Digitalisation Strategy Action Plan

national gas transmission

December 2025

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Contents

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Introduction

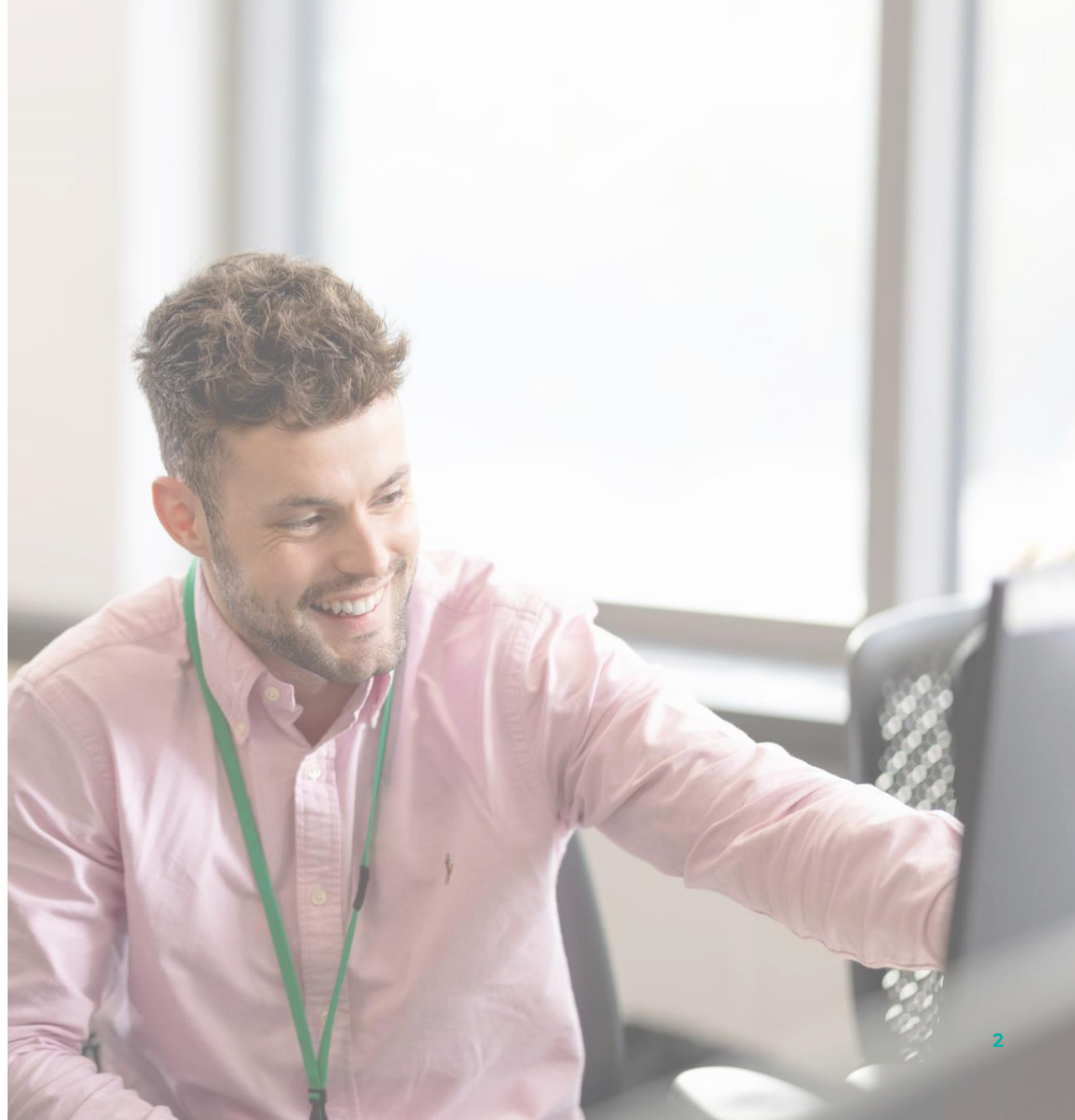**Section A: Summary of progress on OFGEM Data Best Practice (DBP):**

How we are achieving Ofgem Data Best Practice Guidance through our revised Data Strategy and DSAP actions.

Section B: Digital Initiative Updates:

Summary of work done from the last DSAP (December 2024) to date and project updates by focus area

Section C: Stakeholder Engagements

Section D: DSAP actions

Introduction

This Digitalisation Strategy Action Plan (DSAP) is updated every 6 months to reflect progress against our Digitalisation Strategy (in line with Ofgem requirements).

Published in March 2024, our Digitalisation Strategy places emphasis on Data trustworthiness, access, and visualisation, aided with the latest digital technologies. These include advanced analytics and Artificial Intelligence (AI) to improve decision making and workforce efficiency.

We have published a further update to as part of our RIIO-GT3 business plan submission, which adds detail on the plan and the new Digital Categories introduced by OFGEM.

Our plan submission also includes an AI strategy, detailing our vision for AI application and policies.

Projects continue to be captured in our five focus areas:

- **Data Foundation**
- **Data Sharing**
- **Digital Twin**
- **Enhanced Decision Making**
- **Efficient Enterprise Essentials.**

These five converge towards the overall strategic digitalisation objective.

Projects that fall under digitalisation objectives have been mentioned here. IT projects such as asset-health replacements which do not fall under this category are reported as part of the RRP submission.

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Section A

Progress on OFGEM Data
Best Practice Guidance

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We continue to implement our Data Strategy with a strong focus on Ofgem's Data Best Practice Guidance

Themes from the Data Strategy remain cross-cutting and relevant to our program of work, lending themselves to several of our key initiatives.
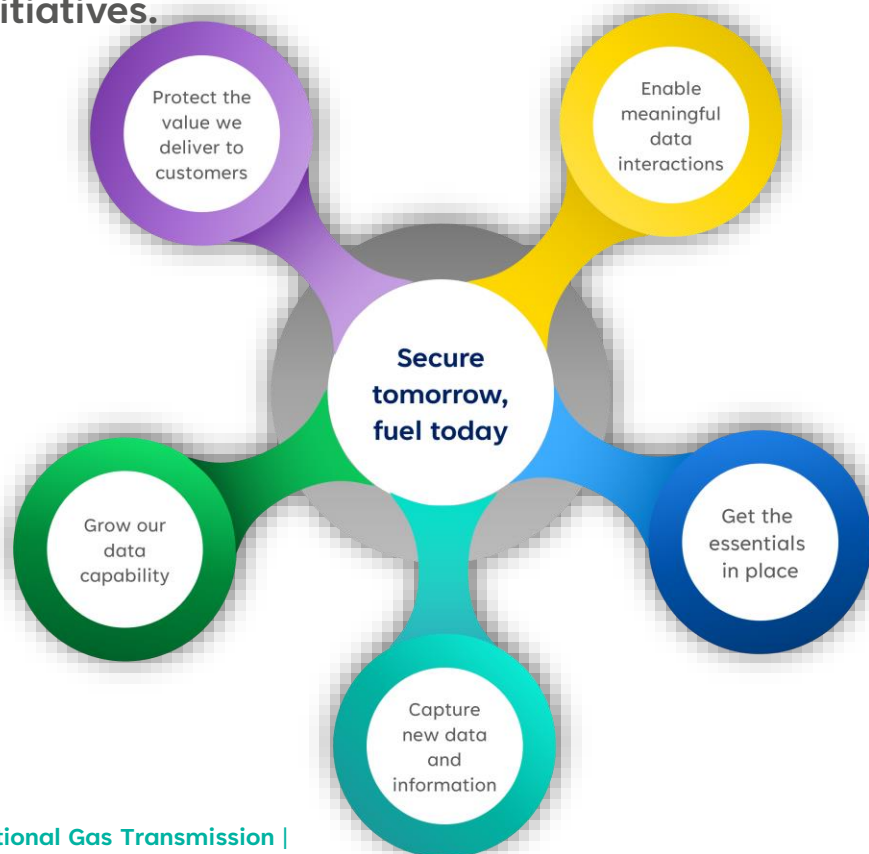
Our Data Strategy remains current and fit for purpose as we prepare for T3 and key Ofgem initiatives like the Data Sharing Infrastructure. We are in the process of reviewing Ofgem's draft changes to the Data Best Practice Guidance, whilst we continue to work on the multiple initiatives contained in our Digitalisation Strategy.

In the Digital Construction space, National Gas has now configured its Common Data Environment and begun onboarding construction projects and train users in the environment.

We've also completed the latest tranche of revamping our public facing Gas Data Portal, enhancing our API offering and providing a data catalogue to assist stakeholders in finding and accessing the information they need.

National Gas has joined forces with the Gas Distribution Networks to drive progress in data interoperability. Together we have created what we believe is an industry-first data interoperability standard for pipeline data. Work continues to identify the best opportunities to expand on this work, bringing a greater degree of standardisation to data about the gas network.

We continue to refine our security policies to ensure they are fit for purpose in an ever-changing threat landscape. All National Gas staff are now trained in data classification requirements, further enhancing our cyber defence posture.

Section B

Digital Initiative Updates
Overall progress summary from last DSAP (June 2025) to date and focus area updates

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Summary of work between June '25 and December '25

We are on track to complete T2 commitments. Post Draft Determination in July 2025, extensive work was done to provide additional justifications and evidence for T3 investment lines. This has resulted in a substantial increase in allowance in the Final Determination

- **Draft Determination Response –** We have had multiple engagements with Ofgem and other stakeholders and prepared responses for T3 Draft Determination and License conditions.

- **Data –** Working on data ingestion maturity, data interoperability and revamped Gas Data portal while following Ofgem's Data Best Practice guidance and Dublin Core Standards.

- **Operations Technology Transformation Programme –** Work in progress for enhanced scheduling and automation go-lives.

- **Future of Asset management –** a new integration has been developed between our asset management and investment planning to ensure data consistency; work continues on inspection consolidation and improving data quality captured at point of work.

- **CRM system enhancements –** REST API for Operational Data and Instantaneous Flow data available and search everywhere function

- **Finance and People systems –** Priority enhancements to finance and People systems and planning for further modernisation work

- **Enhanced Asset design –** BIM-CDE Pilots done on multiple sites

Data Foundation

Deliverable ⭐ Delivery ▮

April 25 – March 26: FY25 **April '26: FY26** **April '27: FY27**

ⓘ

Data Foundation

Data and Insights Platform ⭐ Modelling Analytics & Simulation Services ⭐

Integration Services ⭐

T3 Investments

Action #	Project and what we have committed to do	Action outcome (in support of digitalisation and data) – achieved so far	Next step
DSAP 017 DSAP 023 DSAP 012	**Data & Insights platform** We are building a data and insights platform as a central data store for data science, modelling, analytics and reporting **Modelling Analytics and Simulation Services** We will continue to develop the D&I platform to support delivery of data science use cases which will improve how we run and forecast the network Please note: Data & Insight Platform further updates will be done via Modelling Analytics and Simulation Service (MASS) program	Since the last update we have: • continued to mature our Trading data ingestion, modelling and report suite, in preparation for T3. We have productionised additional Trading-related business intelligence reports • expanded the range of data ingested for use by Data Science to enhance our Probabilistic Forecasting capabilities • Modernising and increasing the resilience of our Data Science modelling supporting future scenario simulations and planning • matured our support model, documentation and control processes to improve robustness. BAU support model in place to own productionised reports • continued to update our Business Glossary, and Report and KPI Catalogues	We will continue to build out our Data Quality Framework and upgrade our existing Business Glossary, KPI Catalogue and Report Catalogue solution. As we work through each new D&I report, these artefacts will be further populated to ensure a consistent conceptual and semantic thread from data source to reporting output. We continue to deploy Construction data and new sources for workforce data and preparing for our RIIO T3 reporting requirements.
DSAP 036	**Integration services** We are migrating to a new National Gas target architecture to simplify IT landscape, network, data transfer systems and interfaces.	We have productionised all three integration platforms MuleSoft, Apigee and Thru and all platforms are now available to accept application integrations based on the integration platform and approved design decisions. Programme is now closed	N/A

Data Sharing Platform

Deliverable ⭐ Delivery ▮

April 25 – March 26: FY25   **April '26: FY26**   **April '27: FY27**

Data Sharing platform

New Information Provision ⭐

MIPI Refresh ⭐

T3 Investments

Action #	Project description: what we have committed to do	Action Outcome (in support of Digitalisation and Data): what we have achieved so far	Next Step
DSAP 26	**MIPI refresh** Improve the discoverability and interoperability of our Operational Data for customers by: • providing a modern RESTful API • data catalogue and metadata available via the API • Enabling customers to configure and personalise their view of our data • Enhancing our help and support for data	REST API for Operational Data and Instantaneous Flow data available. Released new extended Search Everywhere feature and self-service configuration of saved report and data selection queries	Design and user experience testing for additional help and support features
DSAP 27	**New Information Provision** Continue to provide richer data and information to customers by: • Improving how we manage data triage requests • Improving data quality • Create new metrics to measure successful delivery	Provide additional content and views and support customer requests for additional data. Ongoing improvements to data quality and UI improvements in response to customer feedback Specification and design complete for Gas Quality reporting, build in progress	Deploy Gas Quality reporting Planning future release of the mobile app

Digital Twin

Deliverable ⭐ Delivery ▮

April 25 – March 26: FY25 **April '26: FY26** **April '27: FY 27**

Digital Twin

CVDT 2 ⭐

Digital Construction (Enhanced Asset design) ⭐

T3 Investments

Action #	Project Description – what we have committed to do	Action Outcome (aspect of supporting Digitalisation and Data) – What we have achieved so far	Next Step
DSAP	**The Innovation Project (CVDT Phase II)** Aims to link developing Digital Twins platform with our data clouds and live data and ensure the integration is aligned with data quality and security requirements.	CVDT II has demonstrated potentials and benefits as part of FutureGrid and driven the digital twin activities of the wider business and core systems that the business is currently utilising	**CVDT III – Integration** In the next FY, CVDT III will be focusing on integrating work done on CVDT II to National Gas architecture and to increase the number of connected systems to provide further detail on finance, project delivery and system operation.
DSAP 033	Digital Construction (Enhance Asset Design) Implementation, utilisation of BIM-CDE capability and applied new standards on construction projects which are delivered by external contractors and are tendered after the first two years of RIIO T2	The Enhance asset design project embedded BIM-CDE capability and new digital standards across National Gas's externally tendered decommission and asset health projects, delivering structured data, digitised workflows, and improved compliance. Pilots at Grasby Bottom, Hatton Multi Junction, and Deeside demonstrated measurable gains in asset data quality, operational efficiency, and regulatory compliance. These advances directly support safer, more reliable, and streamlined project delivery	From January 2026, the focus shifts to scaling up BIM-CDE adoption and finalising capabilities. The team will deliver final documentation, conduct closure workshops, and ensure all evidence and lessons learned are captured for Ofgem and internal governance. The project is planned to close by March 2026, with formal handover, sign-off, and transition to business-as-usual support.

Enhanced Decision making

Deliverable ⭐ Delivery ▬

April 25 – March 26: FY25

April '26: FY26

April '27: FY27

Enhanced Decision making

MVP go-live ⭐ **Customer CRM & Connections Developments** ⭐

Ops Technology Transformation Programme ⭐

Future of Asset Management ⭐

T3 Investments

Action #	Project Description – what we have committed to do	Action Outcome (aspect of supporting Digitalisation and Data) – What we have achieved so far	Next Step
DSAP 028	**CRM & Connections development** Improve the customer journey, satisfaction and engagement for Customers & stakeholders by: • Refresh of automated connections process • Enhanced infrastructure • Single solution for customer data • Improving query management processes	We have delivered enhancements to our CRM capability to enhance logging of customer queries and interactions and further digitalise the customer journey	Development of CRM & connections process enhancements. Exploring additional use cases for CRM adoption and data improvements.
DSAP 035	**Ops Technology Transformation Programme** We will deliver improvements and extend digitalisation for our field force teams, including device refresh, connectivity and enhanced maintenance planning.	Enhancing workforce management capability to deliver enhanced scheduling and automation, ability to capture work activities in the field and commenced rollout of key technology to ensure the workforce is always connected	Go live of remaining RIIO-2 digitalisation initiatives (enhanced scheduling and data capture at point of work) and preparing for RIIO-3
DSAP 042	**Future of Asset Management** We will improve how the integrations between our asset management systems to ensure that data is used to inform our plans and decision making.	A programme following on from Digital Asset Management, delivering changes to integrations between key operational and asset systems and IOT devices.	Go live of remaining RIIO-2 digitalisation initiatives (improved integration and cathodic protection data capture) and preparing for RIIO-3

Efficient Enterprise Essentials

Deliverable ⭐ Delivery ▬

April 25 – March 26: FY25   **April '26: FY26**   **April '27: FY27**

Efficient Enterprise Essentials

S/4 HANA & Connected Apps Pipeline ⭐

Success Factors Pipeline ⭐

Digital Workplace Services Pipeline ⭐

Hosting platform ⭐

T3 Investments

Action #	Project Description – what we have committed to do	Action Outcome (aspect of supporting Digitalisation and Data) – What we have achieved so far	Next Step
DSAP 039 & 41	**Enterprise and connected apps** Prioritise and deliver enhancement opportunities for S/4 Hana and connected applications.	Since our last update... Implemented priority enhancements for our Finance (S/4Hana), People Systems and connected apps. Started preparations for mobilisation of systems modernisation in RIIO-GT3.	Commence Finance, Procurement and People Systems modernisation in RIIO-GT3.
DSAP 039	**Digital Workplace Systems / Service Management tool (ServiceNow)** Provide a modernised and updated DWS environment	ServiceNow version upgrades to bolster security measures and ensure our systems remained supported and up to date. Additionally, we established a Network Operations Centre, which plays a crucial role in improving the management, monitoring, and response to infrastructure alerts. Implemented a new and refreshed Infonet, website and internal communications applications	Carry out planning for upgrades due to the Servicenow during 2026. Refinement and prioritisation of ServiceNow enhancement backlog.
DSAP 038	**Hosting platform** Deliver a strategic platform for the hosting of applications as part of our cloud-first strategy.	Application migration has been completed to cloud platforms.	Dashboards are currently being planned to support cloud optimisation and financial operations (FinOps)

Section C

Spotlight on stakeholder engagement

We have been continuing our engagements with Stakeholders and wider industry players in regular frequencies

Engagement Format

- Emails
- Text Newsletters
- Webinar Presentations
- Meetings
- LinkedIn
- Survey
- 1-2-1 meeting with High frequency users

Forums

- Gas Data portal user community
- Gas Ops Forum
- Liaison Meeting
- Transmission Workgroup
- DSC Change Management
- National Gas Energy Forum
- Biomethane developers
  - GDNS
  - DESNZ

Key Messages

- SOAP to REST API Transition
- Gas Quality awareness
- Introduction to Gas Quality Data
- Launch of the new REST APIs and Developer Portal
- SOAP to REST API Transition Update
- Gas Quality Feature Go-Live
- Roadmap and development update
- Go-live preparedness – release comms
- User Behaviour / feedback/ future enhancements
- RIIO-3 Plan & Incentives

Post Ofgem Draft Determination, we engaged externally to better understand the impacts of the determinations on our customers and stakeholders. We have provided Ofgem with additional justification for our RIIO-GT3 Plans wherever needed

Primarily, National Gas have been **engaging directly with Ofgem to provide additional justification** for our suite of investments where this was asked for in the Draft Determinations.

Having already engaged extensively on our RIIO-GT3 Plan, in our response to the Draft Determinations Consultation **we expanded to Ofgem areas of the plan where stakeholder support had already been expressed**.

-- Example --
To support our IT&T projects we have provided insight from previous workshops, webinars and CSAT feedback, which address the need for improved relationship management and digital support investment.

In addition to this, there were **some new areas of engagement, which we undertook to better understand implications of the determinations on our customers.**

-- Examples --
We engaged with eight **biomethane developers,** the GDNs, Ofgem and DESNZ on the structure and scope of the Use-It-Or-Lose-It funding proposal to **facilitate connections of green gas onto the transmission network;** several of these developers responded to the consultation through the Green Gas Taskforce.

We engaged with industry stakeholders to **ensure that our suite of incentives is encouraging correct behaviours** from National Gas that will benefit customers and stakeholders.

We have engaged with members of our **supply chain** representing asset health, control systems and compressors, to discuss the impact on the supply chain of **reallocating funding** for projects from our baseline into **uncertainty mechanisms.**

Stakeholders have since responded to the Draft Determination Consultation with views on the Digitalisation License Condition and Digitalisation Reopener

"**We encourage Ofgem to push companies further with digitalisation** as our findings have found this to be a key gap area for networks, yet a **critical enabler of many innovation streams and activities.** Data and digitalisation are core enablers of network transformations, particularly for gas networks which are further behind in their modernisation efforts (asset records etc.), thus, we welcome any improvements in this space" (Carbon Trust)

"**We agree with the need for a digitalisation reopener** to account for additional investment requirements that emerge within period relating to technological or policy changes and developments that contribute to further digitalisation of the energy sector. Whilst we recognise Ofgem's drive to ensure efficiency in reviewing applications across networks, **we consider that a single reopener trigger in July 2028 could be too rigid to accommodate the flexibility needed for investments within period.** A more flexible approach would be better suited given the pace of digital changes required to support achieving Clean Power 2030" (NESO)

"**We're aligned with the continuation of the licence obligation to publish routine updates to the Digitalisation strategy and action plan update**. This is a positive mechanism to provide updates for stakeholders. We're supportive of the introduction of the Data Sharing Infrastructure (DSI) licence condition and the headline principles of its application. The DSI, if implemented effectively, could bring about transparency, consistency and alignment across companies and should ultimately promote better interoperability." (Northern Powergrid)

"**Expanding [the Digitalisation License Condition] to require better publication of modelling, inputs, assumptions, and near-real-time data** would allow for better industry understanding and engagement... **Digital and data technologies evolve faster than the price control process allows for**, and while the DSI and data best practice approaches are making welcome changes in this space, **Ofgem must retain the right to adjust and update expectations** for networks throughout the price control period. [The Digitalisation Re-opener] ... is therefore welcome." (Energy UK)

"We believe that the Data Best Practice Guidance should be **updated in terms of its requirements,** e.g. for Risk we would question whether the risk mitigation steps are still effective, given the availability of diverse data, reverse engineering analysis or integrating sensitised data towards breaching security, privacy and/or control." (Cadent Customer Challenge Group)

"IB1 supports **sector-wide convening and governance to ensure digitalisation happens in a coordinated manner** and can enable 'whole system solutions.'" (Icebreaker One)

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Section D

DSAP Open Action Updates

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Action Updates

Action #	Category	Action	Due Date	Outcome/ Dec 2025 update
10	Customer Journey	DSAP Action Plan: Utilising the Data Best Practice Supporting Information, develop a plan based on Customer & Stakeholder engagement to improve the visualisation and interaction with DSAP Plan	Ongoing	With regular interactions, we have been improving our data visualisation and interaction like Rest API
13	Customer Journey	Stakeholder Engagement: Develop further metrics to demonstrate the successful delivery of DBPG (Data Best Practice Guidelines) recommendations for persona groups	Ongoing	National Gas has developed an Asset Data Interoperability Standard in collaboration with the GDNs and showcased this to Ofgem with positive feedback. We continue to work with our sector partners, Ofgem, DESNZ and NESO, to make gas data more widely accessible and interoperable to Data Users.
15	Customer Journey	Stakeholder Engagement: Develop and maintain a digitalisation-focused stakeholder engagement strategy to target key groups / personas and drive our stakeholder engagement plans	Ongoing	Ongoing work, sessions held since the last DSAP publication using the shaping the future webinars, Ops Forums and data discovery webinars. Support the engagement & coordination group within the DDSG

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Action Updates

Action #	Category	Action	Due Date	Outcome/ Dec 2025 update
16	Customer Journey	Stakeholder Engagement: Engage with customers and stakeholders as per the digitalisation stakeholder engagement plan, maintaining a stakeholder engagement log linking feedback to activity and stakeholder outcomes	Ongoing	Ongoing work to maintain the engagement log Details on Stakeholder engagements mentioned in pages 14-16 of this document
18	Customer Journey	Access: Develop a plan based on customer and stakeholder feedback to improve Information Provision API functionality, and user experience across Data Community portal and data platform	Ongoing	REST API for Operation Data and Instantaneous Flow data available. Specification and design complete for new extended Search Everywhere feature and self-service configuration of saved report and data selection queries.
22	Data Driven Asset Mgmt.	Enhanced Asset Design: Implement BIM technology across asset investment projects to digitalise information and data capture	Ongoing	National Gas's own Common Data Environment (CDE) is configured and onboarded in number of pilot projects

Action Updates

Action #	Category	Action	Due Date	Outcome/ June 2025 update
23	Data & Data Platforms	We are building a new Data Insights & Advanced Analytics platform that will bring together data from across the National Gas estate together into a single, highly capable platform	Ongoing	We continue to progress the amount of National Gas datasets that are surfaced through the platform. This work has continued throughout 2025 with the incorporation of a Construction data model and Trading data model

Previously published Action Plan

To provide traceability and transparency, <u>follow this link</u> to the previous published action plan in June 2025.

All open actions from the previous published DSAP have been referenced and addressed in this pack.

For December 2024 Digitalisation Strategy update, <u>follow this link</u>.

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