electricity north west

Bringing energy to your door

Digitalisation Strategy Action Plan

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

June 2025

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1. Executive summary

At Electricity North West our vision is to be the most digitalised and cyber-secure distribution network operator in GB.

Since publishing our Digitalisation Strategy in 2023 we have made significant progress in our use of data and digitalisation, enhancing our customer experience, making it easier for them to contact us and improving the way we communicate with them.

We have seen significant progress in the use of innovative digital technologies on our network such as our network management system (NMS) and the implementation of active network management (ANM).

Through our data portal we have made our data accessible to our stakeholders in a variety of formats from simple visualisations to application programming interfaces (APIs), enabling them to make decisions and providing transparency of our operations.

But in the last two years we have also seen a wave of technological changes which bring new challenges and opportunities.

The use of artificial intelligence (AI) is becoming much more widespread. We are continuing to explore how AI can help us enhance our services, improve efficiency and drive innovation across the business.

As a distribution network operator (DNO) and manager of critical infrastructure, we face an evolving environment of cyber-security threats. We have already met the basic profile requirement under the Cyber Assessment Framework (CAF), and we will continue to make progress in protecting our business against a sustained and sophisticated level of attack to achieve the enhanced profile.

In our latest Digitalisation Strategy published in March 2025, we set out our plans to meet these challenges and embrace new technology, information and data.

Our strategy is built on three strategic themes:

- **Protect:** protecting our critical national infrastructure from digital threats
- **Innovate:** innovating by 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.

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

Through our digital futures advisory panel, regular consultations, surveys and feedback sessions, we gather valuable insights from our stakeholders to help us understand their priorities, challenges and expectations, allowing us to tailor our digital initiatives to address these needs effectively.

If you have any questions or feedback about our Digitalisation Strategy or this update, please contact us.

Dave Roberts
Digital & Technology Director

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2. Cyber security

By implementing robust cyber-security measures and fostering a culture of security awareness, we will safeguard our operations and customer data, and further transform our security culture

Our cyber security strategy is designed to protect our computer systems, networks and data from cyber-attacks and unauthorised access. This ensures the integrity, confidentiality and availability of information, which is crucial for maintaining a reliable and safe electricity distribution network for our customers.

We have implemented robust cyber security measures, such as the ISO270001 standard and we have made significant progress in our objective to achieve the enhanced Cyber Assessment Framework.

To date, we have initiated 28 projects as part of a comprehensive programme aimed at implementing and embedding practical and lasting interventions across our critical technical and physical estate.

We are replacing older tools and platforms with modern cloud-based solutions, reducing the opportunities for attack from cyber criminals.

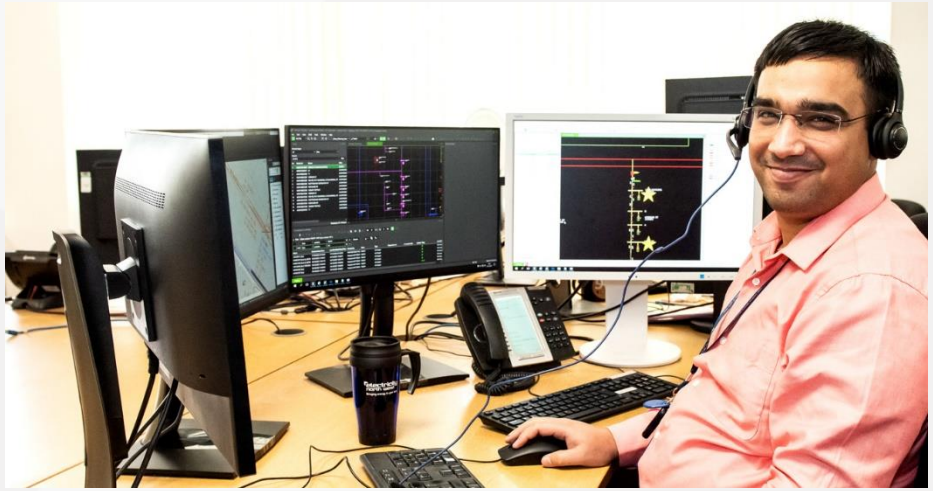
We have strengthened our threat detection and vulnerability management capabilities with the implementation of security monitoring tools, policy enforcement mechanisms and hardening activities. Additionally, we have significantly increased the efficiency and scope of our patching capabilities across our IT estate, allowing for quicker elimination of vulnerabilities and reducing overall risk.

We have continued to refine our incident response capabilities through regular exercises and have conducted repeat phishing email campaigns, sending over 28,000 emails to colleagues in the past 12 months to educate and test our workforce.

Our ‘Be Sure. Be Secure’ culture change programme remains a key focus, with ongoing communications, briefings and training sessions carried out across the business.

In terms of physical security, we have introduced new access controls at various sites and are actively working to meet compliance with the new objectives in this area. We have developed a comprehensive Identity and Access Management (IdAM) strategy and our security operations centre (SOC) continues to evolve.

Lastly, we are implementing a comprehensive target operating model design, supported by the phased permanent recruitment to our operational cyber team. This approach will ensure that the controls we have put in place are embedded and sustained over the long term.



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3. Customer service

At 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

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3.1 Customer service action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Enhance communications to customers so they can prepare for planned supply interruptions (PSIs)	Automate	• Customers • Charity partners/NGOs • Digitally excluded	• Add more detail to website on PSIs	August 2024	Complete	• Improved CSAT score • Better feedback from stakeholder panels and customers affected by PSIs	• Enhanced webpages now live including improved visuals, layout and navigation, new FAQs and information on LineSIGHT • PSI start and end times now provided on customer comms • Reminders now sent six days and one day before the PSI to all affected customers • Link to electronic PSI is now live
			• Add start/finish times to comms	August 2024	Complete		
			• Update cards with reason for PSI	August 2024	Complete		
			• Update customer comms to include link to electronic PSI	June 2025	Complete		
Provide proactive notifications of high voltage (HV) faults to customers	Automate	• Customers • Regional, social, economic and environmental stakeholders	• Launch trial of SMS/email notification with data from our operational systems	September 2024	Complete	• Percentage of SMS messages delivered for HV faults • Improved CSAT score	• We now contact customers by SMS within 15 minutes of being notified of an HV fault • Volume of proactive SMS sent between 1 September 2024 - 30 March 2025 = 136,053
Provide on-site quotes for first time service alterations to customers	Automate	• Customers • Charity partners/NGOs • Digitally excluded	• Hold feedback sessions to focus on improvements • Assess feasibility and affordability • Develop engagement and trial plan	March 2026	Ongoing	• Percentage of first-time service alternations with on-site quote	• Developing business case which will be completed by the end of August 2025

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3.1 Customer service action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Review communication channels to ensure they are accessible to all customers	Automate	• Customers	• New fault summary message	May 2024	Complete	• Improved CSAT score	• New fault summary message provides complete picture of the status of a fault • Enhanced IVR acknowledges if a property is impacted by multiple interruptions • Customers can now choose to hear a repeat of fault messages • IVR queue wait time information allows customers to choose to wait in a queue or opt for a callback
			• Enhance IVR	August 2024	Complete		
			• HV matching	December 2024	Complete		
			• IVR queue wait time	April 2025	Complete		
			• Automated voice journey	October 2025	New		
			• Service faults customer journey	October 2025	New		
			• Medically dependent	October 2025	New		

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3.2 Case study: Enhancing communications to customers

We're improving our service to customers by enhancing our existing communications process for planned supply interruptions – and introducing digital solutions

For many years we have notified our customers of a planned supply interruption (PSI) by sending them a card through the post. This method led to some dissatisfaction among our customers. Reasons for this include customers not receiving the card, assuming the card was junk mail or being dissatisfied with the information provided.

We have continuously improved our PSI communications based on feedback from our customers with a number of improvements made to the card and the information provided.

Our next step was to move to a digital platform, in addition to the card we continue to send and phone calls to customers who only have a landline. The new platform allows us to send a link via text or e-mail. By simply clicking the link, the customer is taken directly to an e-version of their PSI notification card (e-card). The e-card is issued 13 days, six days and one day before the PSI.

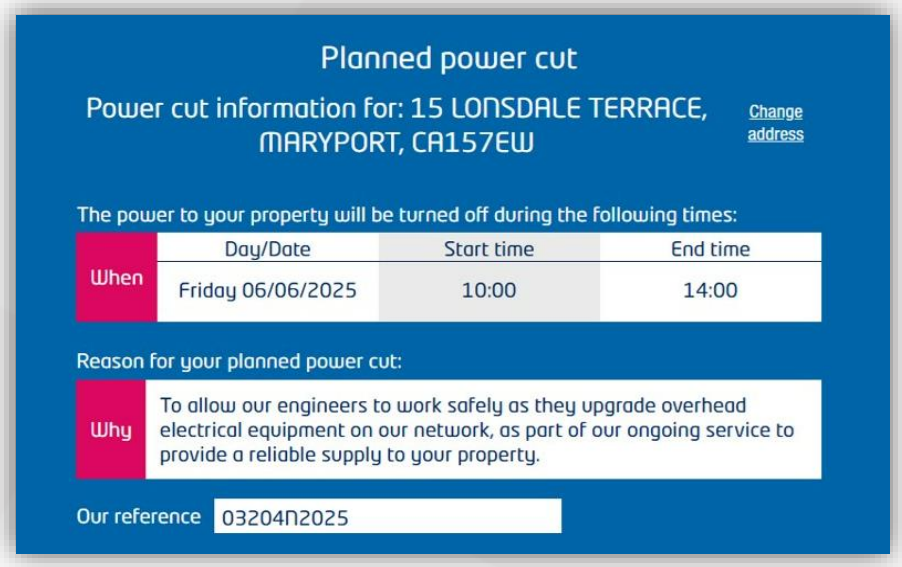
Following the introduction of the e-card we have also made a number of improvements to our website because of the expected increase in the number of customers visiting the PSI-related pages:

- Improved navigation, layout and visuals including an image of the PSI card
- Additional supporting information in our website frequently asked questions
- A new webpage and explanatory video about LineSIGHT – the installation of sensors for this new network safety management system will increase the number of PSIs in 2025/26.

A further improvement to our communications process is the introduction of an automated SMS/e-mail with the start and end times of the PSI. This reminder is issued six days and one day before the PSI to all affected customers. Before this, customers were notified only of the date of the PSI.

Benefits

- Provides more notice of the PSI, therefore improving customer satisfaction
- Improves visibility of information such as times and the reason for the interruption
- Instant access to PSI information if a customer does not receive a card in the post



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4. Customers in vulnerable circumstances

Our strategy is designed to address the unique challenges faced by customers in vulnerable circumstances, including those experiencing fuel poverty, living with disabilities, belonging to ethnic minority communities, elderly individuals, low-income households, rural communities, single-parent families, LGBTQ+ individuals, and refugees and asylum seekers.

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 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 towards net zero, ensuring inclusivity and accessibility for all.

See our customers in vulnerable circumstances action update

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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	• Launch microsites to help customers shape their energy future: go low today and take charge	December 2024	Complete	• Improved CSAT score • No of customers accessing site	• Microsites developed and launched • New site will have customer pathways into energy saving and low carbon advice and will house an interactive low carbon/ energy saving cost/benefit calculator
			• Phase 2: merge sites and add additional features including Homewise tool calculator	July 2025	New		
Use power outage alerts in combination with smart meter data to check effect on vulnerable customers	Automate	• Charity partners/NGOs • Digitally excluded	• Scope the required work to integrate outage information with smart meter voltage data and bring forward proposal	July 2026	New	• Improved speed of notification of vulnerable customers affected	• We are currently at proposal stage and working with our customer teams and specialists across the business to develop the design
Automate data sharing with waters 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	October 2025	Ongoing	• Improved CSAT score	• Water company review of contract due to complete in June • Testing of system will start once contracts are signed • Onboarding journey due to start July-September 2025

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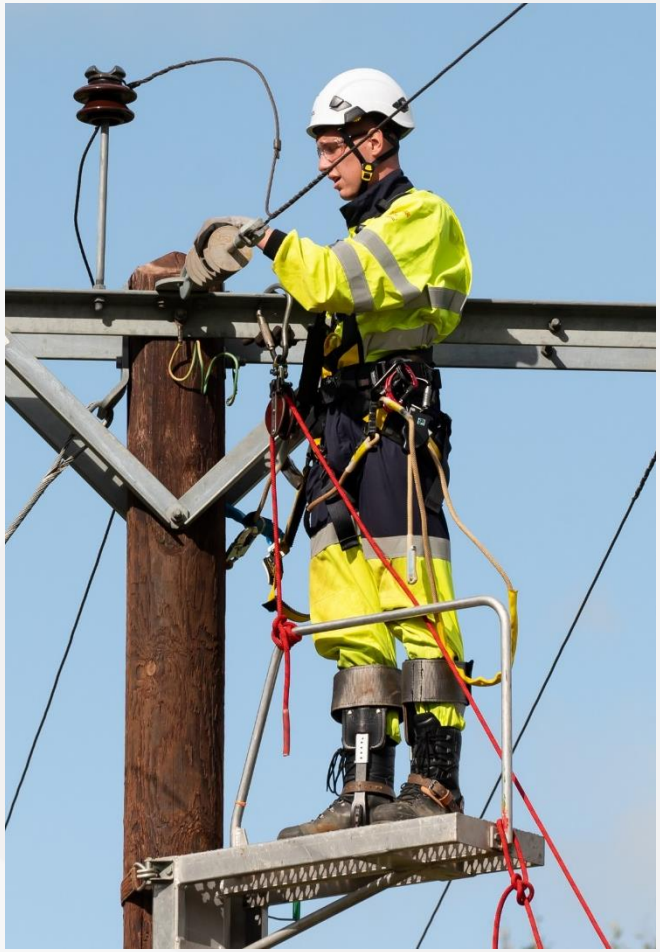
5. Network management & resilience

We recognise the strategic value of digitising 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 fuse 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, vegetation management and cyber security.
- In our Storm Arwen re-opener submission we proposed a new framework to better target investment to improve the resilience of our network. We were the only DNO to have everything we asked for approved by Ofgem.
- Digital tools are being used in our safety initiatives and to enhance training and awareness.



See our network management & resilience action update

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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	• Rollout LV PRESence 'fault radar' to 95% of our customers by end of RIIO-ED2	March 2028	Ongoing	• Improved CSAT • Reduction in customer interruptions and customer minutes lost	• LV PRESense programme completed ahead of target • LineSIGHT programme on track for completion by March 2028
			• Install LineSIGHT sensors at 900 sites on 3,500 circuits by the end of RIIO-ED2	March 2028	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 1,180 on-load tapchangers (OLTCs) by the end of RIIO-ED2	December 2028	Ongoing	• Equipment installed • Improved CSAT	• 360 OLTCs installed by June 2025 • On track to complete programme by the end of 2028
Upgrade geographical information system (GIS) to improve customer service and safety	Automate	• All	• Replace legacy applications with one GIS to improve user experience for our colleagues and reduce the complexity of our applications	March 2026	Ongoing	• GIS implementation • Data flows available to other key systems using geospatial information	• Currently preparing for data migration to new data model
			• Develop proof-of-concept	March 2026	Ongoing		

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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 • Implement new cyber security management system polices • Deliver programme to achieve enhanced Cyber Assessment Framework (eCAF) profile	December 2025	New	• ISO 27001:2022 attained • Deliver eCAF programme on time	• Migration to ISO 27001:2022 complete • New management system policies in place • Programme underway to meet eCAF objectives
Allow authorised stakeholders to view outage data alongside data from other DNOs for a national picture of outages	Automate	• Political, regulatory and public sector	• Contribute to ENA work on wider rollout plan • Implement recommendations from January 2026	December 2025	New	• Authorised users able to access ENW outage data alongside national picture of other DNOs	• We are in discussion with the ENA about ownership of the system before a wider rollout

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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.

See our distribution system operation action update

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6.1 Distribution system operation action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Simplify the process for capturing local authority development plans	Automate	• Political, regulatory and public sector • Supply chain	• Share templates via our dedicated local area energy planning (LAEP) webpage • Hold bilateral meetings with every council in our licence area • Gather data for the facilitation of LAEPs and other developments	March 2025	Complete	• Number of councils who have shared data through our exchange framework	• We now hold regular bilaterals with over 370 officers • We gather data on planned development areas across the region as BAU
Grow the market for BiTrader, our curtailment trading platform	Innovate	• Supply chain • Customers	• Complete the build of the BiTrader system to allow live trading	July 2026	On track	• Trading activity on the platform • Increase in overall capacity	• Simulation trials complete • Views from customers involved in the trials incorporated into the design of the platform • Preparing for live trials in summer 2025
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	Ongoing	• Ofgem confirm compliance with licence conditions • Successful transfer of CIM compliant models	• Production of CIM models is in progress and on track for November 2025 • Now trialling information exchange on EHV levels • Proposal to be sent for Ofgem approval • Appropriate CIM profile in development.
			• Create common information model (CIM) format models for the subtransmission network as required by proposed modification to the Grid Code	January 2027	Ongoing		

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6.1 Distribution system operation action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Improve map-based information in various formats to give customers a clear view of assets	Automate	• Customers • Digitally excluded • Charity partners/NGOs	• Publish improved map-based datasets on our open data portal • Provide specialised tools for local area planning, community generation and the ability to add and compare datasets	May 2025	Complete	• Interactive DFES pages and planning tools available via open data portal	• Improved datasets and specialised tools available on open data portal • Work continues to identify additional datasets and to automate data transfer to the portal
Utilise AI tooling to provide better and more focused datasets via the open data portal	Innovate	• All	• Utilise AI tools to improve search functions in our data portal with 'natural' language • Utilise AI tool so customers can ask specific questions of datasets and build custom visualisations	May 2025	Complete	• Natural language AI data search tools available	• AI-based search features enabled allowing customers to use natural language search to identify datasets • Future plans include using AI to ask specific questions and build custom visualisations
Improve operational data stores to provide flexibility and scalability	Automate	• Political, regulatory and public sector • Supply chain • Legal and financial partners	• Develop and expand operational data stores to support a range of internal and external uses including a new network resilience model	June 2026	New	• Reduction in operational data requests • Increase in availability of real/near-real-time data	• Continuing to develop operational data store to support a wide range of use cases including the use of asset data to underpin the ENA Connect Direct app
Provide more tailored communications to customers	Automate	• Customers • Charity partners/NGOs • Digitally excluded	• Launch data education hub	July 2025	Complete	• Improved CSAT score • Improved DSO stakeholder panel score	• Data education hub launched • Working to provide additional content and incorporate stakeholder feedback
			• Further enhance educational content to simplify customer and stakeholder experience	July 2025	Ongoing		

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7.2 Case study: Sharing data on our assets

To provide visibility of our network to our stakeholders, we have worked with all GB DNOs to make our power system models available in the common information model (CIM) format

For many years DNOs have used different platforms for modelling their networks which meant information could not be easily shared between companies and with the National Energy System Operator (NESO).

Our current modelling platform is Integrated Power System Analysis (IPSA), one of two platforms used by DNOs, but other organisations, such as consultants, use alternative solutions.

In January 2024 Ofgem determined that all GB DNOs must publish power system models in the common information model (CIM) format as part of their Long-Term Development Statement (LTDS). Furthermore, Electricity North West proposed changes to the Grid Code which mean DNOs and the NESO need to exchange power system models in CIM format on an annual basis. The proposal is due to be submitted to Ofgem for approval later this year.

CIM is an international standard that, to date, has been used primarily by transmission operators to share network data. So that DNOs can use it for their model exchanges, the CIM standard needs to be extended and appropriate governance put in place to ensure consistency of deployment.

Our project is divided into two workstreams:

- **EHV modelling:** We will produce CIM power system models of our extra high voltage (EHV) networks and publish them on our data portal. This will replace the existing process of describing power system models in spreadsheet format as currently required by the LTDS and the Grid Code.
- **CIM governance:** We recognised that to provide a consistent approach for the application of CIM in GB we need appropriate governance for cross-DNO network modelling. We are working with other DNOs, NESO and software providers to establish enduring governance through the British Standards Institution.

The plan to produce LTDS CIM models by all DNOs is on track and scheduled for delivery in November 2025. A trial to exchange CIM data with other DNOs, UKPN and SPEN is in progress.

Benefits

- The CIM will streamline the planning process by ensuring up-to-date network models are available to assess network changes (such as new connections).
- Stakeholders such as developers and academics will have better quality data to enable better decision-making for planning.
- Combined with our forecasting models, the CIM will enable better understanding of where we need to build new assets and where low carbon technologies can be connected.
- The availability of better-quality information to the NESO will allow better long-term planning and decision-making.
- The availability of CIM data will reduce time and costs to developers when assessing potential connection opportunities.

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7. Our open data journey

We are continuing to develop our data portal which is a valuable resource for more than 1,750 unique stakeholders. It is shared across UK DNOs and third parties and offers access to a diverse catalogue of datasets in a variety of formats

Our data portal is a section of our website that provides access to a range of data, reports and digital network tools. These tools offer representations of existing and future network assets, known constraints, operational and growth challenges, and opportunities for flexibility services.

Our open data portal now serves more than 1,750 unique stakeholders, providing data in a variety of formats from simple visualisations to dedicated pages adding additional value to user interaction. All datasets are available via application programming interface (API) – we now see over 1.2 million API calls per year.

We have over 75 datasets available on our website and data portal, providing easy-to-use visualisation tools. We continue to make more datasets available and have created a roadmap on our website which is refreshed regularly to set out which datasets we are planning to publish and when.

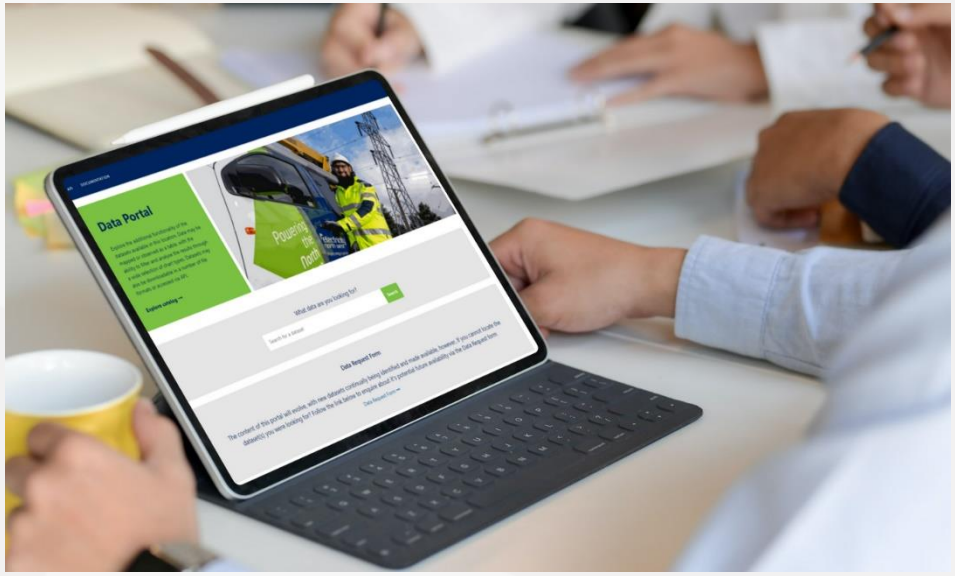
Two of the new tools which are now available on our data portal are:

- **Solar project planner:** Designed for community energy groups, this tool simplifies the planning and rollout of local solar energy projects, making it easier to bring community-led renewable initiatives to life
- **Grid charge planner:** Created for local authorities, this tool streamlines the planning, application and deployment of Local Electric Vehicle Infrastructure (LEVI) to support the transition to low carbon transport.

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

Where possible we will open up data to innovators, customers and other stakeholder groups, taking into account emerging government guidance and the need to protect some elements of our data.

We will continue to seek guidance from our DSO Stakeholder Panel on the provision of data and data-sharing. We will engage extensively with regional stakeholders, to share knowledge and gain feedback to enable better and more coordinated decision-making.



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8. 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 modernising 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

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8.1 Internal operations action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Increase operational efficiency for customers and improve driver safety	Automate	• Supply chain • Regional, social, economic and environmental stakeholders • Customers	• Rollout telematics to our fleet vehicles to improve driver behaviour	June 2025	On track	• Telematics rolled out across fleet	• Telematics hardware installed in 81% of fleet • Once rollout is complete data will be used to define baseline measures
Digitise our work and asset management systems to improve customer service	Automate	• Customers • Supply chain	• Digitise process for management of tooling	September 2024	Complete	• Improved management of assets leading to better reliability and efficiency of investment	• Capturing of electronic tool testing in the corporate asset register now live
			• Improve information capture for key assets	Continuous – no end date	Ongoing		• Improvements made to asset inspection process
			• Integrate OHL inspections into asset management systems	December 2024	Complete		• OHL inspections in asset register system complete
			• Digitise process for requesting streetworks permits	December 2024	Complete	• Faster reinstatement	• Rolled out as BAU
			• Expand digital management of tooling	March 2026	Ongoing	• Improved management of assets leading to better reliability and efficiency of investment	• Initiative commenced • Collating and cleansing data over next six months
			• Optimise travel times of cyclical inspection work programmes	December 2025	Ongoing	• Increased productivity for cyclical inspection work	• Initial optimisations implemented • Next steps are to complete optimisations for future months/years

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8.1 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	• Move integrations from our current integration platform to a new cloud-based platform	July 2026	Ongoing	• Legacy integration platform decommissioned • Workloads running via new cloud platform	• The hub is now in development, initially as an internal service, before being rolled out more widely
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	• Build initial data 'lakehouse' to cover customer service and fault analysis	January 2025	Complete	• Performance management metrics available to business service teams • Percentage of identified datasets into strategic data platform	• Over 50% of required reporting data added to the platform • Customer and fault analysis data complete
			• Complete population of remaining datasets into data lakehouse	September 2028	Ongoing		
Move to half hourly settlement to enable more granular charging and better value for customers	Automate	• Customers • Political, regulatory and public sector • Supply chain • Legal and financial partners	• Design, develop, test and deploy new systems to support half hourly settlement	September 2025	Ongoing	• Half hourly settlement process live • Improved granular billing	• On track to deliver against the central Elexon programme plan
			• Start of migration	October 2025	Ongoing		
			• Full industry go-live	March 2027	Ongoing		

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8.1 Internal operations action update

Service improvement objective	Digital strategy theme	Stakeholder groups engaged	Actions	Target completion date	Status	Measure	Update
Strengthen and expand the security operations centre (SOC)	Protect	• Political, regulatory and public sector • Customers	• Enhance 24/7 managed response to threats • Implement new managed detection response service	November 2025	New	• Improved response rate to threats • Increased SOC availability	• Significant additional resource introduced across SOC
Improve ongoing data governance processes to ensure secure data exchanges and better support for regulatory requirements	Automate	• Political, regulatory and public sector • Supply chain	• Define and agree triage process for publication of open data	September 2025	New	• Data quality and assurance • Turnaround of requests to open data portal	• Triage process is drafted and going through internal governance review
Offer assurance on internal processes and governance to allow suppliers to work within IT delivery frameworks	Protect	• Supply chain	• Produce cyber contractual schedule • Procure and deploy supply chain risk management tooling	December 2025	New	• Cyber tools for supply change management assurance launched	• Significant additional resource introduced to support assurance and auditing • New cyber contractual schedule produced
Replace wayleaves payment management system to ensure effective compensation for landowners	Automate	• Legal and financial partners	• Replace existing system with more efficient platform to improve and expand reporting functionality with built in audit processes and peer approvals	December 2026	New	• New payment management system online • Improved data accuracy on land rights • Links to GIS system	• Continuing to progress design of new system • Implementation on hold as we look at integration with Scottish Power

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8.2 Case study: Our security operations centre

Our security operations centre monitors, detects, responds to and prevents cyber-security threats

Why every business needs a security operations centre (SOC)

In today's digital age, cyber threats are more frequent, sophisticated and damaging than ever before. From ransomware attacks to data breaches, businesses of all sizes face significant risks. A security operations centre (SOC) serves as a dedicated team and facility that monitors, detects and responds to cyber-security incidents – acting as the nerve centre for an organisation's defence.

24/7 monitoring and rapid response

A SOC operates around the clock, ensuring that potential threats are identified and addressed in real time. This constant vigilance helps businesses respond to incidents before they escalate into costly breaches, reducing downtime and minimising reputational damage.

Centralised threat management

A SOC consolidates security tools, intelligence and personnel under one roof. This centralisation streamlines incident detection and coordination, enabling faster triage and containment. It also allows for better threat correlation and pattern recognition across systems and networks.

Regulatory compliance and reporting

For businesses operating in regulated industries, maintaining compliance is critical. SOCs help organisations meet standards such as Network Information Systems (NIS) Regulations, GDPR and ISO 27001 by ensuring consistent logging, monitoring and incident documentation. NIS is our main focus as we are delivering NIS compliance through the eCAF programme.

Proactive threat-hunting and intelligence

Modern SOCs don't just react – they proactively hunt for indicators of compromise (IOCs) and emerging threats – these are early signs of our systems being targeted by 'hackers' before an actual attack is delivered. This proactive stance strengthens an organisation's security posture and provides early warnings of advanced persistent threats (APTs) – these are groups often sponsored by nation states.

Business continuity and customer trust

Ultimately, a SOC enhances business resilience. By preventing breaches and ensuring continuity, it helps maintain customer trust and protects the organisation's brand and bottom line.

Conclusion

As cyber threats continue to evolve, businesses must evolve with them. A well-equipped SOC provides the expertise, tools and structure needed to safeguard digital assets, making it, not a luxury, but a necessity for modern enterprises.

Our in-house SOC

We have established an in-house SOC to ensure continuous protection of our networks, systems and applications. This minimises potential disruption to electricity supply through proactive threat management.

We are continuing to develop our SOC as we onboard managed security service partners who will collaborate with our internal team to provide 24/7 monitoring, detection, analytics and response capabilities.

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9. 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.

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