



Digitalisation Strategy Action Plan

June 2025



In March this year, we published our updated Digitalisation Strategy and, as we look forward to GD3, we are refocusing our strategic roadmap to ensure we are set up to meet the challenges of the next few years.

This Digitalisation Strategy Action Plan (DSAP) has been revisited to reflect our updated approach and priorities for the remainder of GD2.

Underpinning our Digitalisation Strategy are the building blocks outlined below which have informed our overall approach, priorities and outcomes that will be enabled.

Our digital and data ambition To make a positive impact on society, the communities we serve and our vulnerable customers by delivering excellence in the provision of safe and efficient services. We will accelerate decarbonised energy solutions to create a shared net zero future by modernising our business to become data-driven and digital at our heart.					
3. Our business outcomes	Stakeholder and societal value Our digital and data products and services are inclusive, secure, sustainable and reliable. They deliver recognisable value to our customers and stakeholders.	Regulatory obligations SGN sustainably meets Ofgem’s expectations on Data Best Practice, Interoperability, AI and Digital Twin solutions, and aligns to legal mandates.	Business transformation Modernisation programme achieves performance gains by rebuilding legacy business processes as modern digital and data enabled processes.	Business excellence Data, analytics and AI allows us to drive performance gains in a broad range of business activity and address our most difficult problems.	Future of Energy and innovation We pilot and implement new technologies to bring about future performance gains and influence regulators and legislators.
	Data sharing platform Allows automated access to our data sets, internally and externally, under open data or published under licence.		Analytics and reporting platform Allows people at SGN to analyse our data sets to derive insight and used to produce business performance reports.		Innovation platforms Platforms to support AI, Digital Twin and IoT which enable testing and adoption of these technologies.
	Data lake and integration layer Data storage and plumbing that allows data sets to be accessed by other platforms				
2. Our platforms and capabilities	High-quality data Data owners take accountability for the quality and completeness of data. We apply Q-FAIR principles (Quality, Findability, Accessibility, Interoperability and Reusability) to our data.		Digital and data governance We govern our digital solutions and strategic data assets to ensure they are fit for purpose and deliver value. We develop and embed comprehensive digital and data governance framework.		People with digital and data skills Our people understand the value of data and how to utilise digital solutions. They have the requisite technical and data skills to deliver the outcomes for our stakeholders and organisation.
	Secure by design Our digital solutions and platforms are designed with cybersecurity built in.				
1. Getting the basics right					

We have designed this action plan to share details on the initiatives we will be undertaking through GD2 in line with our strategic building blocks.

Our strategic outcomes

Stakeholder and societal value	Regulatory obligation	Business transformation	Business excellence	Future of Energy and innovation
Our digital and data products and services are inclusive, secure, sustainable and reliable. They deliver recognisable value to our customers and stakeholders.	SGN sustainably meets Ofgem's expectations on Data Best Practice, Interoperability, AI and Digital Twin solutions, and aligns to legal mandates.	Modernisation programme achieves performance gains by rebuilding legacy business processes as modern digital and data enabled processes.	Data, analytics and AI allows us to drive performance gains in a broad range of business activity and address our most difficult problems.	We pilot and implement new technologies to bring about future performance gains and influence regulators and legislators.

Our strategic building blocks

Getting the basics right	Digitalisation and our customers	Platforms and capabilities	Future of Energy and innovation
<p>The key foundational step in our digitalisation strategy is 'Getting the Basics right'.</p> <p>In doing this, we will build essential skills and processes for creating high-quality data that is secure and well governed, that our employees can use to derive valuable business insight and our stakeholders can rely on.</p> <p>We emphasise accountability for the quality and completeness of data and ensure our employees possess the necessary skills to analyse data effectively and derive valuable insights.</p>	Digital solutions undoubtedly have a role to play in how we identify, connect and engage with our vulnerable customers and we utilise digital and data solutions appropriately to ensure we deliver the services and outcomes that are right for our vulnerable customer groups.	In line with our commitment to establish digital foundations by 'Getting the basics right', we are dedicated to advancing and enhancing our capabilities in handling technical data. By developing our cloud data platforms, we aim to unlock the full potential of our data and foster innovative, data-driven solutions, enabling us to optimally harness our data skills. These robust platforms will not only enhance the storage, management, analysis, and sharing of data but will also play a pivotal role in supporting decision making both within our organisation and, through opening access to our data, by our stakeholders.	Digitalisation, and the shift toward data-driven gas networks, will increase as the decarbonised energy system of the future develops. Our innovation team will be able to use our digital platforms and capabilities to better explore and evaluate new data capture and sharing methods and use them to bring value to our customers and stakeholders

Enterprise Data Management

Getting the basics right

Stakeholder and societal value

Regulatory obligation

Business excellence

Future of Energy and innovation

Start date: April 2022 | End date: March 2026

SGN has been on a journey to maturing its overarching data governance & management capability which focusses on our people, processes, technology and data.

A key part of this has been the investment in Talend data management platform which is enabling us to identify, describe and monitor our critical data assets as well as implement specific requirements from the Data Best Practice Guidelines (DBPG) such as implementing the Dublin Core metadata standard and embedding Quality, Findability, Interoperability & Reusability (Q-FAIR) principles.

We have established our Enterprise Data Management team who are continuing to develop their expertise, embed our data governance framework and catalogue our critical data assets.

We are continuing to establish and deliver key foundational data governance and management capabilities to enable both our external and internal data consumers getting the value and insights from our strategic data assets.

Benefits and measures

Critical data assets identified & catalogued in line with DBPG

We have brought three enterprise level data domains into governance and are working with our data owners to identify critical data assets and apply our governance framework to these assets.

We are investing in applying Q-FAIR principles to our critical data assets

An initial set of critical data assets held in our data lake, under the DataOps programme, are subject to Q-FAIR principles and our revised ways of working mean that we have a sustainable approach to applying Q-FAIR moving forward.

June 2025 update

SGN continues to mature its data management capability. Progress includes:

- We have brought three enterprise data domains into governance and are continuing to work with our data owners.
- Formalising how we describe our enterprise data domain landscape, which provides a common language and knowledge of our data estate.
- Formalising our standards for conceptual, logical and physical models for critical data domains and assets. This supports data discovery activities and feeds into determining the impact of change aligned to business and IT change programmes.
- Collaborating with our GDN peers to develop and adopt an Interoperability standard in line with DBPG. This will be extended and will support the Data Sharing Infrastructure rollout under NESO, as well as DBPG to ease sharing of common data assets for our stakeholders.
- Communication events with colleagues to raise awareness of data governance and management concepts.
- Our AI governance is becoming more systemised with clearer pathways and line of sight from our Board to implementation. This includes communications out to our staff on deployment and use of AI along with controlled testing AI solutions to further understand the risks and appropriate mitigations. We now need to formalise the governance process through which the calibration of risk and opportunities is determined.

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Enterprise Data Management

Getting the basics right

Stakeholder and
societal value

Regulatory obligation

Business excellence

Future of Energy
and innovation

December 2024 update

Since June we have continued our ‘Getting the Basics Right’ journey in advance of GD3 and the continued focus on digital and data transformation for SGN but also across the energy sector. Progress over the last six months includes:

- Revisiting and updating our data capability roadmap to encapsulate requirements across the enterprise as SGN undertakes its Transformation programme
- Collaborating with our GDN peers in establishing common data definitions and formats in line with DBPG principles 2 and 8; this is the first data set but establishes a repeatable set of approaches and processes for ongoing activities.
- Mobilising expansion of SGN’s data governance framework, including Data Ownership forums, to ensure our critical data assets are governed and managed appropriate to enable our strategic outcomes.

Transformation Programme

Getting the basics right

Platforms and capabilities

Business transformation

Business excellence

Start date: 2024 | End date: GD3

Our Transformation programme is the conduit through which SGN delivers all its business transformation projects to realise organisation-wide benefits as we pivot towards maximising the productivity of our front-line functions and people.

This will lead to a fundamental review of our organisation, processes, technology platforms, data structures, and the technologies that integrate them.

Benefits and measures

The Transformation programme will deliver the following outcomes:

- Investing in our people to improve their capabilities, boost productivity, fine-tune our operating model and optimise the use of technology
- Eliminate waste by operating smarter using the right mix of labour, data, technology and innovation
- Develop planning-led organisation to set us up for the future of energy
- Optimised core capabilities, unlocking effectiveness and productivity benefits

June 2025 update

Our Transformation program has been mobilising to transition towards a centralised and intelligent planning-driven organisation by leveraging our workforce, data, technology and innovation as outlined in our GD3 business plans.

Roadmaps are developing to provide the detailed approach for complex business transformation activities.

Operation organisational reviews have been defined and implemented as we pivot to our front-line services to improve operational safety, improve business processes and improved data capture.

December 2024 update

Our Transformation programme has secured board approval for initiatives to improve operational safety, productively, and cost-effectiveness. A key component of this is the digital refresh of our field services, in line with our GD3 business plans, which includes digitising, improving and enhancing our productivity and front-line staff experience.

This will include:

- Digitise and automate core frontline operational processes.
- Replace outdated scheduling systems.
- Enhance customer communication capabilities.
- Enable field staff to work smartly using mobile devices.

Data Operations (DataOps) Capability Establishment Programme

Getting the basics right

Platforms and capabilities

Stakeholder and societal value

Regulatory obligation

Business excellence

Future of Energy and innovation

Start date: April 2022 | End date: March 2026

SGN has been awarded investment through Ofgem’s ReOpener mechanism to establish a DataOps capability.

The primary use case has been informed by our external Data Users and Stakeholders who require an easy-to-use service when requesting, searching and accessing our data.

Our DataOps programme will mature our current service offering via SGN’s Open Data Portal to securely deliver a one-stop-shop for a variety of Open and Shared data assets in formats to suit our data stakeholders. By centralising this capability, we will be introducing greater efficiencies in managing these data assets and their compliance with Data Best Practice Guidelines and Q-FAIR (Quality, Findability, Accessibility, Interoperability, Reusability) principles.

The DataOps capability will also provide our internal data consumers with the same service benefits, thus delivering data assets in an efficient, secure and timely fashion.

This initiative has a number of workstreams which we will be mobilising and delivering throughout GD2, and which will establish key foundations as we enter GD3.

Benefits and measures

We are investing in establishing DataOps capability to improve the products and services we offer our data users and in line with DBPG:

- All open data assets are being served via DataOps function using the new ways of working established under the programme.
- We have implemented our next generation Data Sharing Platform which enables data users to access data assets in formats that they required, ie API.

We are engaging with and listening to our stakeholders to ensure we are delivering the products and services they need in the way they need them:

- We have stakeholder events scheduled for Q3 this year and will provide details on the feedback.

We are investing in our people to ensure they have the right digital and data skills to deliver the right outcomes for our stakeholders and organisation:

- We will share information on our plans for communication, training, and development pathways for our staff, along with updates on progress.

June 2025 update

Our progress since December has been:

Data Best Practice Guidance All processes relevant to ingesting, curating, transforming and publishing data assets have been updated, maturing compliance with DBPG and SGN’s data governance and management requirements, including Q-FAIR.

Data Sharing Platform The new open data sharing platform has been implemented to deliver enhanced stakeholder experience in searching for and accessing SGN’s open data assets.

We have published 12 Open data sets already with more in the pipeline utilising our updated ways of working.

Robust Data Foundations Roles and ways of working for SGN data teams have been refined to focus on a “service” approach to delivering data products and services.

Increase the range of data assets available in our data lake for sharing and insights.

Actionable Insights Additional data assets are being brought into SGN data lake.

Digital and Data Skills Providing our people across with the skills they need to generate value from our data and manage data as a strategic asset.

December 2024 update

We have mobilised the following four workstreams for the programme:

Data Best Practice Guidance Process improvement to mature compliance with DBPG.

Data Sharing Platform Upgrading our open data sharing platform and experience.

Robust Data Foundations Target Operating Model review covering roles, ways of working, technology and tools to design, develop and share data products and services.

Increase the range of data assets available in our data lake for sharing and insights.

Actionable Insights Enhancing services and products to release the value of our data.

We will bring the remaining workstreams online next year.

Digitalisation and our customers

Digitalisation and our customers

Stakeholder and societal value

Regulatory obligation

Start date: April 2022 | End date: March 2026

Customers are at the heart of what we do and as part of our vulnerability support strategy, we aim to help 500,000 vulnerable customers use energy safely, efficiently and affordably between 2021 and 2026.

Our strategy incorporates both digital solutions to enable our most vulnerable customers to access the support and services they need, but also alternative access routes to support services ensuring we reach those for whom digital solutions would not be appropriate.

We have developed 'beyond the meter' support services with our operational staff as they go about their day-to-day business, as well as building collaborative partnerships with other energy networks and third-sector organisations to offer an array of Additional Services for our most vulnerable customers.

In addition to being British Standard BSI 18477 Inclusive Service accredited, we have recently achieved ISO 22458 Kitemark (Energy Sector) for accessible services.

To better understand the impact of our vulnerability strategy today, and to help us plan into the future, we are conducting research with Sustainability First/Centre for Sustainable Energy. This will help us to map out the barriers we forecast will block a fair and just energy transition and is informing our vulnerability strategy for GD3.

For more information on our Vulnerability and Carbon Monoxide Allowance strategic initiatives, read our [VCMA Annual Report 2023](#). Our online digital services can be accessed [here](#).

June 2025 update

In March 2025, we brought together our Safe and Warm partnership network to host our 'Winters End' partners event – bringing together senior leaders from across the third sector to review the data, insights and impact of our community programme. We've launched this year's 'Moving the Dial' research to measure the difference our vulnerability portfolio has had on the lived experienced of people served.

Building innovation into our customer support channels, this year we've rolled out Vyn smart video notes, which sees us harnessing video technology to elevate the service we provide. Not all customers find it easy to articulate themselves verbally or in writing. However, with Vyn, customers can send us short videos to show or tell us about their enquiry.

December 2024 update

In October 2024, through the dedication and commitment of our people and the development of our extensive Safe and Warm partnership network we achieved our revised ambition to support 500,000 vulnerable households use energy safely, efficiently and affordably, 18 months ahead of target. The key foundation to ensuring we're delivering to those most vulnerable is an understanding of who is most in need. This has come from good quality data and insights and the development of supporting tools including our 'SGN Vulnerability Index' developed with Energy Savings Trust. We now have an established partnership network of over 120 community organisations who work together to support vulnerable households in energy crisis today, with a view of supporting these same customers into energy resilience in a fair and just energy transition.

We have included further statistics on positive impact our Vulnerable Customer Strategy Development and Services have had on the next page.

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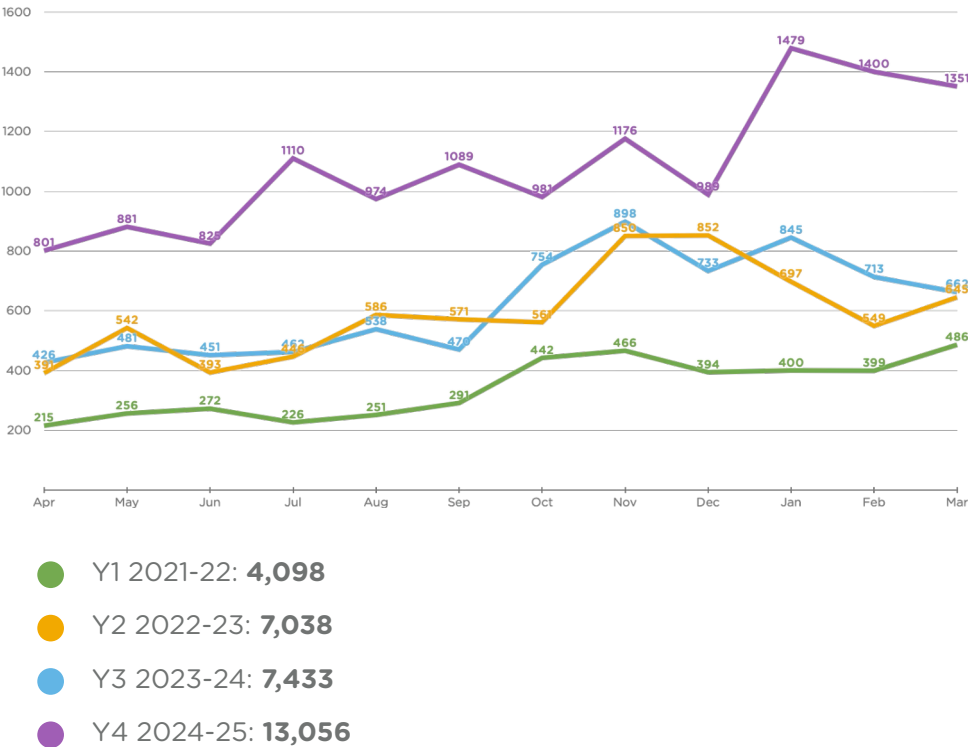
Digitalisation and our customers

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Year on year totals for number of households referred by our frontline teams (as opposed to self-referral via our online services)



SGN core outputs for vulnerable customers

£71,446,894
Social Value

730
Care & Repair scheme repairs

2,943
fuel poor gas connections

795,126
households supported

174,019
energy advice sessions

87,082
home safety interventions

1,699,778
unique services provided

148,182
crisis funds (food and fuel)

72,891
carbon monoxide alarms

129,912
PSR customers registered

270,033
income max checks

343,539
carbon monoxide safety sessions

Total Additional Services requested for GD2 April 2021 to March 2025 (covers both self-referral and staff referral)

Additional service	Number of services requested
Priority Services Register	20,913
CO alarm referral	7,349
Emergency top up (gas/electricity)	3,776
Energy advice	3,246
Food essential pack/Tesco voucher	3,797
Safe and Well visits	2,850
Care and Repair	2,215
Careline Support Service	2,487
Scope Energy Hub	1,679
Befriending service	769
Fuel voucher scheme and financial support services (21/22)	272
Locking cooker valve	444
Hearing impaired CO and fire alarm system	548
Verbal warning CO and smoke alarm	384
Mental health and money advice	651
Appliance servicing	46
CO safety checks (CMDDA1)	48
IncomeMax	52
Total	51,526

Future of energy and innovation

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Our research into hydrogen production and distribution, carbon storage, and other innovative technologies aims to transform the gas system into the world's first green gas distribution network.

For the remaining part of the RIIO GD2 period, we plan to transform our approach to innovation, adopting an 'Innovation as a Service' model. This shift will primarily support our team in enhancing our operational performance. As part of this new strategy, we will streamline our innovation portfolio by reducing the number of active projects, concentrating our resources on those initiatives that significantly impact safety, efficiency, decarbonisation, or customer needs.

To read more about our Future of Energy and Innovation initiatives, visit [our website](#).

Benefits and measures

We are supporting innovation across the sector by participating in initiatives designed to transform the energy landscape. We are doing this in collaboration with our energy network peers and government stakeholders utilising schemes such as the Strategic Innovation Fund and the Network Innovation Allowance:

- We will provide updates on the innovation initiatives we are working on along with the outcomes and benefits they are aiming to realise for net zero and our communities.

Intelligent gas grid – strategic innovation fund beta

Start date: August 2023 | End date: August 2026

Strategic Innovation Fund beta phase – Data & Digitalisation Challenge

The principal innovation underscoring the project is use of data-driven techniques, based on ML and AI technology, acting in combination with remote pressure control and network extremity monitoring equipment deployed to networks in a distributed digitalised architecture.

Benefits identified are around Cost Reduction in operating the networks; these benefits will be delivered progressively from 2026 onwards as the solution is rolled out as business as usual. Further information can be found [here](#).

June 2025 update

Workstream 1 successfully completed field trials of the Upredict MVP, enhancing autonomous pressure control and proving optimisation beyond current strategies. Utonomy's upgraded firmware (v2.5) introduced new control functions and ANR, which remains live. Next, IoT battery-powered designs are being developed to support below-ground DGs.

Workstream 2 focuses on Anomaly Detection, with data from 50+ DGs showing promise, though wider trials are needed.

Workstream 3 targets a field trial at strategic CGS for 7-2 bar remote control and High-Force Actuator testing to support greater biomethane injection headroom via Upredict.

December 2024 update

Phase one field trials of Intelligent Control (Upredict) are currently underway across three of SGN's networks in the south and a fourth network is expected to join the field trials shortly.

The project's Technical Consultant have now formalised a Digital Assurance process to support the trialling of Anomaly Detection and the project team are working closely to finalise trial expectations.

A suitable Biomethane site has now been identified and data is being captured to support the progression to field trial of the Utonomys Biomethane Injection Solution in the latter part of 2025.

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Predictive safety interventions – strategic innovation fund beta

Start date: August 2023 | End date: February 2025

Strategic Innovation Fund beta phase – Data & Digitalisation Challenge

The PSI Beta project is fully aligned with the SIF Beta Challenge for Data and Digitalisation, and successful project completion will deliver the next generation of user driven digital products, services, and processes. The project will create a predictive safety model in the gas sector and ready to take to the wider energy sector and utility sector globally, aligned with the Beta challenge phase.

Benefits identified are reduction of injuries and incidents; improved risk visibility across network operations, and lower cost to capture data about indicator events. Further information can be found [here](#).

June 2025 update

The PSI project has successfully completed all milestones and deliverables, transitioning into full business-as-usual operations across SGN. The project has advanced proactive risk control at worksites, enhancing compliance with safety standard compliance with New Roads & Street Works Act (NRSWA) through AI-powered features like object recognition. It was proudly recognised with the 2025 IGEM Gas Industry Safety Award.

December 2024 update

Training for all key operational staff has taken place which ensures that our staff are fully equipped to integrate PSI into their daily working practices. During training, feedback has been sought and is being used to refine PSI features. Full benefits gained from the tool are to be measured in April next year; however tangible improvements in efficiency and safety practices are already being noted.

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H100 Fife – network innovation competition

Start date: April 2020 | End date: March 2027

Network Innovation Competition – Net zero and energy system transition

The H100 Fife project aims to pioneer a ‘first of its kind’ demonstration of a 100% hydrogen network, intending to serve 300 customers in Fife. The project is designed to provide critical evidence supporting the future role of the gas distribution network in achieving net zero, aligning with the UK government’s ten-point plan and the Scottish government’s Hydrogen Policy. The project will comprise of an end-to-end system, including power generation, hydrogen production, storage, pressure reduction, odourisation, distribution and customer connections to serve domestic hydrogen meters and appliances.

It will make the most of our existing natural gas infrastructure, making the transition to net zero faster and more affordable than other low-carbon solutions. Further information can be found [here](#).

June 2025 update

Updates on our three key workstreams:

- **Upstream hydrogen production:** Activities outlined in our December update are progressing. Due to the scale and complex nature of these construction projects, the lead-time for completion is extensive.
- **Midstream hydrogen distribution network:** There is no further update on this particular project as it was completed as per December’s update.
- **Downstream Customer Marketing and in-home works:** We have opened the Hydrogen Demonstration Facility for customer visits, which has been a great success so far. This is the first opportunity customers have had to physically interact with the appliances that will be going into their homes, as well as discuss any queries in person with our Customer team. A new recruitment campaign is currently being reviewed to reach our 300 customer target. So far, we have received a great response from the local community as 183 customers have signed their Customer Connection Agreements.
- **Supporting the Community:** During the Easter holidays, we sponsored a local sports camp which was attended by hundreds of local children. The sports camps are a great opportunity to keep local kids active and engaged throughout the holidays without putting a financial burden on the parents, and we are keen to continue this partnership throughout the remainder of the project. We are now looking at our engagement plans heading into the Summer to see how we can best support local events.

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H100 Fife – network innovation competition

December 2024 update

Updates on our three key workstreams:

- **Upstream hydrogen production:** The construction of our hydrogen production and storage facility at Fife Energy Park is making great progress, including the installation of essential infrastructure for the electrolyser building, management building, and energy centre.
- **Midstream hydrogen distribution network:** We have completed our construction of the world-first 100% green hydrogen gas distribution network. The 8.4km pipe runs from our hydrogen production and storage facility and past the 1,000 homes that can take part in the project. The new network has been built to ensure the same safety and reliability standards expected from the natural gas systems and enables customers in Buckhaven and Denbeath to choose whether to connect to hydrogen in summer 2025 or stay connected to natural gas.
- **Downstream Customer Marketing and in-home works:** We have been visiting customers at home, launching a new social media campaign, and increasing the visibility of the project in the network area. So far, we have received a great response from the local community as 165 customers have signed their Customer Connection Agreements. We are also continuing to carry out more in home surveys, which ensures customers have all the information they need to help create a smooth transition to hydrogen in their homes.
- **Supporting the Community:** We have been continuing the hydrogen education programme and teaching young students about the production of green hydrogen via electrolysis and how it is happening in Fife.
- During the festive period, many households and local organisations face extra challenges. We have been engaging with local groups to understand how best to support their efforts. This December we are attending various community events and working with charities to help them continue their vital work and collaborating on initiatives to ensure families can continue to use their much-needed facilities.

Our ‘Getting the basics right’ success criteria for GD2

As part of our Digitalisation Strategy published in March 2024, we included details on the success measures we’d be adopting and reporting on as part of this DSAP publication.

Success looks like	Measure	Initiative(s) aligned to
Our critical data assets are being identified and catalogued in line with Data Best Practice Guidelines requirements.	Updates on the number data domains processed and data owners on-boarded by Enterprise Data Management team and subsequent coverage of critical data asset identification.	Enterprise Data Management
We are investing in applying QFAIR principles to our critical data assets and they are trusted.	Updates on the number of critical data assets identified are being kite-marked to indicate level QFAIR principles that have been applied.	Enterprise Data Management
We are investing in establishing Data Operations (DataOps) capability to improve the products and services we offer our data users and in line with Data Best Practice Guidelines.	<ul style="list-style-type: none">• All open data assets are being served via DataOps function.• Shared data assets are transitioning to the DataOps function as the scope of data assets in our data lake increases.• We have implemented our next generation Data Sharing Platform which enables data users to access data assets in formats that they required, ie API.	Data Operations (DataOps) capability establishment
We are engaging with and listening to our stakeholders to ensure we are delivering the products and services they need in the way they need them.	We will provide details of our stakeholder plans, the events held, feedback received and our resulting plans.	Data Operations (DataOps) capability establishment
We are investing in our people to ensure they have the right digital and data skills to deliver the right outcomes for our stakeholders and organisation.	We will share information on our plans for communication, training, and development pathways for our staff, along with updates on progress.	Data Operations (DataOps) capability establishment
We are supporting innovation across the sector by participating in initiatives designed to transform the energy landscape. We are doing this in collaboration with our energy network peers and government stakeholders utilising schemes such as the Strategic Innovation Fund and the Network Innovation Allowance.	We will provide updates on the innovation initiatives we are working on along with the outcomes and benefits they are aiming to realise for net zero and our communities.	Future of energy and innovation



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