



# NGN Digitalisation Action Plan

June 2026

# Welcome to our Digitalisation Action Plan

## This is the June 2026 edition of our Action Plan...

The consistent theme that has run through our Digitalisation Strategy is Integrated Information Management, a philosophy centred on data, designed to maximise the value, governance and control of our data assets through a simplified enterprise architecture that balances people, process and technology.

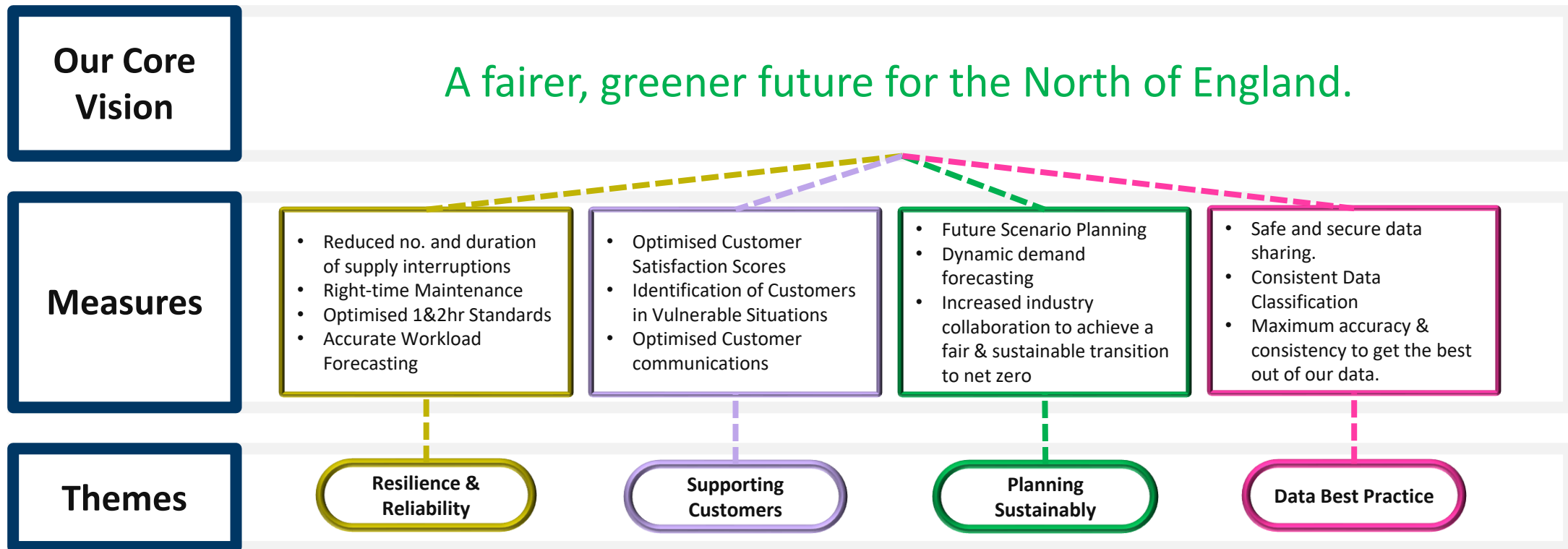
As we look forward to exciting times in our new RIIO-GD3 period (2026-31), the foundations that we have built: implementing S/4HANA; mastering our data in a single, consistent schema; building our own mobile applications for work management and field data capture; and embedding an in-house digital capability, means that we are uniquely placed to deliver new digital products and services throughout RIIO-GD3 and beyond.

In this Digitalisation Action Plan, we will demonstrate our ability to deliver digital projects at scale that strengthen our compliance with Data Best Practice, enhance the experience of data users, and provide real value to end consumers and stakeholders.



# Using Themes to map to our broader business strategies

The strategic initiatives detailed in our Business Plan for RIIO-GD3 are driven by one core vision



We will use these themes to show where our digitalisation work is supporting our core strategic vision.



# How we are Engaging with Stakeholders

## Stakeholders are the driving force behind our Digitalisation work...

We believe that digitalisation will improve not only the service that we provide to our stakeholders, but also our relationship with them, the way that we interact, the way that we share data and information, the way that we work together to achieve common goals.

We'll continue to work closely with Stakeholders – Internal and External – to ensure that our digitalisation transformation delivers for everyone.

We'll use the categories opposite to show which stakeholder groups have been engaged for each of our digitalisation initiatives.



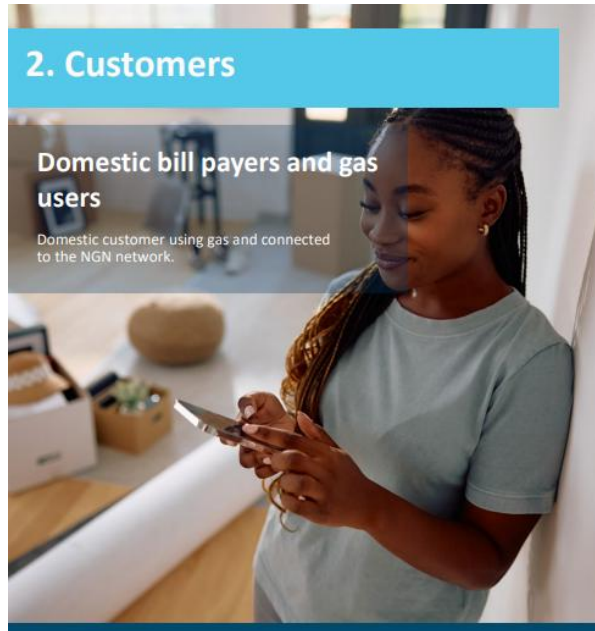
# Our Digital Personas

You can find these on our [Open Data Portal](#)

Digital personas have become a key tool in helping us better understand our stakeholders and shape our digital investments and strategies...

To ensure our services meet the needs of stakeholders and network users, we've carried out extensive engagement, combining insights from colleagues, existing research, and targeted external feedback. This has allowed us to create personas that reflect the diverse range of people and organisations accessing our services, forming the foundation of our data and digitalisation strategy.

Our ten digital personas represent distinct stakeholder types, based on real interactions and insights.



### Engagement

Links on the website, short digital ads targeted to area, direct mail.



Information compiled by Create Clarity © 2024

- Role**

  - To keep themselves and their families warm, safe and well and pay for what they use
- Challenges**

  - Low awareness and engagement - they don't understand GDN v retailer so don't know where to look
  - Lack of familiarity means they can't find information
  - The need to log in to the open data portal can be a barrier
- Requirement**

  - Needs: accessibility**
  - A safe and reliable gas supply, good customer service that can be accessed easily in time of need
  - Energy efficiency guidance, carbon monoxide awareness advice and inclusive communication channels
  - Some customers have an interest in future energy trends and the effect of the environment on energy
  - May look for advice on LCTs
- Solution**

  - Easy to navigate website
  - Navigation to contact channels (chat, key contact numbers, specific complaints channels with direct contacts)
  - Downloadable information sheets (for example energy efficiency, safety, topical innovation projects, LCT etc)
  - Explanation of bill breakdown (and prices)
  - Details on planned work by area



# What our Stakeholders are telling us about AI

Once finalised, we'll be publishing the full report on our [Open Data Portal](#)

## Helping to ensure our ethical approach to AI

Through engagement with our Customer Panel and Young Innovators Council, we've been asking our customers for their perceptions of AI, to help us on our AI journey. These are summarised in the boxes below.

The consensus on what our customers want is ongoing communication about how AI is used, assurance that AI will not erode the "human touch", and evidence that AI supports, rather than undermines, social and environmental commitments.

This vital feedback will help us to shape our use of AI, and we will continue engaging with stakeholders on this important topic.

### Cautiously Optimistic

Customers see AI as a tool to improve safety, efficiency, and service—but only with strong human oversight. AI should support, not replace, people.

### Better Opportunities

Enhanced training and support for NGN employees. Streamlined workflows and better customer experiences. AI can help achieve environmental and net zero goals.

### Ongoing Concerns

The environmental impact of AI should be a top focus for us. Regarding data privacy and security—our customers want control and transparency of how their data is being used.

### Trust & Ethics

The responsible and ethical use of AI is essential. Clear governance and transparency is expected. Our customers want to understand how AI decisions are made.



# Introducing our Artificial Intelligence Impact Assessment

**As part of our commitment to the responsible and sustainable use of AI, we have developed an Artificial Intelligence Impact Assessment (AIIA)...**

The AIIA will help us decide whether an AI solution is the right thing to do.

It asks questions around 6 categories...

**Purpose** – why are we using the AI?

**Oversight** – is someone checking it?

**Accountability** – are we measuring its performance, and how?

**Privacy** – are we considering individual rights to privacy?

**Legal Compliance** – are there any legal considerations?

**Ethics** – have we involved everyone who should be, is there Equality, Diversity and Inclusion (EDI) by design, and have we considered the environmental impact?

We use the answers to assess the solution, and any mitigating actions required to ensure the solution is Safe, Secure, Fair and Environmentally Sustainable..

## ❖ 1: Purpose

Requirement	Response
Who is the End User or Primary Customer?	
Please list the potential benefits identified	
Please list any potential risks/harm identified	
Will the outputs of the solution be used to make decisions	
If yes, about whom, or what, will decisions be made?	

### 1.1: Task Analysis: Choose the description that best categorises the tasks carried out by the solution

Task Complexity	Select One (X)
<b>Simple tasks</b> - such as classification based on few features into a few categories with clear rules or logic. For such decisions, humans could easily agree on the correct answer, and identify mistakes made by the system. For example, a natural language processing system that checks spelling in documents.	
<b>Moderately complex tasks</b> - such as classification into a few categories that are subjective. Typically, ground truth is defined by most evaluators arriving at the same answer. For example, a natural language processing system that autocompletes a word or phrase as the user is typing.	

Administrator: Admin

Document Owner: Head of Digitalisation



# Artificial Intelligence in NGN – Co-Pilot

## Introducing Artificial Intelligence into our ways of working

### Stakeholders

W2 NGN Colleagues

Customers

### Themes

Supporting Customers

Resilience & Reliability

### What is this?

We are committed to the safe and responsible use of Generative Artificial Intelligence (AI) to improve how we work and the services we provide. As part of this, we are rolling out Microsoft Copilot to help colleagues streamline everyday tasks, increase productivity, and unlock new ways of working.

Copilot acts as a digital assistant, helping to draft documents, summarise information, analyse data, and automate routine activities. Following two successful pilot phases involving around 100 users, we have gained valuable insights into how the tool can add real value across the business.

To support this rollout, we have introduced a structured training programme, alongside clear policies and guidance to ensure safe, secure, and effective use.

Using AI correctly and responsibly improves efficiency and consistency, helping our Colleagues to reduce time spent on repetitive tasks, allowing greater focus on higher-value work that supports customers and network performance.

### Why are we doing this?

We know that Artificial Intelligence will play an important role in the energy sector of the future and we're keen to explore how we can make the best use of it. We are starting out small, making sure that we fully understand the benefits and risks of using AI so that we can provide the best products and services to our customers and colleagues

“Making the most of this exciting and disruptive technology...”

### Project Milestones

**Phase One:** Full rollout of Co-Pilot (Dec '25 – Jun '26)

To Start

In Progress

Complete

**Phase Two:** User & SuperUser Training (May '26 onwards)

To Start

In Progress

Complete

### What's happening in the next 6 months

Our target is to have 120 SuperUsers fully trained on Co-Pilot by specialist external training organisations within the next 6 months. We now average 60,000 individual Co-Pilot queries per month, and we will continue to monitor and analyse usage.

# Artificial Intelligence in NGN – Agentic AI

## Introducing Artificial Intelligence into our ways of working

### Stakeholders

W2 NGN Colleagues

Customers

### Themes

Supporting Customers

Resilience & Reliability

Planning Sustainably

### What is this?

AI Agents can act more independently to achieve a goal, rather than simply responding to individual instructions. While traditional AI tools rely on step-by-step human direction, AI Agents can plan tasks, make decisions, and carry out actions across multiple systems with minimal ongoing input.

An AI Agent behaves more like a digital assistant with initiative. You might give it an objective—such as analysing network data to identify potential leaks or optimising maintenance schedules—and it will determine the steps needed, gather relevant information, and adapt its approach as conditions change.

For organisations like ours, this creates opportunities to improve efficiency, responsiveness, and decision-making. For example, agentic AI could monitor real-time data from assets, flag emerging issues, suggest interventions, and even trigger workflows automatically. This helps teams focus on higher-value work while routine or complex multi-step processes are handled more quickly.

Importantly, agentic AI still operates within defined rules and oversight. Human expertise remains essential to set objectives, validate outcomes, and ensure safe, ethical use. When designed and governed well, agentic AI can become a powerful partner in delivering smarter, more proactive network operations.

“Making the most of this exciting and disruptive technology...”

### Why are we doing this?

We know that Artificial Intelligence Agents will play an important role in the energy sector of the future and we’re keen to explore how we can make the best use of this exciting technology in the most sustainable and responsible way possible, so that we can provide the best products and services to our customers and colleagues without compromising on ethical responsibilities.

### Project Milestones

**Phase One:** Full rollout of Co-Pilot (Dec ‘25 – Jun ‘26)

To Start

In Progress

Complete

**Phase Two:** Agent Build training (Jun ‘26 onwards)

To Start

In Progress

Complete

### What’s happening in the next 6 months

We’ve developed robust policies and a training programme for the development of AI Agents. Our target is to have 100 colleagues trained on the best use of AI Agents in Co-Pilot over the next 6 months.

we are the network

# Open Data Interoperability

## Building the foundations of Open Energy Data

### Stakeholders

- N7 Industry Bodies
- Customers
- W2 NGN Colleagues

### Themes

- Data Best Practice
- Planning Sustainably
- Resilience & Reliability
- Supporting Customers

### What is this?

We are working with the other Gas Distribution Networks to ensure that the data we share openly is consistent, standardised, and easy to use. By aligning formats, naming conventions, and data structures, we are making it simpler for users to combine and understand data from multiple organisations.

This means that data from different networks can “fit together” without requiring complex rework. We are taking a phased approach, starting with geospatial pipe data, where we have agreed a common set of standards to ensure consistency across all networks.

This work will help to improve collaboration, reduces duplication of effort, and enables more effective whole-system analysis. For data users, including researchers and innovators, it makes accessing and using data faster and more efficient.

Overall, this work supports greater transparency, better decision-making, and the development of new insights and services that ultimately benefit customers

“Working together to improve open data...”

### Why are we doing this?

Data Interoperability is vital to the success of Open Energy, without it data sharing will be inefficient and ineffective, and a whole systems energy system will be impossible. The work on Open Data Interoperability is just the start of a long process, but it is an important step towards a net zero energy future.

### Project Milestones

**Phase One:** Scoping, resource management and initial geospatial review. (Nov '23 – Dec '23)

To Start   In Progress   **Complete**

**Phase Two:** NUAR data review and recommendations report. (Jun '24 – Jun '25)

To Start   In Progress   **Complete**

**Phase Three:** Capacity/demand management data review and recommendations report (Apr '26 – Mar '27)

To Start   **In Progress**   Complete

### What's happening in the next 6 months

We will continue to collaborate with the other Gas Distribution Networks and National Gas to progress this extremely important work.



# Open Data Portal Optimisation

## Building an Open Energy Data experience

### Stakeholders

N7 Industry Bodies

Customers

W2 NGN Colleagues

L12 LAEPs & RESPs

L1 Local Govt

### Themes

Data Best Practice

Planning Sustainably

Resilience & Reliability

Supporting Customers

### What is this?

Our Open Data Portal is designed to make key network data accessible, transparent, and easy to use for a wide range of stakeholders. By publishing data openly, we support greater collaboration across the energy sector and enable researchers, innovators, and partners to develop new insights, services, and solutions.

Open data helps promote better understanding of how the network operates and where improvements can be made. For the energy sector, this supports more effective whole-system planning, innovation, and evidence-based decision-making. For customers, it can lead to improved services, greater transparency, and more efficient outcomes.

We are committed to expanding the data we share, however this is being carefully shaped by emerging regulatory guidance, including Ofgem’s consultation on securing open data and best practice. This ensures that data is shared in a way that is safe, proportionate, and aligned with industry standards.

Open Data Portal supports a more transparent, collaborative, and data-driven energy system.

“Working hard to expand the Data Assets available to Users...”

### Why are we doing this?

Our Open Data Portal has been live for just under 3 years, and it continues to grow in popularity. We have learnt so much during that time and we want to use all that valuable experience to improve the portal, and to add new products and services that will enhance the functionality and boost the benefits of our data.

### Project Milestones

Phase One: Continued Improvements of Data Products on the existing Portal. (Ongoing)

To Start

In Progress

Complete

Phase Two: Expansion of the Portal. (tbc)

On Hold

Phase Three: Automated data retrieval and publishing (tbc)

On Hold

### What’s happening in the next 6 months

We will continue to make iterative improvements to the data products available on our existing portal, however any development of the portal itself is on hold pending the outcome of the Ofgem consultation.

we are the network

# Data Sharing Infrastructure

## Building the infrastructure for Energy Data Sharing

### Stakeholders

N11 Industry Bodies

L12 LAEPs & RESPs

W2 NGN Colleagues

### Themes

Data Best Practice

Planning Sustainably

Resilience & Reliability

Supporting Customers

### What is this?

The Data Sharing Infrastructure (DSI) being developed by the National Energy System Operator (NESO) is a coordinated approach to improving how energy data is accessed, shared, and used across the sector. It aims to create a secure, standardised framework that allows organisations to exchange data more easily, while maintaining appropriate governance, privacy, and cyber security controls.

The DSI will act as a trusted “backbone” for energy data, reducing fragmentation and making it easier for networks, system operators, suppliers, and innovators to collaborate.

For the energy sector, this will enable better whole-system planning, more efficient operations, and faster innovation by ensuring that the right data is available to the right people at the right time. For consumers, the benefits include more reliable services, quicker identification and resolution of issues, and the potential for more tailored and cost-effective energy solutions.

Overall, the DSI supports a smarter, more flexible, and data-driven energy system.

### Why are we doing it?

Data is vital to the achievement of net zero. The DSI will facilitate the secure flow of this data to those who need it. Even more importantly, it will be a catalyst of interoperability of data that will itself promote and enhance the innovative use of data to ensure a safe and fair transition to a net zero energy sector.

“Getting the best out of industry data...”

### Project Milestones

**Phase One:** Engagement and design. (Jan '26 – Oct '26)

To Start In Progress Complete

**Phase Two:** Acceptance Testing. (Nov '26 – Apr '27)

To Start In Progress Complete

**Phase Three:** Formal DSI Onboarding (May '27 – Mar '28)

To Start In Progress Complete

### What’s happening in the next 6 months

We will continue to collaborate with NESO and other partners to begin building the first iteration of the Data Sharing Infrastructure ready for testing.



# Optimising our Analytics Platform

## Redeveloping our Data Warehouse for advanced analytics

### Stakeholders

W2 NGN Colleagues

### Themes

Data Best Practice

Planning Sustainably

Resilience & Reliability

Supporting Customers

### What is this?

Optimising our SAP BW/4HANA data warehouse means ensuring that data is structured, stored and processed in ways that support faster insights and more advanced analytics. A key part of this is improving Data Storage Objects (DSOs), which are used to organise and manage data for reporting and analysis. Well-designed DSOs reduce duplication, improve data quality, and enable more efficient data retrieval.

Optimisation ensures that the right data is readily available, trusted and easy to use. This is essential for moving beyond traditional reporting towards predictive analytics and AI-driven insights.

The benefits of doing this work include faster reporting, improved decision-making, and the ability to apply advanced techniques such as forecasting demand, identifying network risks and optimising operations. It also reduces system complexity and improves performance.

Overall, an optimised data warehouse provides a strong foundation for innovation, enabling smarter, data-led decisions that will benefit both NGN and our customers.

“Getting the best out of industry data...”

### Why are we doing this?

As we continue to make the best use of advanced analytics and AI applications, we’ll need our data to be structured in the best possible way. Optimising the design of these DSOs will also help ensure that we have the data in the right place to quickly and easily take advantage of new technologies and advances in analytics.

### Project Milestones

Phase One: Engagement and design. (May ‘26 – Jul ‘26)

To Start

In Progress

Complete

Phase Two: Build. (Aug ‘26 – Apr ‘27)

To Start

In Progress

Complete

### What’s happening in the next 6 months

We will finish designing the new DSOs and start to build them, ready for the transporting of our data into these powerful new structures.



# Advanced Leakage Detection

## Using digital technology to identify leaks on our network

### Stakeholders

W2 NGN Colleagues

N7 Industry Bodies

### Themes

Planning  
Sustainably

Resilience &  
Reliability

Supporting  
Customers

### What is this?

Advanced Leakage Detection (ALD) refers to the use of modern technologies and data-driven approaches to identify, locate, and prioritise gas leaks more quickly and accurately than traditional methods. This includes tools such as sensitive sensors, mobile detection equipment, and advanced analytics that can assess data from across the network in near real-time.

ALD can help us to find potential issues earlier and respond more effectively. By pinpointing leaks with greater precision, teams can target repairs where they are most needed, reducing unnecessary excavation and disruption.

For gas networks, this improves operational efficiency, enhances safety, and supports better planning of maintenance activities. For the environment, it helps reduce methane emissions, supporting net zero. For customers, the benefits include fewer interruptions, faster response times and a more reliable supply.

Overall, Advanced Leakage Detection supports a smarter, more proactive approach to managing the network, delivering safer, cleaner and more efficient outcomes.

“Spotting leaks faster...”

### Why are we doing this?

ALD has been utilised to great effect in other countries, and we're excited to use this digital technology to gather more data about our network, which we will use to refine our plans for RIIO-GD4 to enhance the reliability of our underground assets.

### Project Milestones

**Phase One:** Supplier onboarding. (May '26 – Jul '26)

To Start

In Progress

Complete

**Phase Two:** Vehicle-based surveys (Jul '26 – Apr '29)

To Start

In Progress

Complete

**Phase Three:** Analysis of data (Aug '26 – Apr '29)

To Start

In Progress

Complete

### What's happening in the next 6 months

Our specially-fitted cars will be covering the network, using specialist sensors to identify leaks.

we are  
the network

# Fatigue Management

## Enhancing our monitoring of workplace fatigue

### Stakeholders

W2 NGN Colleagues

N7 Industry Bodies

### Themes

Resilience & Reliability

Supporting Customers

### What is this?

The Fatigue Management App is a digital tool designed to help Dispatchers monitor and manage the working hours of operational colleagues more effectively. It replaces multiple spreadsheets with a single, user-friendly system that brings all fatigue-related information together in one place.

The app will provide a real-time view of how long colleagues have been working and whether they are approaching safe working limits. It also enables Dispatchers to record Fatigue Risk Assessments quickly and consistently, ensuring that decisions are well-informed and properly documented.

This helps us to improve oversight, reduce administrative burden and ensure consistent application of fatigue policies. Most importantly, it enhances safety and wellbeing by providing timely alerts and helping prevent excessive working hours.

The app will enable a more proactive and reliable approach to fatigue management, supporting safer operations and better outcomes for both our colleagues and our customers.

“Helping to keep our colleagues safe...”

### Why are we doing this?

The safety of our colleagues and customers is our number one priority, and fatigue can be a cause of injury. This app will help us to manage fatigue and continue our excellent safety record.

### Project Milestones

Phase One: Engagement & design. (May '26 – Jun '26)

To Start

In Progress

Complete

Phase Two: Build. (Jul '26 – Sept '26)

To Start

In Progress

Complete

Phase Three: Testing & rollout. (Sept '26 - Oct '26)

To Start

In Progress

Complete

### What's happening in the next 6 months

This important app will be designed, built and implemented to support our operational colleagues.

# Changes from our last Action Plan...

## An update on initiatives featured in our previous Action Plan

### Initiative

Data Classification

### What's happened...

We completed a Proof of Concept using MS Purview. As a result of this PoC we will be reassessing our technology options to ensure that the solution will provide the full capability that we need.

### Status

Complete

You can find copies of previous Digitalisation Action Plans on our Open Data Portal...

[Enter Here](#)

...or paste the following into your browser if you prefer -  
<https://northerngasopendataportal.co.uk/>

# Contact us...

We would really appreciate your feedback on our Digitalisation Action Plan



This Action Plan should inform and bring value to you. If there is any clarification, question or comment regarding this plan, we would love to hear from you. Please get in touch with us via one of the communication channels listed below.



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