

# Digitalisation Strategy Action Plan

Leveraging digitalisation  
technology and digitised data to  
generate value for customers and  
stakeholders

June 2023



# Welcome

## Digitalisation Strategy Action Plan June 2023

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

We need to bolster the resilience of our network as our customers become more dependent on a reliable supply of electricity and we face the growing threat of ‘cyber-crime’.

Together with our people, information technology (IT) is one of the key assets that will help us achieve our goals. Our digitalisation strategy and action plan is a key component of our [RIIO-ED2 business plan](#) for 2023 – 2028 and will help us create a more sustainable, fair and connected future for our region.

It also supports our efforts to implement the recommendations of the Energy Digitalisation Taskforce and Ofgem's data best practice, which include openly sharing our data for the benefit of our stakeholders. A great example is our new open data-sharing portal and our first public application programming interface (API) at the end of 2022, which is a big step forward in this area.

Data is a key enabler for the transition to distribution system operation and we believe that sharing data will unlock significant opportunities for our customers and stakeholders. As democratisation of electricity generation and supply helps our region to decarbonise, hundreds of thousands of renewable generators, electrical energy storage devices, electric vehicle charge points, and heat pumps will connect to the network generating new sources and types of data. We believe that openly sharing this data will foster innovation as existing and new entities find novel ways to use the data.

We are investing in new systems and processes, such as CLASS (Customer Load Active System Services), to operate our energy networks in a more sustainable and customer centric way. CLASS uses innovative voltage control to reduce demand for electricity, without customers noticing a difference to their service. This proven technology is already helping the National Grid reduce spikes in demand and balance the national electricity network on a daily basis. If rolled out nationally CLASS could save GB customers around £1 billion over the next 30 years. Benefits include lower bills for customers, reduced emissions and the development of the low carbon energy sector.

By investing in digitalisation in this way, we aim to become a leader among our peers. Our strategy will ensure we meet the needs of our customers and stakeholders, further enhance cyber protection, grow business resilience and increase transparency.

I hope you find this document useful. If you have any feedback or have any questions, please contact us.

**Steve Cox**  
Asset and Technology Director



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# 1. Executive Summary

The essential service of electricity distribution that Electricity North West delivers needs to adapt. Net zero targets necessitate adoption of low-carbon technologies, electric vehicles, and locally generated energy to be distributed, aligned with effective adoption of smart meters and distribution system operations. These changes will change electricity supply and demand patterns at a scale unimaginable when the network was designed and built.

To meet these new demands on our network and the resulting change in customer and stakeholder priorities and needs we have developed and published a Digitalisation Strategy. Our strategy describes the activities we will undertake in the next few years to deliver the necessary change.

This Action Plan provides a view of the activities we will undertake during this six-month period. We have significantly revised both our governance of the Digitalisation Action Plan (DAP) and our approach to its development based on Ofgem's revised principles. Our approach now focuses on customer and stakeholder feedback and benefits.

A key foundation for our Digitalisation Strategy is data. We have produced a Data Strategy that describes streams of activity that will be delivered in adherence with the Data Best Practices issued by Ofgem.

Our Digitalisation Strategy Action Plan includes the following: Stakeholder engagement model, Contribution to our Business Plan Vision, Digitalisation Strategy on a Page and Digitalisation actions. This document is complemented by the following strategy documents;

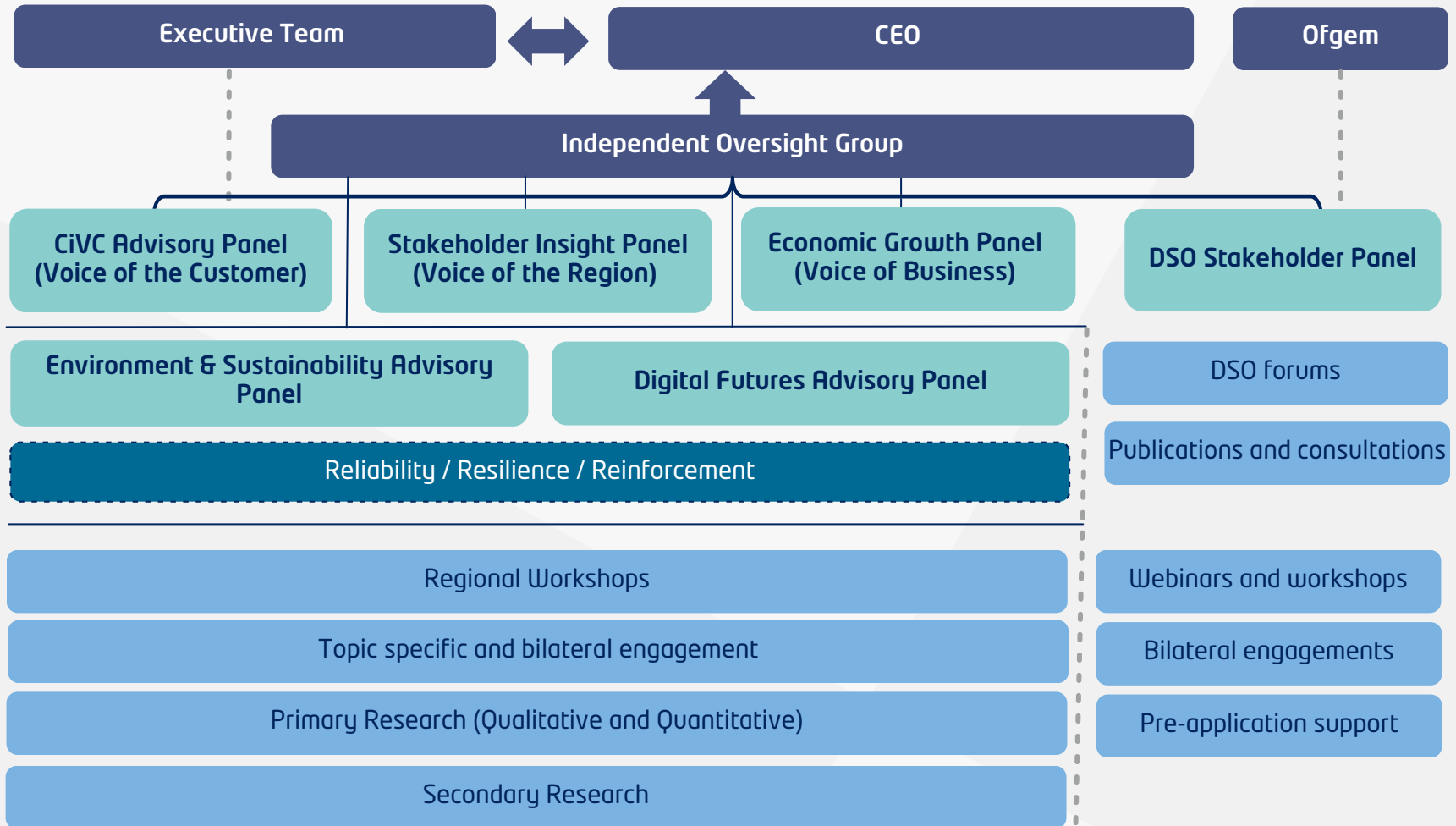
- Cyber Resilience Plan which outlines at a high-level our Operational Technology (OT) and Corporate IT Cyber Investment Plans.
- [Digitalisation Strategy 2023](#) - which provides our digital vision for RII0-ED2 and how we will deliver the vision in support of our business plan and our Data Strategy which shows in how we will implement the Energy Data Taskforce (EDTF) recommendation and Ofgem's Data Best Practice.

We have enhanced our published Action Plan to incorporate the initiatives and projects required to align our focus to the seven guiding principles. Whilst these principles are subject to consultation and feedback we believe they are not likely to undergo significant change.

- 1 Prioritising stakeholder benefits**  
Prioritise providing benefits to the stakeholders who pay for the products and services and also benefits to the broader Public Interest.
- 2 Delivering the vision**  
Ensure all products and services work towards a defined vision.
- 3 Time to market**  
Take full advantage of opportunities to deliver benefits early and to iterate improvements to products and services.
- 4 Communicating what we do**  
Make it easy to understand the products and services, the status of their delivery and how to access them.
- 5 Communicating delivery status**  
Ensure visibility about the nature and status of actions in the Digitalisation Action Plan.
- 6 Measuring success**  
There is a shared understanding of success and performance is measured.
- 7 Whole system collaboration**  
Coordinate with the wider ecosystem of products and services.

# 2. Stakeholder Engagement

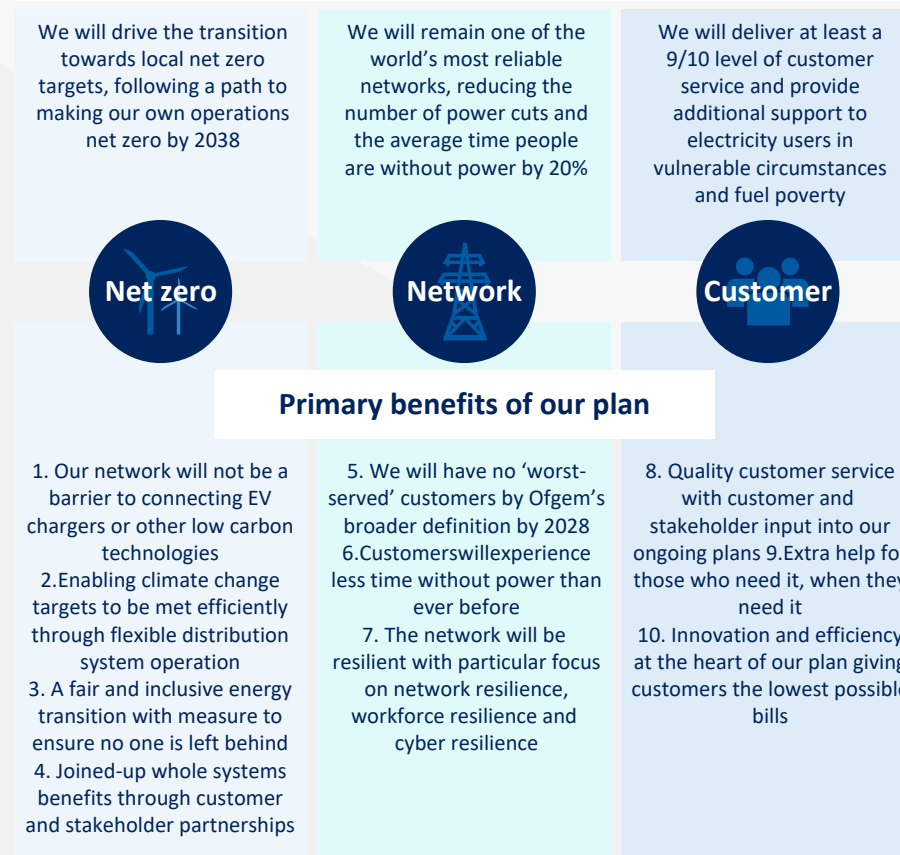
Our strategy for managing our stakeholders is based on our wider engagement model. This is outlined in the diagram below:



# 3. Contribution to our Business Plan Vision

This section summarises our RIIO-ED2 business plan and how our digitalisation strategy contributes to the business plan vision.

*Vision: Leading the North West to net zero*



We will continue to deliver network reliability and security, excellent service and efficient operations by building on our core services and exploiting new and maturing digital technologies. These are changing the way companies interact and work with their customers and stakeholders while recognising that some customer segments have difficulty accessing some technologies.

For our customers and stakeholders, this will mean increased availability of data and transparency through improved and cost-effective digital services. These enhancements will not only support market innovation, energy supply chain efficiency, and economic growth but also result in savings and reduced costs for our customers.

Our customers have a large part to play in shaping and delivering our digitalisation strategy. We will work together to provide improved digital services and open access to network and market information, taking care to avoid excluding hard-to-reach groups.

We have developed a continuous improvement process that will refine and confirm our digitalisation journey. While engaging with customers and stakeholders for our RIIO-ED2 submission we focused on the opportunities and projects that provide the best stakeholder outcomes. We are in a process of exploration and consideration, not least as the technology evolves.

We are asking ourselves how best to address the challenges we face. We will be open and transparent in this process, and we want and need our stakeholders to help us decide what we do, recognising that we need to remain agile in this fast-changing dynamic digital world.

The 14 initiatives outlined in our digitalisation strategy are what we plan to deliver in RIIO-ED2. We are continuing to refine this as we undertake more detailed planning based on the final determination outcome, cost benefit analysis and consultation. This will ensure that our investment plan for RIIO-ED2 is affordable, deliverable and optimally aligned to the ten business plan benefits and our stakeholders' priorities.



# 4. Digitalisation vision

This section details the three digitalisation capability themes which have shaped our investment plans for RIIO-ED2 across the 14 investment areas and underpin our digitalisation vision.

## Enablement

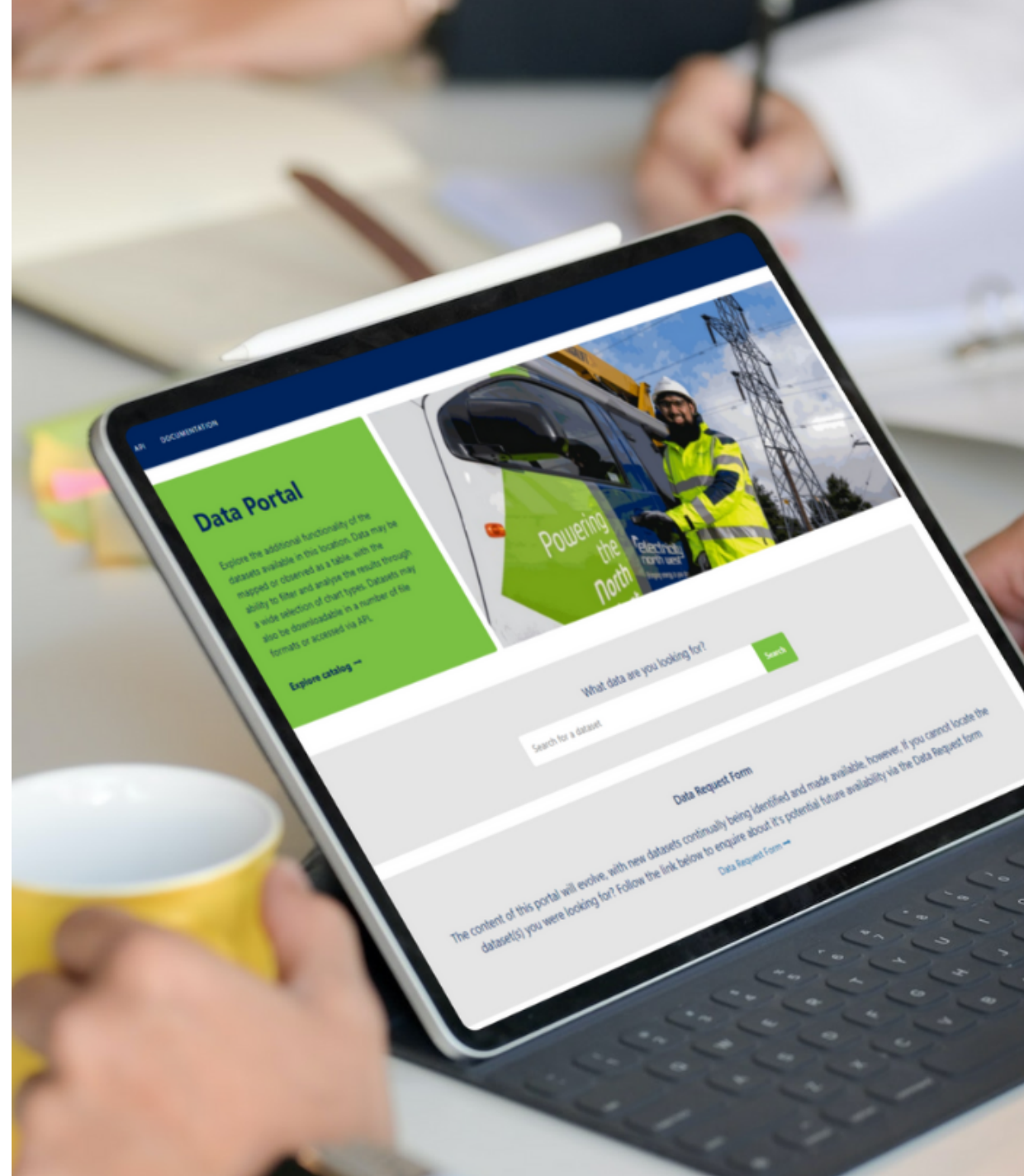
We will provide cyber protection and business resilience around access to data and appropriate technology. This will enable our people to work more safely and efficiently, to improve public safety and better serve our customers and stakeholders. Our initial focus in RIIO-ED2 will be to improve systems for our field teams, replace inefficient devices and enhance our work and asset management systems.

## Innovation

We will ensure the company and our supply chain can adapt quickly to changes in the operating environment and can innovate by continuing to invest in flexible technology platforms, data quality and data sharing.

## Insight

We will make information and analytics accessible in an affordable, secure and reliable manner, to enable us, as well as third parties, to identify opportunities to innovate and continually improve the whole energy system.



## Our digitalisation strategy on page

Leading the North West to net zero					
<b>Drivers</b>	<ul style="list-style-type: none"> <li>• Cost efficiency</li> <li>• Heat pumps and electric vehicles</li> <li>• Cost of living</li> </ul>	<ul style="list-style-type: none"> <li>• Priority customers</li> <li>• Open data</li> <li>• Global warming</li> <li>• Cyber threats</li> </ul>	<ul style="list-style-type: none"> <li>• Smart grid</li> <li>• Modernising energy data recommendations</li> <li>• Data best practice</li> </ul>	<ul style="list-style-type: none"> <li>• Ecosystems</li> <li>• Environmental sustainability</li> <li>• Innovation</li> </ul>	<ul style="list-style-type: none"> <li>• Distribution system operation</li> <li>• Ofgem digitalisation principles</li> </ul>
<b>Business plan themes</b>	<b>Net zero</b> We will drive the transition towards local net zero targets, following a path to making our own operations net zero by 2038.		<b>Network</b> We will remain one of the world's most reliable networks, reducing the number of power cuts and the average time people are without power by 20%		<b>Customer</b> We will deliver at least a 9/10 level of customer service and provide additional support to electricity users in vulnerable circumstances and fuel poverty.
<b>Our digitalisation themes</b>	<b>Enablement</b> <ul style="list-style-type: none"> <li>• Business resilience</li> <li>• Prioritise field force</li> <li>• Cyber protection</li> </ul>		<b>Innovation</b> <ul style="list-style-type: none"> <li>• Open data</li> <li>• Modular architecture</li> <li>• Cloud first</li> </ul>		<b>Insight</b> <ul style="list-style-type: none"> <li>• Integration platform</li> <li>• Data platform</li> <li>• Analytics</li> </ul>

RIIO-ED2 roadmap 2023 -2028					
Investment proposals		Primary outputs and deliverables			
Corporate IT	<ul style="list-style-type: none"> <li>• Work and asset management</li> <li>• Geographical information systems</li> <li>• Connections</li> <li>• Customer</li> <li>• Market operations</li> <li>• Market operations</li> <li>• Complementary and specialised systems</li> </ul>	<ul style="list-style-type: none"> <li>• Work and asset management –field-friendly solutions</li> <li>• Data capture –accuracy improvement</li> <li>• New GIS system and open GIS data</li> <li>• Improved connections -customer journey</li> <li>• New priority services for vulnerable customers</li> <li>• Enhanced digital channels</li> <li>• Reduced manual processes</li> </ul>	Metrics	<ul style="list-style-type: none"> <li>• Number of 'open data' sets</li> <li>• Number of cloud services</li> </ul>	<ul style="list-style-type: none"> <li>• Number of external APIs</li> <li>• Cyber security compliance</li> <li>• Data best practice progress</li> </ul>
			Key risks	<b>Business impact</b> Overburden the company, parts of the company, with IT-driven change.	<b>Deliverability</b> Capacity to deliver our plans
Real time systems	<ul style="list-style-type: none"> <li>• Smart grid system</li> <li>• Substation monitoring &amp; control</li> <li>• Operational telecommunications</li> <li>• Smart meter</li> </ul>	<ul style="list-style-type: none"> <li>• Full visibility of network data</li> <li>• Enhanced LV and HV control</li> <li>• New smart meter gateway</li> <li>• Refreshed active network system for DSO</li> <li>• New DSO services</li> </ul>	Benefits	<ul style="list-style-type: none"> <li>• Our network will not be a barrier to connecting EV chargers or other low carbon technologies</li> <li>• Enabling climate change targets to be met efficiently through flexible distribution system operation</li> <li>• A fair and inclusive energy transition with measures to ensure no one is left behind</li> <li>• Joined-up whole systems benefits through customer and stakeholder partnerships</li> <li>• We will have no 'worst-served' customers by Ofgem's broader definition, by 2028</li> </ul>	<ul style="list-style-type: none"> <li>• Customers will experience less time without power than ever before</li> <li>• The network will be resilient with particular focus on network resilience, workforce resilience and cyber resilience</li> <li>• Quality customer service with customer and stakeholder input into our ongoing plans</li> <li>• Extra help for those who need it, when they need it</li> <li>• Innovation and efficiency at the heart of our plan giving customers the lowest possible bills</li> </ul>
Enabling	<ul style="list-style-type: none"> <li>• Data, analytics and integration platform</li> <li>• Digital workplace</li> <li>• Cloud and infrastructure</li> <li>• Cyber</li> </ul>	<ul style="list-style-type: none"> <li>• Modern data architecture</li> <li>• Data sharing portal and enhanced analytics</li> <li>• Refreshed digital device platform</li> <li>• Cloud platform</li> <li>• Improved and enhanced cyber protection</li> </ul>			



# 5. Open Data

We have launched our open data portal, a valuable resource for our stakeholders. The portal offers a wide range of data sets, totalling 32 datasets with 28 which can be accessed in various formats such as tables, maps, and through an API. Additionally, users have the option to export the data for their convenience.

One of the key highlights of the open data portal is the inclusion of our high voltage (HV) heatmaps, which provide a visual representation of capacity status with a red, amber green rating. This information is crucial for stakeholders to assess and plan their operations effectively. Furthermore, we have incorporated the Embedded Capacity Register, which, starting from June 15, 2023, is accessible for capacities as low as 50 kW. This enhancement allows stakeholders to gain deeper insights into the available capacity within the network.

To foster flexibility and enable informed decision-making, we have improved network visibility. Within our Open Data Portal, we have published half-hourly flexibility information, flexibility postcode data, and flexibility tender Voronoi data. These datasets can be overlaid, providing a comprehensive and holistic view of the network, thus facilitating greater participation and engagement.

As part of our commitment to continually enhance the open data portal, we are actively increasing the number of available data sets. To ensure that we address the specific needs of our stakeholders, we have included a Data Request Form. This feature empowers stakeholders to highlight the specific data sets they would like to see available.

We are proud to provide this comprehensive view of constraints, headroom and opportunities on the network, as it reflects our dedication to transparency, collaboration, and empowering our stakeholders with the information they need to make informed decisions. By offering diverse data sets and actively seeking input from our stakeholders, we strive to foster a culture of data-driven insights and support the growth and success of our stakeholders' operations.



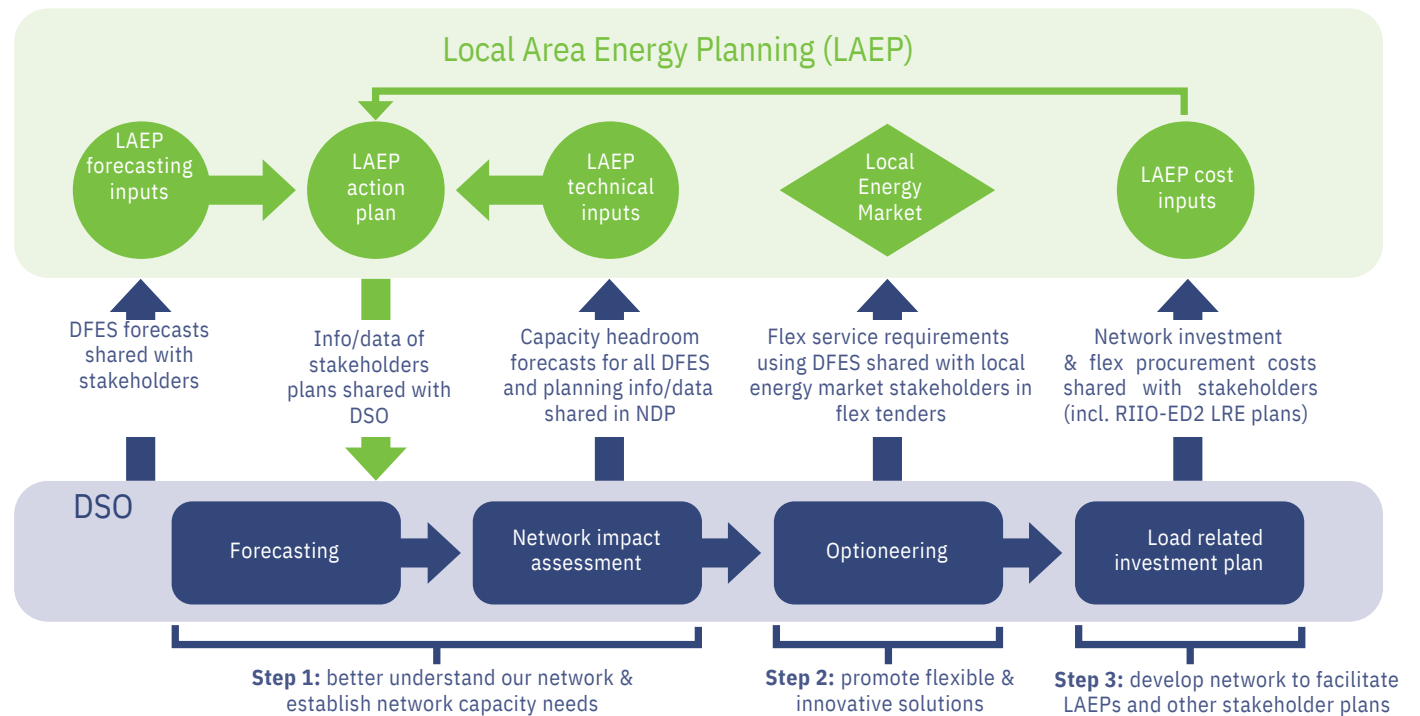
# 6. Network information

In May, we released our updated Network Development Plan (NDP), which shares insights into the future network. It highlights the locations on our network that are suitable for new connections and where flexibility services can be beneficial. We value our stakeholders' input and strive to incorporate their perspectives into our planning processes. We held three stakeholder webinars this year and conducted a consultation to seek feedback and improve our NDP. By understanding their needs and concerns, we can enhance our services and meet their expectations more effectively.

In February 2023, we published our first regional development plan, the Manchester Development Plan. This plan outlines our proactive measures to release network capacity and support the major planned developments in the Manchester area. Our commitment to monitoring customer activities and assessing their impact on our network has led to our strategic investments in capacity. We are now in the process of developing similar plans for Lancashire and Cumbria.

These development plans demonstrate our ongoing efforts to align our services with the evolving demands of our customers. We are attentive to their activities and remain dedicated to facilitating their growth and progress. Through collaborative engagement and proactive planning, we aim to ensure that our network infrastructure is well-prepared to accommodate the requirements of our stakeholders and contribute to the overall development of the regions we serve. This is all informed through digitalising our network planning process and increasing the amount of data we share with and receive from our stakeholders

## Stakeholder engagement as part of Electricity North West's DSO load-related investment cycle



# 7. Digitalisation actions

Here is a summary of our digitalisation actions, these actions are broken down by our investment areas, as outlined in our Digitalisation Strategy and the primary principle they support.

Area	Action complete	To June 2023	To December 2023	Status	Principle
Customer	Creation of report on damage functionality on our website	Ready to be used during an incident.	No further action.	✓	1 Prioritising stakeholder benefits
Customer	Update our priority services webpages to support our stakeholders during the cost-of-living crisis, providing help locating food banks, warm hubs and energy saving support. This improves the relevance of our information and support for our vulnerable customers.	Our web pages have been updated and enhanced based on our Stakeholder Engagement and Consumer Vulnerability (SECV) proposal.	No further action.	✓	1 Prioritising stakeholder benefits
Geographical information systems	Deploy our open data portal to enable stakeholders to view our asset data.	Our open data portal went live end-December 2022, with the embedded capacity register. A further 26 elements were added to the data portal in this period.	This service is now live and we will continue to publish data sets on our open data portal in the future.	✓	7 Whole system collaboration
Governance	Publish an external facing data catalogue, listing our available data sets.	Publish the updated and enhanced version of our catalogue to our website.	An enhanced version of our data catalogue has been published to our website.	✓	7 Whole system collaboration
Customer	Priority Service Register (PSR) single portal - Electricity North West and United Utilities along with Citizens Advice Manchester (CAM) have started a pilot scheme to measure the customer experience of signing onto one Priority Service Register.	Review the feedback from the pilot and feed into the national requirements for a single portal for PSR.	Considering the option for a wider project to use this service as our single PSR portal.	✓	1 Prioritising stakeholder benefits
Work and asset management	Enhance our process for submitting information from the field for faults, capturing more information to improve customer engagement.	Finish the rollout to our field teams.	This is now implemented and live and we are undertaking continuous improvement.	✓	1 Prioritising stakeholder benefits

Area	Action in progress	To June 2023	To December 2023	Status	Principle
Customer	Electricity North West is a founding partner of a new government-backed website supporting small and medium-sized enterprises to net zero. The objective is to develop a comprehensive national digital advice service for small businesses to enable them to take practical action in decarbonising their business and transition to net zero.		Initial launch of the website in July 2023 to trial the service with stakeholders. On success of the initial launch, the official launch will be September 2023 with partners expected to use our own digital channels to promote and signpost to the website.	New	<b>1</b> Prioritising stakeholder benefits
Complementary and specialised systems	Deploying a new safety, health and environment service to further enhance our safety system, aligned to our cloud strategy.	Business case development has begun and options review for a new safety, health and environment system.	Approval of the business case to progress with the detailed approach and plan to define the new service and implementation timescales.	New	<b>2</b> Delivering the vision
Work and asset management	Optimising our fleet to increase operational efficiency and effectiveness for our customers while increasing driver safety.		Progress a business case to propose the enhancement of our fleet management service and telematics.	New	<b>2</b> Delivering the vision
Digital workplace	Enhancing our digital workplace by further improving remote working and collaboration capability initially.		Start the definition of user personas, driving the requirements of our future digital workplace.	New	<b>2</b> Delivering the vision
Customer	We are engaging with our stakeholders through a digital service offering survey, to help shape what our self-service offering to customers will look like.		Our digital service offering survey has been released to capture information on what self-service digital offering preferences our customers have.	New	<b>1</b> Prioritising stakeholder benefits
Governance	Update Digitalisation Strategy, as per our licence obligation.	Update to our Digitalisation Strategy for March 2023 and our Digitalisation Action Plan for June 2023.	Update the Digitalisation Action Plan for December 2023	On track	<b>5</b> Communicating delivery status
Customer	We have updated the net zero area of our website so businesses have more information on how to decarbonise.	Continuous updates to the net zero area of our website.	Continuous updates to the net zero area of our website. Website views and metrics are monitored monthly, including businesses accessing our 1-1 support. By enhancing our pages and increased stakeholder engagement we have seen an increase in visits to our services: Net zero for business" website hits - 4782 year to date "Take action" website hits - 10,656 year to date	On track	<b>1</b> Prioritising stakeholder benefits

Area	Action in progress	To June 2023	To December 2023	Status	Principle
<b>Innovation</b>	Building the market for our BiTrader innovation project. The focus is to engage with the customers, find out their requirements and feedback on how they would like this to operate and begin early stages of design.	Following requirements gathering, design and implementation will take place.	Working with our partners we will establish how to implement the service and understand the interactions between our systems and third parties.	On track	<b>2</b> Delivering the vision
<b>Customer and smart meter</b>	Complete cost-benefits analysis and business case for our smart meter ping tool, to support no supply.	Start the implementation of the production services once approval is given.	We are set to complete our implementation of our smart meter ping services by the end of July 2023	Ongoing	<b>1</b> Prioritising Stakeholder benefits
<b>Customer</b>	Accessibility improvements to our website for sign language.	Two new videos created in the last two months, both including subtitles	Progress with hosting the videos on our website.	Ongoing	<b>1</b> Prioritising Stakeholder benefits
<b>Governance</b>	Workforce and training plan to enhance unlock the value of our data.	Explore opportunities for Power BI (Business Intelligence) training.	Training has commenced already for personnel and wider Power BI training and support will be delivered to from August 2023 into March 2024.	Ongoing	<b>3</b> Time to market
<b>Customer</b>	Continued improvement of our community and local energy web content, based on stakeholder feedback.	Continued improvement of our community and local energy web content, based on stakeholder feedback.	Continued improvement of our community and local energy web content, based on stakeholder feedback.	Ongoing	<b>1</b> Prioritising Stakeholder benefits
<b>Work and asset management</b>	Continuous improvement and digitalisation of our work and asset management systems, in three key areas: <ul style="list-style-type: none"> <li>• Work management and mobile</li> <li>• Asset register</li> <li>• Capital programme</li> </ul>	Improving our mechanism of information capture for our fleet vehicles and enhancements to our reporting. Digitalisation our process for management of our tooling. We're going to improve our information capture methods for keys assets, improving the experience for our colleagues and we'll get richer information.	Introduced digitised processes for inspection that were previously done manually on paper. Improving data flows for visibility of reactive maintenance. Continuous improvement of existing digitised processes for quality and efficiency.	Ongoing	<b>1</b> Prioritising Stakeholder benefits
<b>Complementary and specialised systems</b>	Enhancement and further digitalisation of our authorisations, through our e-learning portal to further improve our excellent safety track record	To feed into our RII0-ED2 planning.	Define our requirements and undertake market analysis and review solution options to enhance our authorisation capability.	Ongoing	<b>2</b> Delivering the vision



Area	Action in progress	To June 2023	To December 2023	Status	Principle
<b>Operational telecommunications</b>	Enhance our digital communications capability to provide communications to our hard-to-reach mobile signal areas, helping us improve control over our network and increasing the resilience of our network for our customers	Start the deployment of the enhancements.	Start the deployment of enhancements in the field.	Ongoing	<b>2</b> Delivering the vision
<b>Smart grid system</b>	The first phase of Smart Street, introducing low voltage regulation to support the reduction in demand on the network and cost to customers.	This will be delivered to our production environments by April 2023.	We have implemented this in spring 2023, with capability to control LV voltage. Through the next period, this control will be further enhanced.	Ongoing	<b>1</b> Prioritising Stakeholder benefits
<b>Market operations</b>	Start activities for half hourly billing, to enable more timely and accurate information, supplier to set pricing based on demand	Start activity to build and test our interface from January 2023.	Complete full business case and approve the programme to run until December 2026 Start testing the workflows and our interaction with the industry with our new service, over the next 12 months.	Ongoing	<b>7</b> Whole system collaboration
<b>Customer</b>	Enhance our categorisation of stakeholders to provide tailored communications and services to stakeholders	Our new stakeholder engagement service was switched on in October 2022.	Completion of the integration work with our services, once done, we shall test the new digital surveys, newsletters, and events with our stakeholders. Then move our key annual stakeholder engagement surveys and events on to the new service, giving our stakeholders an enhanced personalised communication.	Ongoing	<b>1</b> Prioritising Stakeholder benefits
<b>Governance</b>	Improve collaboration across the energy system to create a consolidated approach regionally and nationally.	Licence conditions will be met.	Continue with collaboration in the industry forums.	Ongoing	<b>7</b> Whole system collaboration
<b>Governance</b>	Source procurement frameworks for RII0-ED2 to enhance our responsiveness and move quicker with framework partners to deliver services.	Establishing and defining collaborative and effective ways of working with our framework partners.	Begin initial work with our framework partners to increase our speed to deploy and reduce procurement costs. Refine our ways of working collaboratively.	Ongoing	<b>3</b> Time to market
<b>Governance</b>	Create consolidated externally facing service catalogue with all our external facing services: ranging from planned supply interruptions (PSI) and supplier checker service.	Create consolidated externally facing service catalogue with all our external facing services: -ranging from planned supply interruptions (PSI) and supplier checker service (deferred)	Enhance our service catalogue to improve user experience.	Ongoing	<b>4</b> Communicating what we do

Area	Action in progress	To June 2023	To December 2023	Status	Principle
Governance	Agree initial metrics for each digital service in place.	Agree initial metrics for each digital service in place (deferred).	Agree initial metrics for each digital service in place (deferred)	Ongoing	6 Measuring success
Governance	Change our business case process to track and report Digitalisation Action Plan (DAP) actions, so we can monitor and report on the delivery status of these actions.	Change our business case process to track and report DAP actions, so we can monitor and report on the delivery status of these actions.	Change our business case process to track and report DAP actions, so we can monitor and report on the delivery status of these actions (deferred).	Ongoing	4 Communicating what we do
Geographical information systems	Deploy a proof of concept to test and refine the requirements for our new GIS system to ensure we procure a solution that enables the provision of efficient services to our customers	Select GIS application vendor for the programme. Deploy Proof of Concept trialling and testing the complexities of moving to new service.	Deferred due to reprioritisation of our RIIO-ED2 portfolio in the period. We are commencing this activity in next six-month period and are set to have a proof of concept available by Winter 2023, to support selecting application vendor.	Ongoing	2 Delivering the vision
Data, analytics, and integration platform	Improvements to our Management Information (MI) reporting service, making it more reliable and more efficient for our colleagues	Migration of information and reports to the improved service, to realise benefits in reliability, security, and performance.	Migration of information and reports is scheduled to be implemented in July 2023	Ongoing	6 Measuring success
Smart grid system	Improve fault location detection for overhead lines, improving safety and fault response, which will improve the service we deliver to our customers.	Deferred, implementation delayed.	We have progressed with this action and implemented the capability in May 2023 and have successfully seen early detection the location of overhead faults on our network. Over the next period, we will increase the coverage of this capability and enhance the detection of faults and hazards on our network	Ongoing	1 Prioritising stakeholder benefits
Customer	Deployment of a general enquiries portal to enable greater self-service for case tracking and improved customer service	Deferred until RIIO-ED2.	We will enhance our offering on our webpages for self-service enquires. We will also undertake a discovery piece of work with our vendor and stakeholders through our Voice Of the Customer Panel, with the aim of enhancing the process for our customers to claim guaranteed standards payments.	Ongoing	1 Prioritising stakeholder benefits

Area	Action in progress	To June 2023	To December 2023	Status	Principle
<b>Complementary and specialised systems</b>	Enhance our digital training capability - providing a modern e-learning platform to support our digital transformation to improve ease of use and adoption.	Capability rolled out to all colleagues by spring 2023.	We have undertaken a review of our e-learning platform and we are investing in our current cloud based e-learning platform	Ongoing	<b>3</b> Time to market
<b>Customer</b>	#EnergyExplained. Our latest venture will see us sharing information with our social media followers in a series of Facebook Live sessions, #EnergyExplained. The first session will cover energy costs and the energy price guarantee. The sessions will be live and open to questions from the public. Citizens Advice will be the experts answering the question. The sessions will then be downloaded and saved onto our webpage.	Host and run multiple sessions, via different social media channels, for our stakeholders to attend. We will evaluate the effectiveness of the communication over these channels through this period.	On hold pending strategic technology review.	On hold	<b>1</b> Prioritising Stakeholder benefits
<b>Complementary and specialised systems</b>	Enhance integration between our applicant management system and our ERP (enterprise resource planning), to improve our efficiency.	To feed into our RIIO-ED2 planning.	On hold pending strategic review.	On hold	<b>2</b> Delivering the vision
<b>Governance</b>	Create interactive drillable chart on the actions informed by digitalisation best practice provided by our regulator.	Deploy drillable, interactive planning tool and populate with our action list (deferred).	Deploy drillable, interactive planning tool and populate with our action list (deferred).	On hold	<b>5</b> Communicating delivery status
<b>Customer</b>	Enhance our chat bot based on stakeholder feedback. Increase its visibility on our website and update the content to support increased self-service.	To feed into our RIIO-ED2 planning.	We are undertaking a review of our self-service capability, supported from the outputs of our digital service offering survey.	On hold	<b>1</b> Prioritising Stakeholder benefits
<b>Enterprise resource planning and connections</b>	Enhance capabilities to collaborate with housing associations to support their low carbon ambitions.	Business case preparation to secure funding ongoing.	After further analysis the need for this activity has reduced; we will reassess this in six months' time.	On hold	<b>1</b> Prioritising Stakeholder benefits

# 8. How are we progressing digitally?

Here are our metrics for our digitalisation progress.

**34** services move to the cloud  
Our shift to cloud technology has enabled us to enhance our service offerings by providing greater agility.

**32** Open data sets

have been published for our stakeholders to use. To view our open data sets please visit our [Open Data Portal](#).

**1** API

which allows customer and stakeholders to consume the data available on Open Data Portal via their own platform





## 9. Have your say

For Electricity North West stakeholder feedback is crucial to ensure informed decision-making. We welcome your views on our action plan and our digital progress. Kindly send your thoughts to [StakeholderEngagement@enwl.co.uk](mailto:StakeholderEngagement@enwl.co.uk).



A large array of solar panels is shown from a low angle, extending towards the horizon. The panels are dark blue with a grid of white lines. The sky is bright blue with scattered white clouds. In the background, there are green trees and a grassy area.

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