SP Electricity North West

Digitalisation Action Plan

Driving digital transformation, delivering value for customers and enhancing cyber security

June 2026

Contents

1. Our Digitalisation Strategy and Action Plan

Our vision: To be the most digitalised and cyber-secure distribution network operator in GB

Our **Digitalisation Strategy** sets out how we use technology and data to improve customer service, business resilience and business efficiency.

Technology, information and data are becoming increasingly important at SP Electricity North West as we strive to improve efficiency, drive innovation, increase transparency and support the transition to net zero.

The strategy is a key component of our business plan for 2023 – 2028. It describes how information technology will help us achieve our goals and how we will use digital products and services to meet the needs of our customers and other stakeholders.

Our strategy is complemented by this six-monthly **Digitalisation Action Plan** that describes our progress and sets out how we will transform and automate business processes to create additional value for customers and stakeholders.

Our strategy is built on three strategic themes:

Protect	Protecting our critical national infrastructure from digital threats
Innovate	Taking advantage of technology to further enhance our sector-leading reliability and capacity performance
Automate	Automating to continue our relentless pursuit of efficiency to deliver stakeholder value

These themes will drive our strategy – from our high-level technology portfolio through to the key activities in this latest action plan – ensuring we continue to deliver the best digital solutions for all our customers.

2. Our approach to stakeholder engagement

At SP Electricity North West stakeholder and customer engagement is a cornerstone of our decision-making. Our digitalisation strategy is shaped by the needs and feedback of our customers and stakeholders, ensuring that we deliver value and meet their evolving needs.

Through regular consultations, surveys and feedback sessions, we gather valuable insights from a diverse range of stakeholders, including customers, local authorities, regulatory bodies and community organisations. This engagement helps us understand their priorities, challenges and expectations, allowing us to tailor our digital initiatives to address these needs effectively.

As part of our engagement our digital futures advisory panel meets quarterly to support the delivery of our data strategy, digitalisation strategy and our cyber resilience plan.

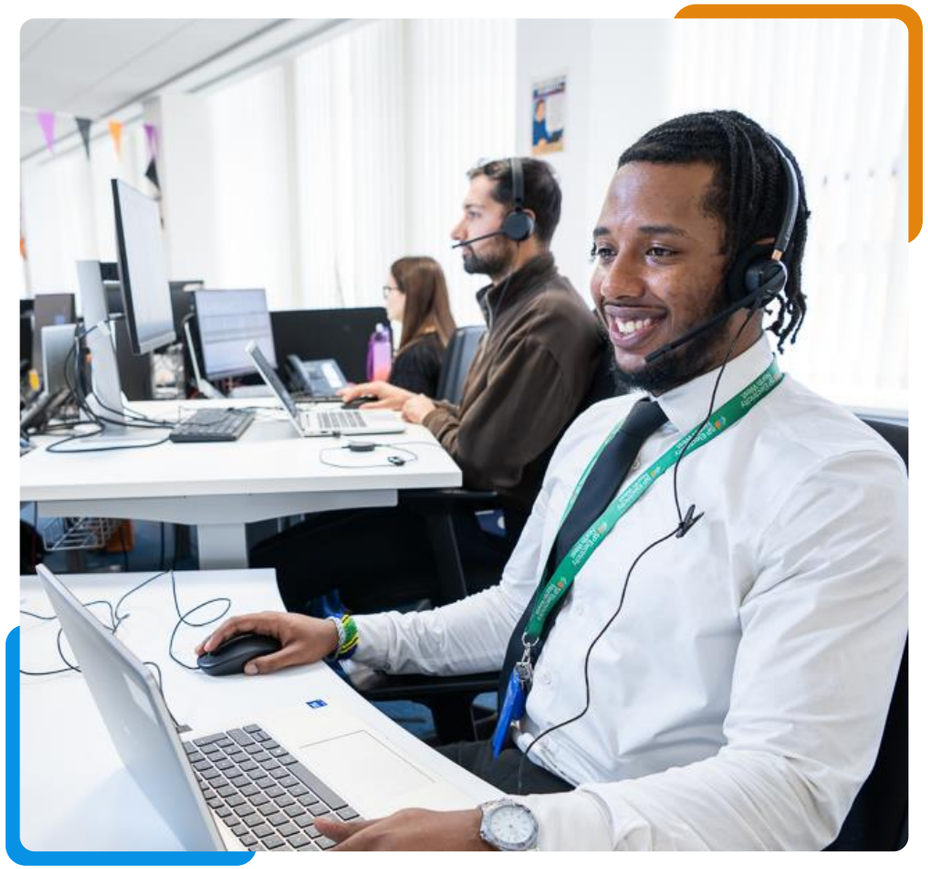
The panel is made up of independent experts representing a range of stakeholders, who provide advice, guidance and challenge with the ultimate goal of creating benefits for consumers.

Find out more about our approach to stakeholder engagement

3. Customer service

At SP Electricity North West, we believe that exceptional customer service is the foundation of a successful digitalisation journey. By prioritising customer engagement and feedback, we strive to deliver a 10/10 customer service experience that meets the evolving needs of our customers.

- Our customer-centric approach is embedded in our business planning process, ensuring that customer perspectives are at the forefront of every decision
- We seek customer input via focus groups and targeted customer segmentation research
- Our understanding of customer needs and priorities enables us to tailor our digitalisation initiatives to deliver a seamless and positive customer experience



See our customer service action update

3.1 Customer service action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Improve customer experience by enhancing our CRM system	Automate	• Internal customers	• Database clean-up • Reduce Azure data verse storage and costs • Automate and streamline additional manual processes	December 2026	Ongoing	• Improved CSAT score	• Quote received from supplier • Discovery document drafted • Data cleanse underway • Funding split agreed • Draft statement of work with procurement • Next step is to finalise funding

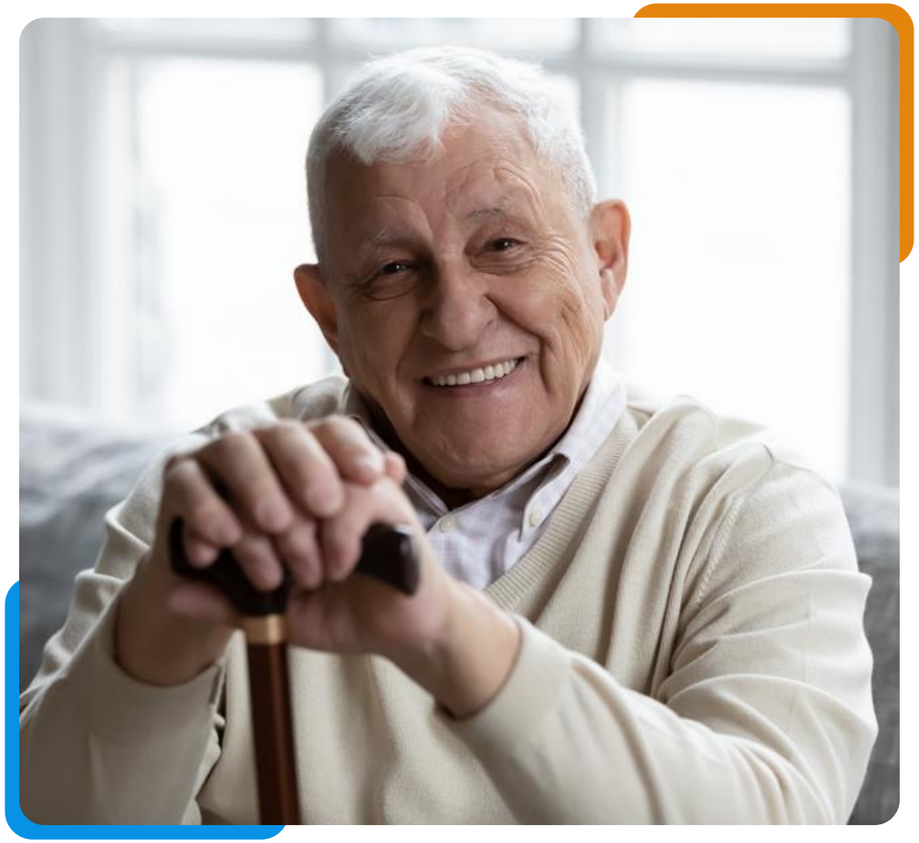
4. Customers in vulnerable circumstances

Our strategy is designed to address the unique challenges faced by customers in fuel poverty, those living with disabilities, ethnic minority communities, elderly individuals, low-income households, rural communities, single-parent families and anyone else in vulnerable circumstances.

Our strategy outlines four key priorities:

- **Streamline the registration process:** Simplify the registration process for our Extra Care register to ensure easy and quick access for eligible customers
- **Enhance network reliability:** Improve the reliability of the local network, particularly for customers in vulnerable circumstances, to ensure a consistent and dependable service
- **Strengthen partnerships:** Develop and refresh our network of partners to provide comprehensive and additional support to customers in vulnerable circumstances
- **Eliminate service barriers:** Minimise the risk of creating barriers to services, especially in the transition to net zero, ensuring inclusivity and accessibility for all

See our customers in vulnerable circumstances action update



4.1 Customers in vulnerable circumstances action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Provide low carbon/energy saving advice to customers	Automate	• Customers • Supply chain • Charity partners/ NGOs	• Merge microsite and add new features including Homewise tool calculator – design and test	July 2025	Complete	• Improved CSAT score • Number of customers accessing site	• Site has been fully refreshed to SP ENW branding • We will continue to develop the site as part of business as usual • This will include case studies, videos and an online planning tool for low carbon technologies
			• Ongoing development – including videos and new initiatives	March 2026	Complete		
Use power outage alerts in combination with smart meter data to check effect on vulnerable customers	Automate	• Customers • Supply chain • Internal customers	• Scope the required work to integrate outage information with smart meter voltage data and bring forward proposal	November 2027	Ongoing	• Improved speed of notification of vulnerable customers affected	• Next steps are to take the agreed design for smart meter data and build the algorithms and groups required to allow the data to be requested and stored in our internal systems without breaching customer confidentiality, due November 2026
Automate data sharing with water suppliers	Automate	• Internal customers	• Replace manual data sharing between DNOs and water companies with a fully automated process which will mirror data flow process with suppliers	September 2026	Ongoing	• Improved CSAT score	• File ingestion will be delivered in Phase 2 of the 365 programme – the final stage of our work • Industry-wide delays persist

5. Network management & resilience

We recognise the strategic value of digitalising the management of our network as this enhances its operational efficiency and enables us to better manage its reliability and resilience in the face of increasing demand and changing climatic conditions.

- During RIIO-ED1 we digitised our network at all voltages into a connected network model
- We have installed enhanced monitoring and remote switching devices which allow us to respond to faults as they develop
- We combine information about our assets to target investment in areas where power cuts are most likely and have the greatest impact on customers
- We are taking measures to enhance the resilience of our infrastructure, investing in flood defences, strengthening overhead lines, vegetation management and cyber security
- As part of our response to Storm Arwen we are developing a ground-breaking model which will evaluate network resilience and enable us to better target investment
- We're using digital technology to provide our people with the information, training and tools they need to operate safely

See our network management & resilience action update

5.1 Network management & resilience action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Detect and repair network damage more quickly to improve customer service and safety	Innovate	• Customers • Supply chain • Regional, social, economic and environmental stakeholders	• Complete rollout of LV PRESense 'fault radar' programme by the end of RIIO-ED2	March 2028	Ongoing	• Improved CSAT • Reduction in customer interruptions and customer minutes lost	• LV PRESense programme completed ahead of target • 1,845 LineSIGHT sensors installed out of a total of 2,200 (83.9% complete)
			• Install 2,200 LineSIGHT sensors by the end of RIIO-ED2	March 2028	Ongoing		
Upgrade geographical information system (GIS) to improve customer service and safety	Automate	• All	• Replace legacy applications with one GIS to improve user experience for colleagues and reduce the complexity of our applications	February 2027	Ongoing	• GIS implementation • Data flows available to other key systems using geospatial information	• System build and data migration is in progress • User cutover to new ArcGIS solution scheduled for August to November • Viewer users will be migrated first followed by data maintainers in November, when we will go live and cutover from the old system
			• Develop modern user interfaces and a better data model that's more aligned to industry standards	February 2027	Ongoing		
Allow authorised stakeholders to view outage data alongside data from other DNOs for a national picture of outages *	Automate	• Digital futures advisory panel • Political, regulatory and public sector	• Secure the system setup and align with an upcoming application programming interface (API)	July 2026	Ongoing	• Authorised users able to access SP ENW outage data alongside national picture of other DNOs	• Working with the ENA we are on target to publish outage information via our open data portal, as agreed with other DNOs

** Service improvement objective included as part of the Digitalisation Re-opener submission. Implementation of certain projects in the Re-opener portfolio is dependent on Ofgem decision later in 2026.*

5.1 Network management & resilience action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Implement cyber standards across IT services to protect critical national infrastructure	Protect	• Political, regulatory and public sector • Customers	• Migrate to ISO 27001:2022	December 2025	Complete	• ISO 27001:2022 attained	• Relevant system controls aligned to ISO27001:2022, in line with Smart Energy Code standards
			• Embed, test and mature new CSMS policies	December 2027	Ongoing	• eCAF programme delivered on time	• eCAF implementation continues with significant milestones achieved, supporting maturation, growth and sustainability of the programme
			• Deliver programme to achieve enhanced Cyber Assessment Framework (eCAF) profile	December 2027	Ongoing		
Regulate voltage on low voltage networks to reduce costs to customers	Innovate	• Customers • Digitally excluded • Regional, social, economic and environmental stakeholders • Charity partners/NGOs • Supply chain	• Install 1,000 on-load tapchanger (OLTC) transformers by the end of RIIO-ED2	December 2028	Ongoing	• Equipment installed • Improved CSAT	• Steady progress on the installation of OLTCs continues • As of June 2026, we have completed 332 out of a target of 1,000 (33.2% complete)

5.1 Network management & resilience action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Grid code change - GC0139 to improve data exchange and facilitate transition to a smart, flexible energy system *	Automate	• Digital futures advisory panel • Political, regulatory and public sector	• Increase the scope and detail of planning data exchange between network operators and NESO by aligning processes and providing greater granularity of data	January 2028	Ongoing	• Successful implementation of the grid code change	• Due to external controls the implementation date for GC0139 has been pushed back a year to January 2028
Implement Celsius+ *	Innovate	• Digital futures advisory panel	• Rollout Celsius technology to next tranche of substations as part of SP ENW business model	January 2028	Ongoing	• Design completed • Software and infrastructure developed and live and fully integrated with existing asset management solution	• Delivery project to start in 2026. • Delivery of the first sensors targeted for Q4 2026

** Service improvement objective included as part of the Digitalisation Re-opener submission. Implementation of certain projects in the Re-opener portfolio is dependent on Ofgem decision later in 2026.*

6. Distribution system operation

Distribution system operation (DSO) represents a transformation in network management, propelling the North West towards a future defined by customer-centric benefits, cost-efficient operations and enhanced network accessibility.

- As the North West's network operator, we are uniquely positioned to drive the transition to net zero
- Our goal is to provide customers with reliable and affordable access to network capacity, ensuring the seamless integration of renewable energy sources and distributed energy resources while enabling the transition to net zero
- Through our commitment to digitalisation, we will empower our customers to begin their decarbonisation journeys
- We will increase optimised network performance and accelerate the transition to net zero
- As a social DSO, we will strive to use digital technology to deliver social and environmental value for the communities we serve

See our DSO action update

6.1 Distribution system operation action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Grow the market for BiTrader, our curtailment trading platform	Innovate	• Customers	• Complete the build of the BiTrader system to allow live trading	July 2026	Complete	• Trading activity on the platform • Increase in overall capacity	• Project has demonstrated use of a bilateral trading market to allow large connected customers and generators to trade curtailment obligations on the distribution network • Learning will be shared
Allow better sharing of asset information to other systems, especially external systems	Automate	• Political, regulatory and public sector • Supply chain • Regional, social, economic and environmental stakeholders	• Create common information model (CIM) format models for the EHV network as required for the LTDS	November 2025	Complete	• Ofgem confirm compliance with licence conditions • Successful transfer of CIM compliant models	• Proposed GC0139 implementation date moved by Ofgem to January 2028 • Work is underway but at an early stage for SP ENW • We are part of the industry working group, engaging CIM experts and have begun early interoperability testing
			• Create common information model (CIM) format models for the sub-transmission network as required by proposed modification to the Grid Code	January 2028	Ongoing		

6.1 Distribution system operation action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Data sharing infrastructure *	Automate	• Digital futures advisory panel • Political, regulatory and public sector	• Implement data sharing infrastructure platform	September 2027	Ongoing	• Data sharing platform live and in use	• Business integration activity complete • Working with SPEN on a joint approach to DSI and how we can work together on shared implementation activities
Implement CLASS Phase 3 *	Innovate	• Digital futures advisory panel	• Implement the final phase of the innovation project CLASS	September 2026	Ongoing	• Successful implementation of CLASS Phase 3	• Delivery of minimum viable product (MVP) expected in September
Implementation of Local Area Energy Planning+ (LAEP+) *	Innovate	• Political, regulatory and public sector • Digital futures advisory panel	• Engage with solution provider • Present to stakeholder community • Conclude design • Implement technology solution	April 2026	Complete	• Successful implementation of LAEP+	• LAEP+ successfully deployed and available for free use by local authorities • More information available on our website

** Service improvement objective included as part of the Digitalisation Re-opener submission. Implementation of certain projects in the Re-opener portfolio is dependent on Ofgem decision later in 2026.*

6.2 Case study: LAEP+

LAEP+ is a net-zero planning platform that enables local authorities to access and analyse geospatial data, run feasibility assessments, model decarbonisation projects and share plans with key stakeholders

In our drive to improve access to our network and further the electrification of our region we are constantly investigating new and innovative digital solutions. In 2025 we set out to provide an online net zero planning tool to support local authorities and other stakeholders with their decarbonisation plans.

We used our social cost benefit analysis tool to identify the most cost-effective intervention to meet our objectives.

The solution which provided the most efficient use of investment, least risk and the best outcome for our stakeholders, while enabling rapid benefits realisation within ED2 and establishing a clear pathway into ED3, was LAEP+.

The award-winning LAEP+ platform, developed by Advanced Infrastructure, is already used by local authorities across the UK to support funding bids, make informed planning decisions, collaborate with network operators, and develop and deliver digital local area energy plans.

It brings together a wide range of energy, heat, transport, demographic and network data into a single, interactive platform. It enables local authorities to explore future energy scenarios, model low carbon technology deployment and build deliverable project pipelines aligned with budgets and local targets. Outputs can then be exported for funding bids, business cases and internal decision-making, and shared visually with stakeholders to support engagement and consultations.

By opting for a proven mature innovative software platform, we avoided unnecessary development costs and lengthy timescales for implementation. By selecting LAEP+ as an established platform already in use by other DNOs, we minimised the need for bespoke development, reducing costs while accelerating the deployment timeline.

Following consultation and testing with local authority stakeholders LAEP+ is now being rolled out as a free digital planning tool to all 31 local authorities in our licence area.

Customer benefits

- Provides access to consistent high-quality data and scenario modelling tools
- Ensures alignment of local area energy plan development across multiple stakeholders
- Improves demand forecasting and supports timely and cost-effective reinforcement decisions
- Enables proactive energy planning, helping to align local ambitions with future network readiness
- Promotes collaboration between local authorities, SP ENW and other stakeholders
- Avoids duplicated development costs and benefits from economies of scale

7. Internal operations

We continue to transform our internal operations, covering procurement, safety, fleet management, digital workplace, management information (MI) reporting, workforce skills development, work and asset management, authorisation processes, digital training capability, integration hub and strategic data platform.

Creating more streamlined and efficient internal operations is key to our digital transformation and we continue to progress initiatives in line with our Digitalisation Strategy to support this. This includes:

- Removal of inefficient legacy applications and modernisation of our key business applications
- Investment in operational systems
- Continued transformation of data and information management
- Continuous improvement of processes

See our internal operations action update

7.1 Internal operations action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Create a modern integration hub for providing open data and for sharing data between different business systems	Automate	• Supply chain • Internal customers	• Move integrations from our current integration platform to a new cloud-based platform	July 2027	Ongoing	• Legacy integration platform decommissioned • Workloads running via new cloud platform	• Population and curation continues with critical data already complete • Project superseded by joint development with SPEN
Digitalise our work and asset management systems to improve customer service	Automate	• Vegetation management team	• Digitalising vegetation management	Sept 2026	Ongoing	• Removal of manual paper-based process	• System and user acceptance testing in progress
	Automate	• Operational Engineers • Design Engineers • Asset data management	• Grouping of overhead line works	Sept 2026	Ongoing	• Enhanced visibility of upcoming works for designers and operations authorised persons	• Finalising solution design
	Automate	• Internal customers	• Defect Management	December 2026	Ongoing	• Improved process for issue and closure of works	• Finalising scope of the project
	Automate	• Operational teams	• Lone worker	August 2026	Ongoing	• Improved safety for colleagues working in high risk situations	• Trial mobilisation

7.1 Internal operations action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Create a new strategic platform for critical data to manage performance and optimise customer service for use with Power BI	Automate	• Customers • Supply chain • Political, regulatory and public sector	• Complete population of remaining datasets into data lakehouse	September 2028	Ongoing	• Performance management metrics available to business service teams • Percentage of identified datasets into strategic data platform	• Good progress has been made • 85% of identified datasets are available
Market-wide half hourly settlement (MHHS) programme ready*	Automate	• Supply chain • Digital futures advisory panel • Political, regulatory and public sector	• Design, develop, test and deploy new systems to support programme migration	September 2025	Complete	• MHHS programme independently qualified	• 18-month industry migration phase started October 2025 • Industry migration in SP ENW geographic area remains on track against central MHHS plan with 31% complete at end of May
			• Start of migration	October 2025	Complete		
			• Full industry go-live	March 2027	Ongoing		
Automated update of open data portal	Automate	• Customers • Supply chain	• Automate data sharing including real-time functionality	March 2026	Complete	• Successful connectivity and upload implemented	• Project successfully completed and now business as usual
Replace wayleaves payment management system to ensure effective compensation for landowners	Automate	• Legal and financial partners • Internal customers	• Replace existing system with more efficient platform to improve and expand reporting functionality with built in audit processes and peer approvals	December 2026	Ongoing	• New payment system online • Improved data accuracy on land rights • Links to GIS system	• Business case in development

** Service improvement objective included as part of the Digitalisation Re-opener submission. Implementation of certain projects in the Re-opener portfolio is dependent on Ofgem decision later in 2026.*

7.1 Internal operations action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Improve ongoing data governance processes to ensure secure data exchanges and better support for regulatory requirements	Automate	• Political, regulatory and public sector • Supply chain	• Retrospectively apply new triage tool to all published datasets. Publish to the Portal, summary details of the risk and mitigation elements that have been identified for each dataset (where appropriate)	June 2026	Complete	• Datasets updated on open data portal	• Triage information now published on data portal and updated monthly • 'Dataset Triage' table is formatted in-line with the ENA Data Triage playbook • Includes (up to) 17 x sensitivity questions across (up to) 10 x sensitivity categories • This results in an inherent risk score and a mitigated risk score which determines the openness classification for each dataset
Implement a data governance framework for reporting and analytics data	Innovate	• Internal customers	• Identify key data domains and owners • Implement governance framework and policies	December 2026	On track	• Improved understanding and accessibility of business-critical data	• Lighthouse implementation complete • During the next quarter we will create a plan for rolling out the framework across the business over the next two years
			• Create data quality reporting and data cataloguing for key data items • Implement role profiles for data owners and stewards	June 2028			

7.2 Case study: Fleet telematics

Following a successful trial we have rolled out telematics to over 800 livered vehicles and plant to improve safety and reduce operational costs by improving driver behaviour.

In 2024 our business experienced 250 vehicle incidents in a year – one incident for every working day, costing the business £1 million in repairs.

We carried out a trial with 130 drivers, in a variety of different vehicles. During the trial we found that the use of telematics improved driver safety and reduced the incident rate from 1/5 to 1/50. We were also able to identify practices such as acceleration, braking and speeding instances that our drivers could learn from.

Telematics systems monitor and collect data on vehicles, but they are also a great way to gain insight into driving practices.

Following the successful trial we competitively procured an integrated camera and telematic driver monitoring system and installed this in our operational liveried fleet.

In March 2026 we rolled out the telematics Scorecard app to our liveried fleet drivers' company phones. The purpose of the app is to support safer, more efficient and more sustainable driving by giving drivers direct access to their own data. It provides simple feedback based on braking, speed and acceleration, helping them make small adjustments that reduce risk, save fuel and lower emissions.

Driving behaviour is presented using an easy-to-understand red, amber and green display.

The fleet team has also introduced FleetCheck which replaces an out-of-date fleet management system This will allow our fleet to be efficiently maintained with readily available data to demonstrate legislative compliance and justify future fleet investment.

Benefits

- Protection against false insurance claims
- Reduced incident rate and damage costs
- Better fuel usage and management
- Reduced CO_2 emissions
- Personalised driving style analysis and education
- Improved management information
- Improved customer perception

8. Our data journey

Our data portal offers access to a diverse catalogue of datasets to more than 3,100 unique stakeholders.

Our data portal provides access to a vast range of datasets, reports and digital network tools. We have over 3,100 registered users and currently publish 145 datasets, over 100 of which have been classified as open and are available to all users. Stakeholders can visualise data via the Map tool, analyse through the Chart tool – and export to multiple formats or ingest via API. We also offer a series of dedicated pages which add additional value by combining multiple datasets in a singular visualisation.

Our analytics show the portal now receives an average of over 140,000 API calls and interactions per month.

Our commitment to accessibility

As portal publications have increased, we have made a number of improvements. We have redesigned our user interface and introduced a clean, consistent and user-friendly way of navigating around our portal. We have introduced new personas and use-case navigation filters, added a 'jargon-buster' page to help demystify industry acronyms and signposted more detailed information on our website.

Where possible, we are committed to providing data as openly as possible. Most of our datasets are published under the 'Creative Commons' open licence which allows our stakeholders to use the data for their own purposes. We will continue to identify, develop and publish datasets in this way. A roadmap on our website is refreshed regularly to set out which datasets we are planning to publish and when.

A different perspective

We are always looking for ways to enhance the value of our datasets. Sometimes this is achieved by utilising external datasets to offer a different perspective. We have made datasets available from Microgeneration Certification Scheme (MCS), DVLA, Natural England, Environment Agency, Ordnance Survey and The Office for National Statistics.

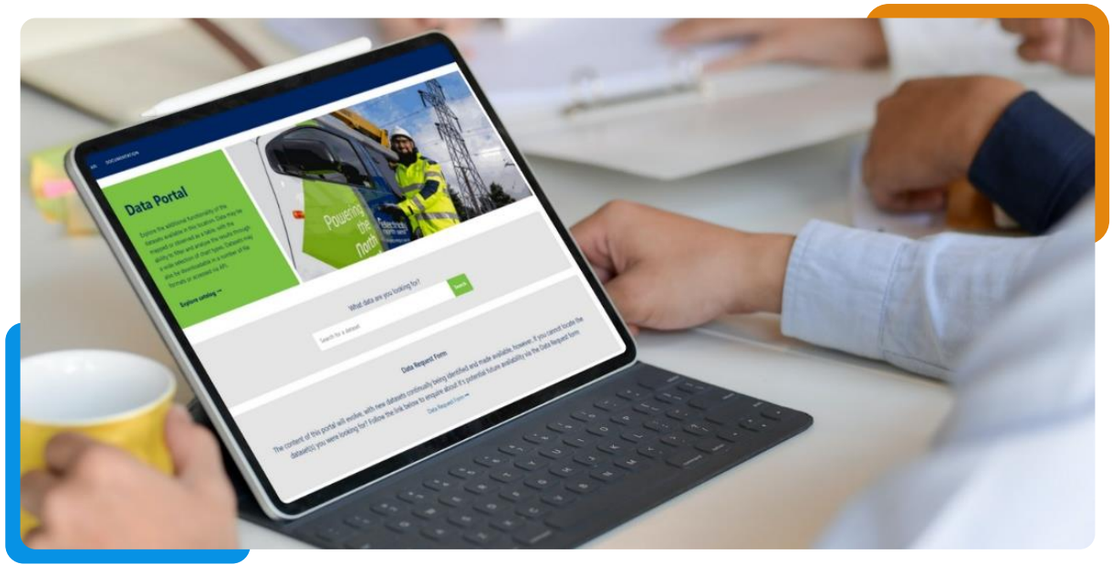
Maintaining sensitive data

As a provider of critical national infrastructure and a controller of personal and commercially sensitive customer data, it's important that we triage and classify the data we share. We will continue to work with the rest of the industry and government to ensure that appropriate data triage processes are adopted nationwide.

We also recognise that certain datasets contain sensitive information which cannot be mitigated through triage processes. We are publishing these datasets through a shared licence, where the data will be made available to selected users who match our criteria and agree to the licence terms.

Next steps

We are continually assessing the data we publish, exploring different ways to format data to add additional value, or visualising it in clearer, innovative ways to make it more accessible. We will continue to seek guidance from our stakeholder panel and engage with stakeholders to share knowledge and gain feedback.



9. Preparing for RIIO-ED3

In parallel to delivering our ED2 digitalisation strategy, work is 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 five data and digitalisation priorities laid out by Ofgem in their Sector Specific Methodology Decision:

- Strategic outcomes and internal capability
- Data sharing infrastructure participation
- Interoperability and co-ordination
- Ethical and proportionate use of artificial intelligence
- 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 and 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 opposite 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, older 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.

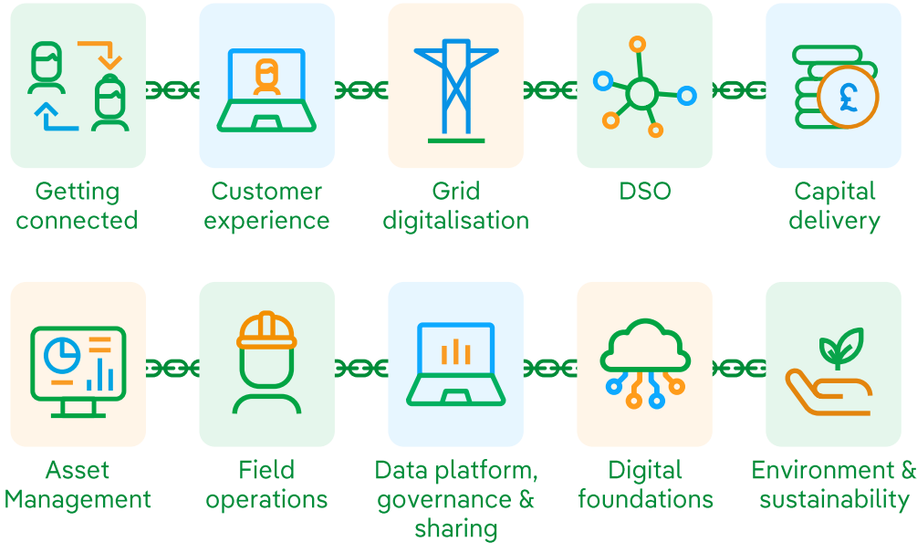
Community and third-sector organisations are viewed as trusted digital intermediaries, particularly for outreach, education and engagement on data, flexibility and digital services, helping bridge gaps in trust and capability.

9. Preparing for RIIO-ED3 (continued)

To identify the data and digital investments required for ED3, we have adopted a value chain perspective.

Value chains

A value chain is a sequence of connected capabilities that together deliver business and customer outcomes. Applying this lens helps us identify where we need 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 loses 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 co-ordination 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
Digital foundations	Build a resilient, data-driven and future-proof digital foundation that unlocks smarter, safer and more efficient network operations
Environment & sustainability	Embed environmental and sustainability data in investment and maintenance activities by centralising data repositories in a single source that improves data quality, accessibility, regulatory assurance and reporting

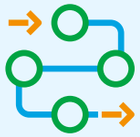
9. Preparing for RIIO-ED3 (continued)

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

Core overarching themes

Single, integrated view of work and assets

End-to-end visibility that strengthens planning, streamlines 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 real-time 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

SPEN/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 update to provide a clear, consistent view of our shared direction, priorities and progress across both areas.

10. Have your say

Stakeholder feedback is crucial to ensure informed decision-making. We welcome your views on our action plan and our digital progress. Please send your thoughts to StakeholderEngagement@enwl.co.uk.

Back to contents

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