fewer UI bugs and improved user experience.

Open Data Portal

Our Open Data team have successfully concluded over **70** requests for access to SPEN data. This has included requests for information on the location of our Distribution network assets and planned network activity.

In the last six months, we have seen an increase in engagement with our datasets, with over **40,000** data downloads on our Portal. This is an increase of 20% from the number of downloads in the previous 6 months. We have also had 270 new registered users on our Portal, and over 1 million API calls.

270
New Registered Users

40,000+
Data downloads

QFlow Project

Qflow, as the tool to capture sustainability information on materials, waste, utilities and carbon data, has been fully implemented across existing business activity with **177** projects and frameworks now live. Third party contractors utilise the tool in daily operations to directly scan waste transfer notes - with nearly **50k** tickets being digitised.

This figure represents an estimated **102** days of manual effort in data capture, in addition to streamlining the OFGEM & Iberdrola sustainability reporting process.

177
projects and frameworks now live

nearly 50k
tickets being digitised

Removal of
102
days of manual effort in data capture

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

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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 plans, 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.

Accountability Accreditation

To ensure our stakeholder engagement continues to be fit for purpose, we enlist external accreditors AccountAbility to provide an independent annual audit of our strategy, governance and processes.

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 & Digitally Excluded Customers >

Empowering Stakeholders through Data Sharing >

Supporting Vulnerable and Digitally Excluded Customers

Ensuring our online products and services are accessible to all our customers and stakeholders is a core objective to SPEN. This ensures fair access to services for all, regardless of digital literacy or socioeconomic status and helps bridge any digital divides and reduce systemic inequalities. It is important all customers feel seen, heard, and supported.

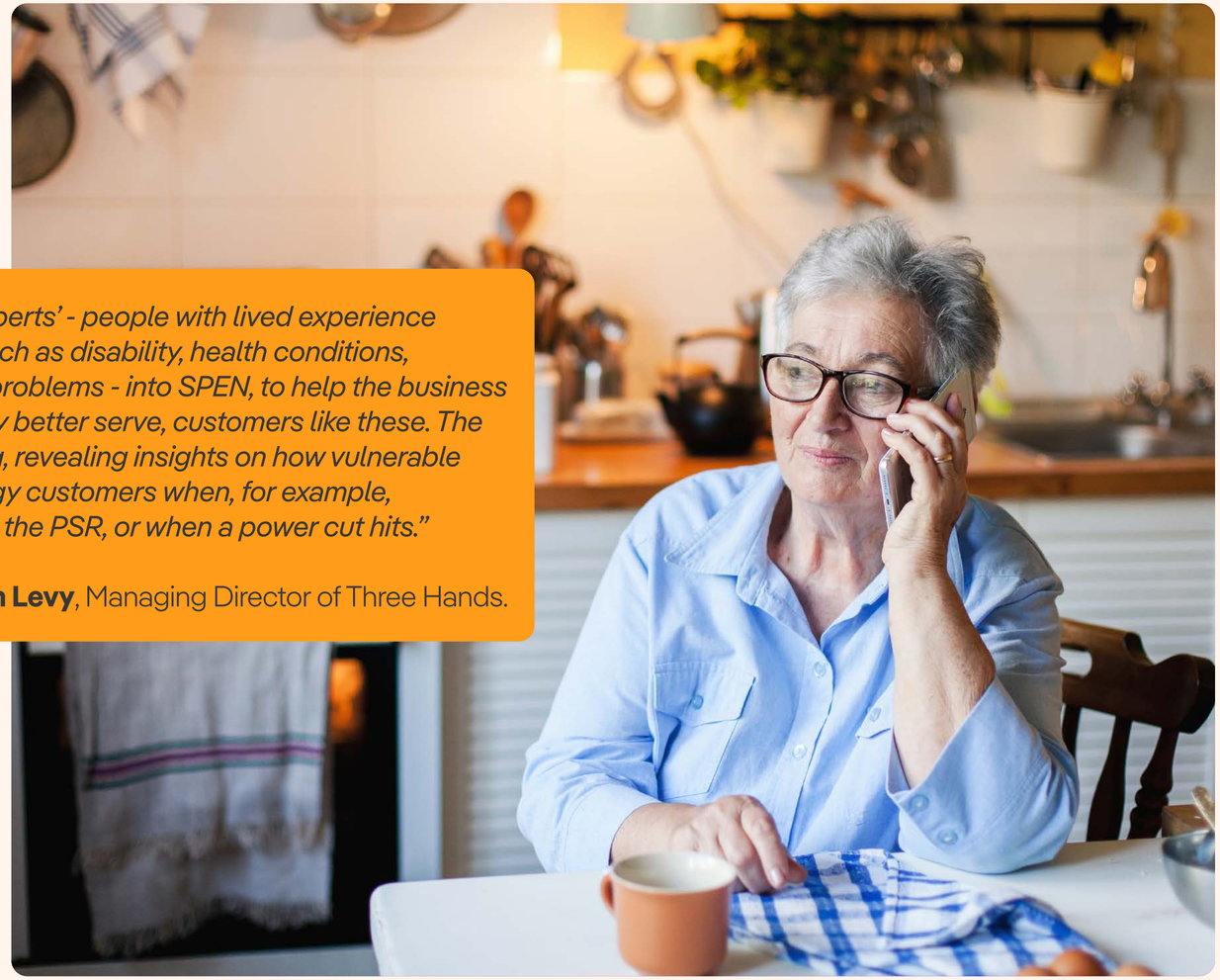
Three Hands Insight

As part of the current construction of our new website, we have been working closely with people who have personal experience of vulnerability, partnering with Three Hands. Three Hands helps businesses to learn directly from people with lived experience of vulnerability, using these social insights to develop more empathetic leaders, improve customer understanding, and drive meaningful, socially responsible change. They helped us improve how we communicate, ensuring our messages are clear, friendly, and easy to understand for everyone.

"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 Phase 1 & 2 >

Supporting Vulnerable and Digitally Excluded Customers

Phase 1: 'Outside-In' workshops

First, we joined a project led by Three Hands and participated in by other utilities across the UK, working closely with customers who have experienced vulnerability. Together, we reviewed important topics like our PSR, how we communicate with customers, and how we make our communications accessible to everyone. Their feedback led to several important changes, such as:

How customer feedback from Phase 1 workshops improved our communications

Customers told us	What we changed
Colours, pictures, fonts, and layout are important to make documents clear and friendly.	Based on stakeholder feedback, we redesigned key PSR materials - Like our welcome letters (as shown in the image below) and the Security of Supplies leaflet - to make them clearer, simpler, and more visually appealing.
It should be easy to contact someone at SPEN quickly, especially during emergencies.	We made our contact numbers more visible and easier to find on all important customer documents.
Customers should have a choice about how they receive information.	In our PSR welcome letters, we clearly explained different ways customers can contact us and highlighted our Recite Me website accessibility tool.

> *"It is a joy to be part of something where there is so much engagement and energy from each side, and I value that sense of really being listened to-with a genuine appreciation for what we have to say."*
>
> **~ Customer who participated in the Living Lab sessions.**

All the information gathered from these workshops will be at the forefront of any decision made during the current upgrade of our website.

Phase 2: 'Living Labs' - A closer look at our communications

The insights from Phase 1 showed us how valuable the workshops are; as such, we extended our partnership with Three Hands to run collaborative workshops tailored to our needs, continuing to work directly with customers who have experienced vulnerability.

In these sessions, we looked closely at our winter preparedness communication, the PSR signup process, and customers' experiences during power cuts. The 'Living Labs' sessions focused especially on how we could improve our website, which is currently being redesigned. We listened carefully to the advice we received and made important changes:

How customer feedback from our 'Living Labs' sessions improved our website and online communications

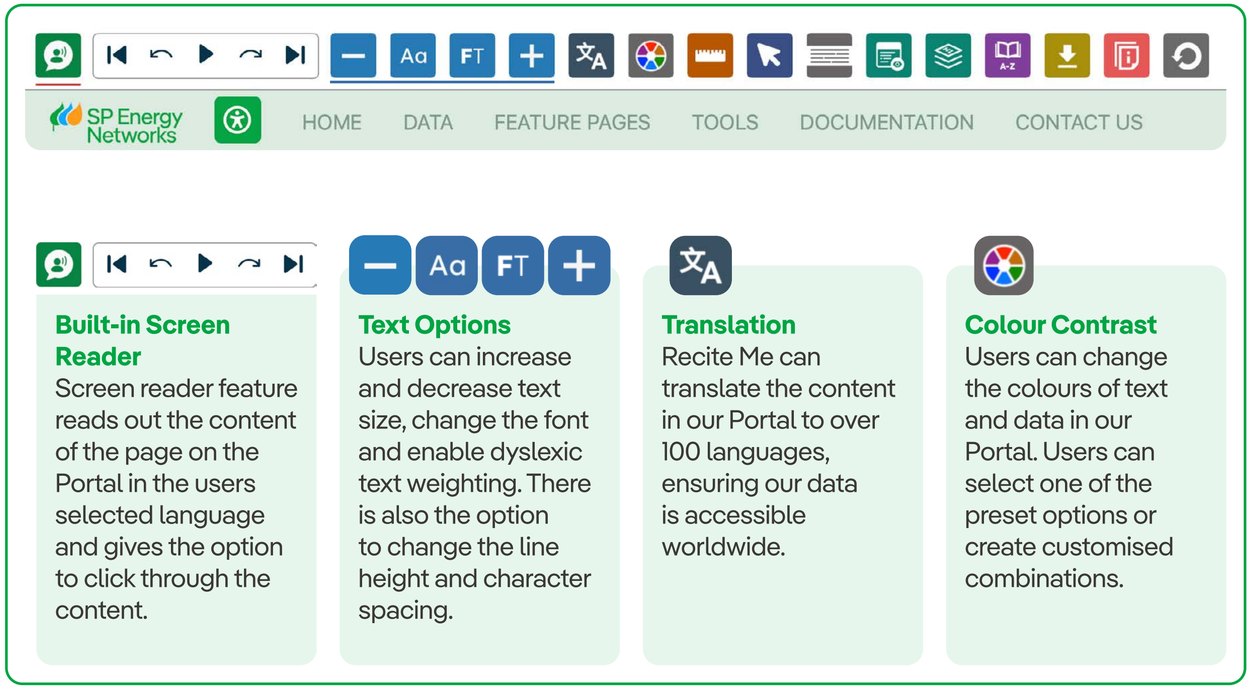
Customers told us	What we changed
Use simpler language that's easy to understand.	We brought in a copywriter to make sure our website and communications use clear and simple language.
Include more pictures and visuals to help explain information.	We've added more images to our communications, and our new website design will also include more helpful visuals.
Clearly explain the difference between SPEN and energy suppliers like ScottishPower, as customers find this confusing.	We created new FAQs that explain clearly what SPEN does and how it differs from energy suppliers like ScottishPower.
It's important to stay updated during power cuts, especially for families needing extra support.	We're now adding a feature to our website so customers can easily get text updates during power cuts. This adds to our existing support, where customers would call us to receive information on power outages.
Some terms we use are confusing and difficult to understand.	We changed confusing terms, such as replacing 'Low Carbon Technology with simpler phrases like 'Energy Efficiency' or 'Improving your home'.

Empowering Stakeholders through Data Sharing

We are continuously enhancing the features of our Open Data Portal and expanding the range of available datasets to meet the evolving needs of our customers and stakeholders. In November, we launched our 2025 Open Data Stakeholder Survey and are now analysing responses to identify user priorities and requirements. This feedback will directly inform our 2026 Data Roadmap, which sets out our deliverables for the year and will be openly published through our Portal.

Recite Me

In October we expanded our use of Recite Me to our Open Data Portal. This offers a range of on-demand accessibility solutions, ensuring our content is accessible for individuals who require additional access support. The image below shows the 'Recite Me' toolbar on our Portal and highlights some examples of the features.



Built-in Screen Reader
Screen reader feature reads out the content of the page on the Portal in the users selected language and gives the option to click through the content.

Text Options
Users can increase and decrease text size, change the font and enable dyslexic text weighting. There is also the option to change the line height and character spacing.

Translation
Recite Me can translate the content in our Portal to over 100 languages, ensuring our data is accessible worldwide.

Colour Contrast
Users can change the colours of text and data in our Portal. Users can select one of the preset options or create customised combinations.

Delivering to meet our Stakeholders' needs

Increasing Transparency through Data Quality Assessments

Our stakeholders have told us they need greater insights into our data and its quality. In response, we now publish Data Quality Assessments for datasets on our Open Data Portal – making us the first DNO in the UK to do so. Each of our datasets are assessed against the standard quality dimensions of 'Validity', 'Completeness' and 'Uniqueness' and are reassessed at regular intervals. The results are reviewed internally to identify opportunities for enhancement. We have published a short video, explaining our approach to Data Quality which can be viewed here.

Open Data Learning Hub & How to Guides

Our stakeholders have told us that they want more guidance on navigating the Portal and an insight into our future plans. In response, we have launched our 'Open Data Learning Hub' and published a series of 'How to Guides'. The Learning Hub features educational videos, that explain key topics relating to our strategy and future plans. Our 'How to Guides' provide short, easy to follow demonstrations to help users navigate and make the most of the Portal.

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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.

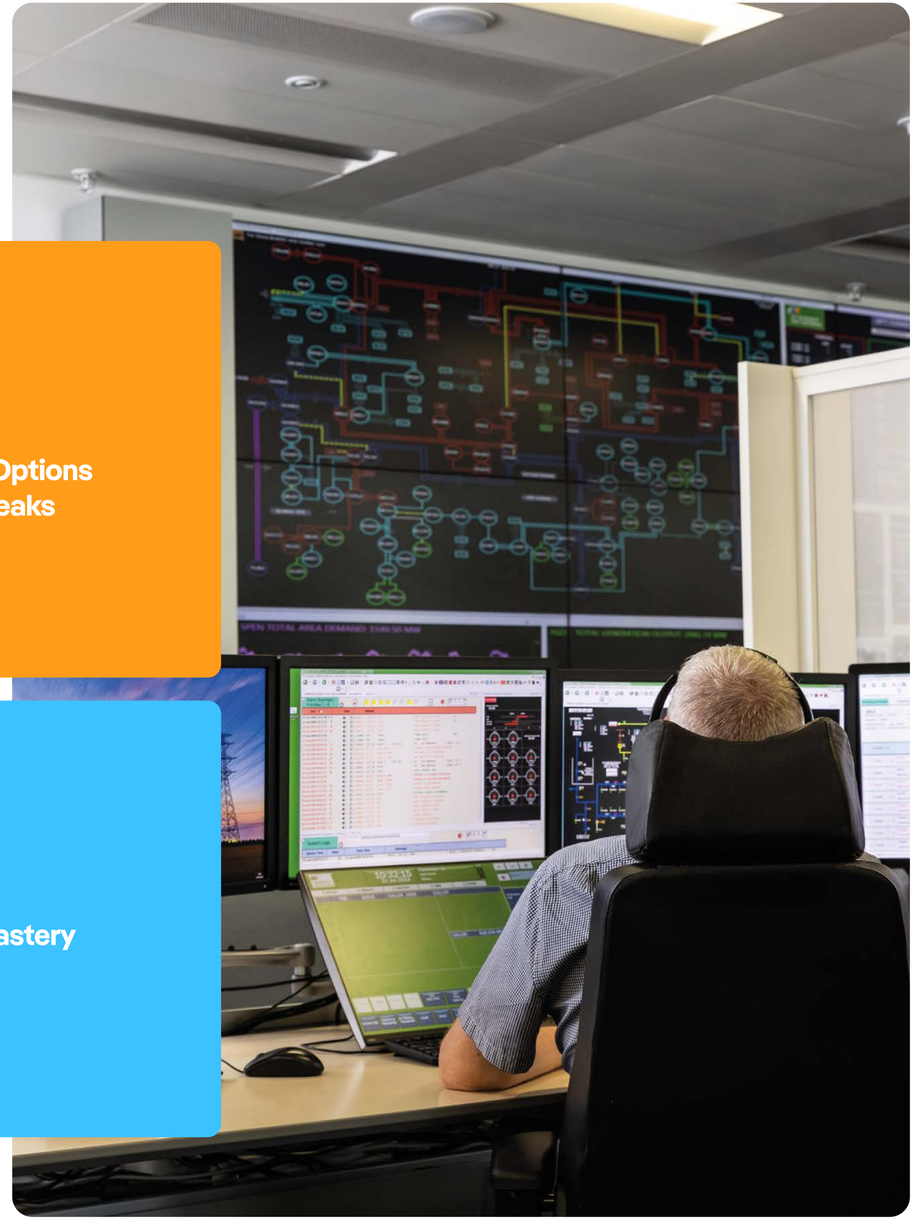
Optimised Asset and Network Management.

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.



Using Digital Technologies to Deliver Enhanced Customer Service

Digitalisation of our services helps us create a tailored approach to prioritising the needs of our customers and stakeholders, while continuing to deliver a safe, reliable, and sustainable network.

Providing digital self-serve options such as interacting with virtual support agents, or a digital customer portal, will enable quicker response times for customers, while helping us manage the anticipated increase in customer inquiries for connection and decarbonisation.

We will deliver this by:

01

We have replaced our Customer Relationship Management Platform (CRM) with a new digital platform to incorporate existing processes, new processes, integration with our self-serve functions and integration to our asset, regulatory and control systems.

02

Extend and develop our self-serve capabilities to offer more services, multiple channels and cater for new customer types.

03

Improve our self-service quotation process to allow customers enhanced clarity over costs of new connections at point of enquiry without the need to speak to internal SPEN staff.

04

Creation of a new self-service function to facilitate photo and video capture by customers. The images will be held as part of the customer's information pack which will be available to the SPEN teams during design and delivery.

This will deliver benefits such as:

- Improved efficiency and quality of service to customers.
- Ability to adapt our offerings in line with customer preferences.
- Ability for customers to self-quote.
- Support the fault identification process leading to quicker resolution times.

Optimised Asset and Network Management

Our network will experience an unprecedented volume of change, and we must maintain continuous supply levels to meet our customers expectations.

To ensure we deliver on this it is crucial that we invest in more efficient approaches to manage our assets, planning, scheduling, delivering field work and managing our supply chain & logistics. This will support better decision making when planning the work needed on our network, reducing costs for customers, and lowering our carbon footprint.

We will deliver this by:

01

Use of connected construction technology to digitalise our delivery of capital projects.

02

Automation, fault location technology, and predictive analytics for outage detection.

03

Digitalise our inspection regime using aerial LiDAR and drone footage image processing technology.

04

Development of advanced field technology such as wearables and the use of virtual reality training techniques.

This will deliver benefits such as:

- Increased network reliability and reduced outages through proactive management of defects.
- Accurate, timely, verified, and accessible geospatial data about our network, our assets and their environment underpin much of our ED2 programme.
- Improved workforce efficiency through access to rich dataset of geospatial data at the point of decision.
- Efficiencies in the design process will lead to increased capacity to deliver against the needs of our customers as they seek to transition to low carbon transport, heating, and industrial energy supply.
- Acceleration in our response time to outages.

Developing Options to Manage Peaks in Load

The electrification of transport and heat will dramatically expand the loading on our network, particularly our ‘last mile’ low voltage network.

Without this intervention, when customers install Electric Vehicles and heat pumps on network areas without sufficient capacity it will overload the network, leading to power outages, shortening of network asset life, higher overall costs for customers, and possible safety concerns. To manage this load increase we are using a combination of traditional engineering (business as usual) and new digital solutions. We also manage vast increases in volume and frequency of data from technologies such as remote sensors, IoT devices, wearable technology, and drones. The initiatives within this digital pillar are critical to how SPEN will deliver the capacity that our customers and communities need.

We will deliver this by:

01

Deployment of advanced digital monitoring and control equipment on our low voltage network including 14,000 monitors.

02

Deployment of 10 constraint management zones in SPD and 12 in SPM enabled by data and digital solutions.

03

Innovative technology to enable new choices for our customers ‘beyond the meter’ to support the low carbon transition.

04

Development of our Engineering Net Zero (ENZ) platform enabling data driven visibility, planning and operation of the network.

This will deliver benefits such as:

- Increase in network data, allowing us to monitor and make more informed decisions on load management.
- Improved network asset lifespan, reducing replacement and repair costs.
- Reduced likelihood of network overloading, making it safer for engineers to complete vital work.

Supporting the Development of New Business Models and Markets

Our commitment to reaching Net Zero will require alternatives to traditional working practices, and the development of New Business Models and Markets which will be enabled through digitalisation.

Firstly, digital solutions will be fundamental in our transition to Distribution System Operation (DSO). Digitalisation will enable the functions and activities such as flexibility procurement and Distributed Energy Resources (DER) dispatch. By adopting an open, collaborative approach, we will harness innovation to lower costs for customers, accelerate the low carbon transition and take steps on our journey towards becoming a DSO. Secondly, it is our vision to embed sustainability into how we operate, ensuring decisions are made with a detailed consideration of environmental impacts upstream and downstream of our activities. To enhance UK network interoperability, a number of these solutions are in collaboration with other DNOs/DSOs.

We will deliver this by:

01

Deployment of a solution to capture and automate information on waste generated in the supply chain and its disposal or reuse.

02

Introducing an Active Network Management (ANM) platform, to monitor and allocate power capacity to customers in areas at risk of exceeding network capacity.

03

Providing stakeholders with a platform to manage flexibility processes from procurement through to settlement.

04

Development and pilot of methodologies and tools for Biodiversity and Natural Capital assessment, including Carbon Accounting methodologies and tools.

This will deliver benefits such as:

- Supporting our customers and stakeholders to develop solutions and innovations through provision of data and information.
- Enabling customers to connect ahead of conventional reinforcement solutions by unlocking capacity in our network.

Investing in the Digital Skills of Our People

Investing in our people will enable us to accelerate adoption of digital technology and empower our people to identify new and innovative ways of performing their tasks. We will support our people in this transition by equipping them with the right agile and digital skills.

We recognise the value that these skills bring to our customers and provide exciting opportunities for our people to play their part in the creation of a modern digitalised energy system. We have now started tracking the specific training activities being carried out across each of our key project deliveries to ensure successful adoption of these products, which are detailed in the following pages.

We will deliver this by:

01

Implementing a cultural change programme so that our people recognise the value data and digital skills can unlock for our customers, stakeholders, and our own organisation.

02

Specialist training delivered by external and internal subject matter experts.

03

Expanding our graduate programme and recruitment policies to include digital skills.

04

Using gamification of training and knowledge-based AI assistants to enhance our learning and development programmes.

This will deliver benefits such as:

- Expertly skilled staff / More diverse employee skillset.
- Accelerate the adoption of digital technology in SPEN to allow early delivery of benefits for our customers.
- Provide crucial skills to adapt to industry change.
- Embed a culture of continuous learning and development.

Improving Mastery of Our Data

Data is a key enabler of a decarbonised, decentralised, and digitised energy future. It's the tool that will bridge the gap between where we are now versus where we need to be – to achieve Net Zero by 2050.

Data is essential to optimising the value of assets, driving innovation, better understanding risks, and increasing system resilience. As the owner and operator of three licence businesses, data about our assets, our services, and our capabilities, will be key in supporting the transition to Net Zero. Improving the mastery of our data allows us to quickly, and more effectively, make information available, and improves our ability to manage data security. Sharing our data with external parties will lead to better whole system solutions and new, innovative ways of working.

We will deliver this by:

01

Building our SPEN Data Catalogue to facilitate the rollout of our Data Governance Framework.

02

Developing the policies and procedures required to standardise the way that we manage data within our organisation.

03

Developing our Open Data Portal by introducing new enhancements, visualisations and datasets, aligning with the needs of our stakeholders.

04

Deploying fully integrated analytics capability through Azure platforms, and realising value add data use cases.

This will deliver benefits such as:

- Improvements in data quality, enhancing datasets shared with our stakeholders.
- Improving our data triage processes, enabling quicker and more secure transfer of data to our stakeholders.
- Develop data use cases to support customers in how they access and use our data.

Project Updates: Using Digital Technologies to Deliver Enhanced Customer

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.	• Continued strategic product optimisation to improve business processes and customer experience.	• Continued strategic product optimisation to improve business processes and customer experience.	• A single view of all customer interaction across SPEN provides insight and quicker resolution. • Paths for live chats or telephony interactions. • Increased volume of customer enquiries resolved first time. • Reduced volume of enquiries that need more than one person to resolve.
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.	• Project underway to re-platform NAVI, driven by its strategic importance as SPEN's network connectivity modeling solution. • Power flow enhancements delivered. • Detailed analysis ongoing for the next phases of Engineering Next Zero, IDNO and GDT integration projects. • New functionality delivered to predict fault locations on LV Network from substation monitoring devices.	• Complete the NAVI re-platforming, providing SPEN with additional processing capacity for the coming years. • Build and test of NAVI functionality to improve SPEN's Customer Connections Self-Serve solution. • Further integrations of IOT data from substation sensor devices, enhancing SPEN's fault location prediction services.	• Faster network analysis for quicker customer responses on new connection quotes. • More accurate and consistent data used for network data analysis. • Significant enhancements to network visibility of our LV connectivity model. • Faster fault finding and customer restorations, leading to reduced power outages.
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.	• Proof of Concept project complete for report solution using Tableau reporting tool. • Delivered 20+ small enhancements. • Scoping and Proof of Concept complete for integration of ESCOMS with GIS. • Pilot and enhancements delivered to support deployment of the Salesforce mobile application.	• Agreement of Reporting Strategy and implementation of appropriate tool of which Tableau is to be considered. • Deployment of the Salesforce Mobile app for field working. • Deliver Integration of ESCOMS and GIS, and GIS and Land Registry to facilitate a full picture view in Salesforce of Land Rights. • Define requirements for archiving solution. • Decommission of legacy system.	• Improved ways of working, with significant levels of automation increasing efficiency and ability to prioritise jobs and manage teams and workflows with measured effectiveness. • Centralised, secure and fully supported solution that allows for GDPR transparency, improved data management and enhanced reporting capabilities.

Project Updates: Using Digital Technologies to Deliver Enhanced Customer

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Graphical Design Tool	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. The project is delivering in 2 phases: **Phase 1:** Deployment of the core Graphical Design Tool with a GIS integration to staff in SPD / SPM Connections, Customer Service and across the Districts. **Phase 2:** 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.	**Phase 1:** • Now complete with all training sessions for phase 1 successfully rolled out, with supporting materials aligned to the GDT Training Guide and Site Plan Workflows. **Phase 2:** • The GDT Project phase 2 is currently underway, following an Agile methodology with a focus on iterative delivery. • The technical detailed design and solution architecture is progressing/now largely complete. • Foundational elements of working features are in place.	• End to end integration build and test between the Graphical Design Tool and SAP. • Completion of workflow automation and design rules. • User Acceptance Testing, Training and roll-out.	• Time to quote process reduced for the creation of network designs. • Enhanced visibility of the network through integration with GIS – removal of manual one dimension PDF, to integration of layered GIS assets. • Improved consistency and overall accuracy of the designs with a standard output, improving health and safety, operational efficiency and customer service. • Integration with SAP brining automated quote creation removing manual process, improving speed and accuracy for time to quote. • Removal of manual steps replacing them with a single automated process.

Project Updates: Using Digital Technologies to Deliver Enhanced Customer

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Connections Online Self-Serve	A self-serve facility for customers seeking new or upgraded connections and enhancements to the online customer experience / application process.	• Planning and approvals complete for commencing build of self-service tool in January 2026. • Commercial customer engagement commenced to understand processes and requirements. • End to end journey defined for LVSSA connection, which will be used to identify opportunities for self service tooling to be expanded to other connection types in future.	• Commence build and test of self-service tooling. • Assess other connection types and market segments for opportunities to self-serve.	• 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. • Improved customer application experience with a simpler online application process. • Consistent connection cost provided to customers with up front clarity. • Tailored online experience depending on the customer type and type of connection being requested.
Land Rights Digitisation	Scanning and digitisation of records relating to SAP and Land GIS, to deliver a digital and integrated solution to manage their workflow.	• Remaining paper wayleaves were scanned and digitised into SAP & GIS, and the project successfully completed.	• N/A - Completed.	• Quicker turnaround for Land Rights information requests. • Creation of consolidated digital document database following Ofgem direction for Data as an Asset.
Variations and Refunds Improvements	Improve the connections Variations and Refunds process that is used when a design varies from the original quote and costs.	• Solution is not yet live - on hold due to functional design issues.	• To be defined when the solution is removed from being on hold.	• Expected to streamline and simplify the process on occasions where additional costs are required to complete a connections due to unforeseen circumstances. • Quicker turnaround of refunds from when it is identified that a refund is required through to the money being paid into a customer's bank account.

Project Updates: Using Digital Technologies to Deliver Enhanced Customer

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Website Refresh	Modernisation of SPEN website covering structure, content, and accessibility.	• Design System created. • Cloud Platform build started. • Site designs continue to be created and customer/user experience tested. • New Power Cut Lookup tool, with delivering improved stability and performance, ready for pilot.	• Launch of new Power Cut Lookup tool. • Deploy enhancements to Power Cut Lookup tool to improve customer experience. • Complete build of new cloud hosted website. • Implementation of new content management system. • 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.	• Improved website functionality, efficiency, and accessibility. • More mobile-friendly user experience. • Faster and more reliable access – Cloud hosting means quicker load times and fewer outages. • Easier to use – A modern design makes it simpler to find what you need, whether on desktop or mobile. • A modern content management system keeps content fresh and relevant, making it easier for you to find up-to-date information quickly. • Better accessibility – The new site works well for everyone, including users with accessibility needs. • Continuous improvements – We'll use analytics and feedback to improve the site and customer experience.

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
GIS Platform Upgrades	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 brining enhanced functionality	• Data inconsistencies resolved. • ArcGIS Workflow Manager MVP development complete helping with automating, standardising, and streamlining GIS and non-GIS tasks, improving efficiency, reducing errors, and enabling better coordination across teams. • Virtual Desktop Infrastructure (VDI) POC complete.	• Complete testing and training of new solution and UN Model. • Complete migration and production cutover to UN Model. • Subnetwork development work to complete.	• 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). • Improved functionality out of the box in new platform allows for more configuration over customisation of tools – reducing future obsolescence and therefore expenditure. • Increased accuracy of the real world location of our assets within our corporate systems improves our ability to effectively manage them.
Mobility and Scheduling	Streamline processes related to field activities for planned and reactive work to improve Operational Efficiency, Customer Service and Safety and Environmental Performance.	• All Inspections and Maintenance work for linkbox and pillars and Overhead Lines has now been completed. • Data capture forms have been transferred over to Saleforce Field Service from Survey 123 • New Geofield solution now integrated with Saleforce Field Sevice and is used for Linkbox/ pillar and OHL Inspections and Maintenance • Damage Assessment form has been built in Salesforce Field Service integrated to our GIS system. This form was successfully used during recent storm events to support the identification and restoration of faults.	• Develop and implement Investment and Connections process in Salesforce Field Service • Commence scoping and development of the Faults process for migration to Salesforce Field Service.	• Improved Health & Safety through better visibility of data and information in the field. • Improved Customer Service through quicker response times. • Improved operational efficiency through optimised scheduling and better visibility of resources and field work.

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
SDIF and Field Online	The Smart Data Integration Fabric (SDIF) platform manages large volumes of network monitoring and event data, using standardised interfaces between systems and automating complex sequences of actions to automate business processes.	• Project delivered and benefits assessed	• N/A - Completed	• Improved information on the location of a fault to accelerate restoration. • Inclusion of monitoring data, analysis and orchestration of alarms. • Enhanced analytics on LV network from data captured by third party LV sensor solutions.
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.	• The platform is now managing IOT data from LV Monitor devices in more than 7000 substations with the rollout programme continuing. • A series of functional enhancements have been agreed and delivery now in progress.	• Improved observability/reporting of device health and optimising of data flows from devices in substation through to our core Customer and Asset management systems.	• Instant awareness of faults on the networks leading to quicker response and resolution times, in some instances predicting a fault before it occurs.
SAP Enhancements	Facilitate the realisation of effort/time efficiencies through reduction of manual transactions and human error within our core asset management platform using an automated solution implementation.	• Project delivered and benefits assessed	• N/A - Completed	• Quicker internal productivity across multiple internal process resulting in quicker processing of customer related tasks. • Improved data accuracy – Reduction in system errors and issues.
Asset Risk Management Tool	New tool to allow SPEN to identify potential condition based issues across our asset range and make any required interventions.	• The new NARM tool was delivered into production and post-implementation support completed.	• Decomission of the old CBRM tool.	• Increased network reliability and reduced outages through proactive management of defects. • Long term reduction in customers off supply due to faults and increased network resilience against extreme weather events.
Condition Based Assessment	Alignment of two overhead line inspection and maintenance processes by creating a function to take asset and defect information provided by external contractors and load them into our corporate systems.	• Project delivered and benefits assessed	• N/A - Completed	• Removal of duplicate visits to SPEN assets on customers land • Greater visibility within corporate systems of potential health and safety issues on the network which can be reacted to and rectified.

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
LV Monitoring Rollout Programme	Installation of over 14,000 LV Monitors across substations to manage and visualise real-time network operating data.	• Approximately 9000 devices now installed across our license areas, with improved management reporting on LV Monitor device status.	• Optimise the data flow process between devices in the substation and the core IOT platform. • Introduce improved health monitoring of devices and supporting business processes when site visits are required. • Complete the rollout of a further circa 1,500 monitors within the SPM and SPD licence areas.	• Instant awareness of faults on the networks leading to quicker response and resolution times, in some instances predicting a fault before it occurs. • Ability to view and manage peaks in Load.
LV - Smart Meter Automated Fault Prediction	Development of Artificial Intelligence tools to identify patterns in Smart Meters fault data to identify cables that have a neutral fault risk.	• New solution deployed allowing field engineers to leverage pre-fault alarms to identify assets at risk of failure.	• Using feedback from field engineers and LV Support Rooms to continually improve the algorithms and reference data used in predicting where faults are most likely to occur.	• Improved network resilience by intervening ahead of failure, resulting in reduction in customer interruptions.
Smart Metering 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.	• Created a virtual LV Monitor using SMART aggregated consumption data in Azure Synapse, helping to optimise our data modelling capabitlies. • Half Hourly pilot completed helping to identify LCT assets we have not been informed of, and the potetnial for impact to PSR customers on Looped Services.	• Completion of the Azure Synapse upgrade and migration project	• Facilitation of better reinforcement planning and forecasting to prevent asset failures resulting in power outages. • Optimised maintenance planning and historical data used to build predictive fault modelling. • Improved visibility to LV network allowing more informed decisions when designing customer connection requests to ensure optimum and most efficient design.
Engineering Net Zero (ENZ) 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).	• Project delivered and benefits assessed	• N/A - Completed	• More informed network operations and optimised network investment planning to reduce target network reinforcement ahead of time and avoid capacity overloads. • Improved customer connections processes. • Flexibility tendering will be improved.
RHYTHM - Flow Orchestration	Implementation of the Salesforce Flow Orchestration technology to standardise, streamline and enhance the current NCP Deployment and LV Monitor Rollout programmes.	• Project delivered and benefits assessed	• Phase 1 of project successfully completed and closed. • Additional use cases being identified and scoped for potential additional project phase in Q1/Q2 2026.	• Less manual effort involved with the installation process (admin tasks). • Improved ownership of each stage of the processes. • Enhanced data accuracy. • Visibility of current status of all jobs and identification of any blockers/bottlenecks.

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.	• Project on hold pending new technical solution design.	• Project on hold pending new technical solution design.	• Customers able to Self-Serve ANM Data, creating data engagement with customer without requiring additional SPEN resources. • Improved Governance, increased data security and compliance with license obligations.
Integrated Flexibility Management Platform	Move to a more automated approach to flexibility trading processes for SPEN 'OneStop Shop' for Flexibility Service Providers (FSPs) to: Register their business and managed assets, Contract Negotiations, Bid/Offer Acceptances, Flexibility Scheduling, Dispatch Instructions, Reconciliation & Settlement.	• Procurement process completed with preferred bidder selected and contracts signed. • Project team mobilised and delivery continuing • Deployment of the test environment. • Detailed design for integrations that will be developed in 2026.	• Development of data integrations to/from the Integrated Flexibility Management Platform • Verification/validation activities to assure the solution along with migration of data from the legacy solution. • Assessment of Week or Day Ahead trading requirements for introduction later in 2026.	• IFMP delivery successfully deployed by end of Mar26 before contract renewal required from existing solution. • 3rd party Flex providers operating a one-stop shop for all Flex requirements. • 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.
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.	• Qflow deployed across Licences operations 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.	• N/A - Completed	• 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. • Inform infrastructure design decisions to minimise greenhouse gas emissions during development.
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.	• AECOM contract for baseline project in place including updated land boundary data.	• Innovation project to be developed and embedded into larger innovation project considering embedding biodiversity and other sustainability considerations into early-stage project development, including optioneering.	• Natural Capital tool and Optioneering tool successfully embedded in routing/ siting decision making processes. • Minimisation of impacts on biodiversity from development of network. • Enhancement of natural capital across the network where possible.

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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
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.	• Publication of 6 new datasets on our Open Data Portal in line with our stakeholder needs covering asset data, operational data and the Distribution Network Options Assessment. • Introduced 'Recite Me' toolbar on our Portal to improve accessibility for our users. • Increased data visualisation by publishing 3 new feature pages covering Flexibility Market Activity, Flexibility Assets and Secondary Network Visibility. • Successfully concluded over 70 Open Data Requests received from our stakeholders, including requests for information on the location of our Distribution network assets and planned network activity. • Published 19 additional Data Quality Assessments, increasing transparency with our stakeholders. • Launch of our new 'Open Data Learning Hub' and publication of 5 new 'How to Guides' to help our stakeholders get the most from our data and give additional insights. • Launched our 2025 Open Data Stakeholder survey to understand the needs of our stakeholders and shape our 2026 Open Data Roadmap which is published on our Portal. • Hosted our first 'Hands on with our Data' webinar, providing a deep dive into our data and giving stakeholders the opportunity to engage with us directly and ask questions.	• Migration to Huwise Data Marketplace to allow greater asset visibility. • Launch of Open Data Portal homepage revamp to support improved customer journey. • Expansion of our suite of 'How to Guides' covering additional areas such as the new Data Marketplace, API integration and ReciteMe. • Improved interoperability of our published datasets. • Continue to publish new datasets on our Portal and enhance our Portal features in line with our 2026 Data Roadmap. • Continue to publish and refresh Data Quality Assessments for new and existing datasets on our Portal. • Automation of the File Transfer Protocol from Azure to the Open Data Platform.	• Stakeholder feedback through Open Data surveys and use of feedback forms • Trend analysis of user interactions with our Portal. • Incremental improvements in Data Quality across our available data.
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.	• System and integration testing complete. • User acceptance testing complete. • Training completed with all relevant teams. • Project Delivered.	• N/A - Completed	• Visibility of total carbon impact associated with projects. • Ability to improve decision making based on potential carbon impact prior to project approvals.

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
NetView Tool Training	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.	• NetView training has now been successfully incorporated into our technical training centre programmes and formally handed over to the districts as part of business as usual operations. This ensures ongoing capability development within LV Control Room functions through locally delivered, standardised training.	• Functionality developments within NetView will be documented, and associated training materials will be reviewed and updated to ensure alignment with system enhancements and operational requirements.	• Increase user engagement and use of NetView tool. • Reduction in fault identification and resolution. • Reduction in queries received by LV Control Room. • Training to includes specific modules, demos, practices, and quizzes. • Increase understanding and management capabilities related to required changes in the business. • Align training with our agile strategy.
PROSCI Practitioner Training	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.	• Training participants have actively applied the proficiencies gained through structured learning to support operational transformation. This has contributed to fostering a culture that is increasingly change-ready, with improved confidence in system usage and process adoption. • Clear selection criteria have been developed to guide attendance at instructor-led training sessions. In parallel, guidance has been formalised on when to utilise eLearning resources as a flexible and scalable alternative. This ensures training delivery is both targeted and efficient, aligning with user needs and operational priorities.	• Building on the established training pathways, selection criteria will now be applied to identify suitable candidates for PROSCI Practitioner Training. This ensures that individuals progressing to advanced change management training are well-positioned to apply the methodology effectively within their roles. • PROSCI eLearning modules will be promoted as the first step in the change management learning journey. These self-serve resources will enable broader access to foundational knowledge, allowing individuals to build baseline competencies before advancing to instructor-led Practitioner training.	• Increase understanding and management capabilities related to required changes in the business. • Increased project success and return ROI. • Improved adaptability across the organisation. • Reduction in stress and anxiety for those involved in change leading to increased engagement. • Align training with our agile strategy. • Increase understanding and management capabilities related to required changes in the business.

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
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.	• All remaining SPEN users have now received access to the training materials, ensuring full coverage across the user base. • Usage reports and user feedback have been actively monitored and reviewed. Insights gathered are being used to inform continuous improvement of the training experience and ensure alignment with user needs.	• Partnering with the Work & Asset Management Value Stream to systematically review support tickets and service requests. This will help identify recurring themes, knowledge gaps, and areas where users may be struggling with system functionality or processes. • Insights from ticket analysis will be used to inform a targeted training needs assessment. This will allow us to pinpoint specific competencies or system features that require further reinforcement or clarification. • Based on high-volume or high-impact areas identified through data analysis, we will launch focused training campaigns. These will be designed to raise awareness, improve user confidence, and reduce repeat queries or errors.	• Targeted role based training for all New Starts allowing for a reduction in training time. • Standardised approach to upskilling and refresher training. • Updated training for existing staff within SPEN that reflects all system and process changes. • Continuous training and process updates through BAU.
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.	• Project on hold pending reviewed approach	• Deliver tailored training programs to each team, supporting their upskilling journey and ensuring they have the necessary skills and knowledge to excel in their roles. • Promote a collaborative environment to share knowledge, best practice and lessons learned between different teams.	• 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. • Early realisation of project benefits for customers. • Improved product quality through continuous testing and feedback. • Greater flexibility for the customer to adjust and improve throughout the development process.

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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
Skills Matrix - Skills Mapping	A Skills Matrix is a visual tool used to identify, assess and track the skills and competencies of the workforce. 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.	• Skill sets have been successfully captured for a significant portion of roles across the organisation. This has enabled tailored training interventions and supported alignment between role requirements and individual development needs. • Line managers have conducted structured Development Discussions with their teams, helping employees reflect on their current position within their skills development journey. These conversations have been instrumental in identifying individual skill and knowledge gaps. • Tailored training paths have been developed and rolled out, promoting a culture of continuous learning and development. These pathways are designed to support both immediate role requirements and long-term career progression.	• The skills capture and training pathway rollout will continue, with a focus on completing the process for all remaining roles within the Business Transformation function. This will ensure comprehensive coverage and consistency across the department. • 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. • As new roles and responsibilities emerge, training pathways will be reviewed and refined to remain relevant and responsive. This will include incorporating feedback from users and aligning with strategic transformation goals.	• Identifying the core skills required to drive skill growth and development on an individual and business level business. • Monitor and visualise the skills development to ensure the chosen training incentives deliver ROI. • Automates training needs assessments, identifying priority areas of skills development used to guide appropriate training solutions. • Produce tailored training plans outlining training required to bridge skill gaps and foster continuous learning and development on our digitalisation journey.
Mobility & Scheduling Training- Salesforce Field App	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.	• Training has been successfully delivered for maintenance activities related to Link Boxes, Pillars, and Overhead Lines. This has supported operational teams in enhancing their technical proficiency and ensuring safe, consistent execution of field tasks. • Comprehensive support documents and reference guides have been developed and distributed to all relevant users. These materials provide ongoing assistance post-training, reinforcing key learning points and enabling self-directed refreshers as needed.	• Training content will be developed and implemented to support the transition of Investment and Connections processes into Salesforce Field Service. • Deliver and distribute support documents and reference guides for post training support.	• Improved Health & Safety through better visibility of data and information in the field. • Improved Customer Service through quicker response times. • Improved operational efficiency through optimised scheduling and better visibility of resources and field work. • Significant reduction in Applications required to complete operational activities.

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
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.	• Scanned and profilled all asset data in our GIS database - this included scanning over 1,100 tables, made up of over 11,000 columns. We have profilled 242 of the tables, created 38 new business terms, assigned data ownership for the business critical data tables, assigned data security classifications to 389 columns and established 362 data quality checks. • Following on from our successful MVP of the Property Address Database, we are now working with Data Owners to enhance data quality where opportunities have been identified. • Completed over 400 new Data Quality Checks for 19 datasets on our Open Data Portal.	• Scan and catalogue our asset data in our SAP system, run Data Profiling and Data Quality checks, create business terms, assign data ownership and data security classifications. • Continue to scan and catalogue asset data across our systems in line with our Informatica deployment plan. • Continue to run data quality assessments for all new datasets published on our Open Data Portal and re-assess data quality at regular intervals. • Expand our data quality assessment process to measure against the additional dimenson of 'Timeliness'.	• Establishment of data accountabilities in SPEN for all datasets in our data catalogue. • Ongoing expansion and development of SPEN data catalogue; delivering in line with our 2026 deployment plan. • Establishment of Data Quality framework; regular assessments of Data Quality and processes in place to monitor the score. • Enhancement of maturity against the 11 principles of Ofgem's Data Best Practice. • Increased visibility of the data that exists in our organisation.
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.	• It was identified by the volume of data processed during Storm Eowyn that a new technical approach was needed to ingest the Prosper Oracle database to our new cloud-based Synapse platform • Design of new data migration process completed and tested	• Implement a PaaS Oracle DB in our Cloud and migrate schema from old Oracle database. • Complete delivery and implementation of project	• Increased security and data encryption for protection of data. • Improved audit capabilities. • Prosper and Transactional Data response time improvements, measured against expected time.

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.	• The original scoped project is near completion, with testing and end-user testing in advanced stages.	• Complete delivery and implementation of project	• Increased security and data encryption for protection of data. • Increased data encryption. • Improved audit and reporting capabilities. • Transactional Data response time improvements, measured against expected time.
ENSAPMIG	Case to utilise Azure Synapse Data platform to migrate ENSAPMIG, an obsolete oracle database used for operational & regulatory reporting.	• Parallel testing (in-operation) of the system outputs to monitor accuracy of outputs. • Switch over to use of new RADIUS System	• Parallel use of RADIUS and legacy system in production through to the end of the current regulatory period. • Decommission Legacy System.	• Increased security and data encryption for protection of data. • Increased data encryption. • Improved audit and reporting capabilities. • Transactional Data response time improvements, measured against expected time.
NEOP	To provide outage data in a standard format to the new National Energy Outage Platform (NEOP).	• The system has been in operation and the project awaits input from industry association (ENA) on next steps.	• Develop API manager solution to enable seemless onboarding on new enterprises, moving away from a single consumer model (the ENA's NEOP Dashboard app). • Expand the available API endpoints to include new data feeds for expanded consumer based.	• Improved enterprise onboarding. • Availability of additional geospatial shape data through new API endpoints.
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.	• Completed a DSO MVP in the form of long term development statement input data being made available through a Data Hub. • Completed an investment Planning and Reporting MVP covering various initiative delivery trackers • In addition to the outputs, the Data Hubs is incrementally building our enterprise data model helping acheive data best practice across the domains in scope.	• Continue with incremental delivery of Data Hub requirements across DSO, Connections and Investment Planning and Reporting.	• User requirements delivered with data tables available through the Data Hubs. • Improved data quality metrics.

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Data Best Practice

At the start of RIIO-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, records the Data Owner and Data Steward for each Data Asset. We assign responsibilities to our Data Assets in line with the deployment of Informatica. Our Data Governance Policy describes the data roles and responsibilities in our organisation.
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. We have expanded our glossary in Informatica which now contains 65 business terms and will expand further as we deliver our 2026 deployment plan. We are fully engaged in the relevant industry working groups and will continue to collaborate on aligning our business terms and glossary.
3	Describe data accurately using industry standard Metadata.	Our Open Data Portal and Informatica are fully aligned with the Dublin Core Metadata standard. We have a metadata management policy which sets out core metadata principles and expectations which will be rolled out through the deployment of Informatica. We are closely involved in the relevant industry working group and will continue to collaborate to ensure alignment.
4	Enable potential Data Users to understand Data Assets by providing supporting information.	We publish detailed dataset descriptions, methodologies, risk assessments and data quality assessments for each dataset on our Open Data Portal. We have recently published 'How-to-Guides' and launched the 'Open Data Learning Hub' to provide our stakeholders with additional support, ensuring they get the most from our data.
5	Make Data Assets discoverable for potential Data Users.	Following the successful delivery of our first minimum viable product (MVP) in Informatica, we are now continuing to build our data catalogue focusing on all asset data across the organisation. We have enhanced data discoverability through the expansion of our catalogue and Informatica now contains over 2,500 tables of data, which we will build on across the next 6 months in line with our 2026 deployment plan.
6	Learn and deliver to the needs of current and prospective Data Users.	We have issued our 2025 Open Data Stakeholder survey and the results from this will shape our 2026 Data Roadmap. We are working on a redesign of our Open Data Portal homepage, which will be led fully by stakeholder feedback and will continue to make further enhancements into early 2026. In response to stakeholder feedback, we have published new 'How to Guides' and launched the 'Open Data Learning Hub' to host educational videos, addressing stakeholder needs and ensuring they get the most from our Portal. We hosted our first 'Hands on with our Data' webinar, providing a deep dive into our data and giving stakeholders the opportunity to engage with us directly and ask questions.
7	Ensure data quality maintenance and improvement is prioritised by Data User needs.	We quantitatively assess and monitor the quality of our data assets through Informatica. In the past 6 months we have created over 750 individual data quality checks. We have published 19 data quality assessments for datasets on our Open Data Portal. We will re-run the data quality assessments regularly to ensure this stays accurate and up to date. We are now expanding our data quality assessments against the 'Timeliness' dimension and will begin implementing this early next year.
8	Ensure Data Assets are interoperable with Data Assets from other data and digital services.	We are enhancing our data pipeline and warehouse design to ensure that data can be reused and shared seamlessly across systems. As part of our migration of the Network Asset Risk Metric (NARM) to the Azure cloud, we are also developing two conceptual data hubs that will soon be integrated across multiple processes and systems. To maximise compatibility, we have placed particular focus on revising our data models so that information remains consistent across source systems. In addition, we are contributing to the Data Sharing Infrastructure (DSI) working groups to help shape how future datasets will be shared in an interoperable way. We are also engaged in the Consumer Consent Impact Assessment consultation, supporting the development of an industry-wide solution for customer consent in data sharing.
9	Protect Data Assets and systems in accordance with Security, Privacy and Resilience best practice.	We complete a detailed data triage risk assessment ahead of sharing any dataset on our Open Data Portal, supported by the Data Owner and our Cyber Security and Data Protection teams. We collaborated with the ENAs DDSG Data Triage subgroup to review and update the ENA's Data Triage playbook which is now complete and published on their website. We are now in the process of analysing the updated playbook against our process to ensure alignment.
10	Store, archive and provide access to Data Assets in ways that ensures sustained benefits.	Our Data Lifecycle policy contains guidance on best practice for storing, archiving and deleting data across its' lifecycle and will be rolled out through the 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 on our Open Data Portal under open or shared data licence; ensuring that our data is published in a way that maximises value to our stakeholders, whilst protecting any sensitive information. In 2026, we aim to make it easier to identify the data available under our shared licence and provide clear guidance on how to request access. To enhance transparency with our stakeholders we publish our Risk Assessments, Dataset Methodologies and Data Quality Assessments. Our 2026 Data Roadmap will be developed in line with stakeholder feedback and shows the datasets, feature pages and other enhancements that we plan to deliver throughout 2026. The roadmap is publicly available to access on our Open Data Portal and will be updated each quarter.

SP Energy Networks