

# Our Digitalisation Action Plan

Stakeholder update June 2021



# Our Digitalisation Action Plan – June 2021 update

**Our Digitalisation Action Plan is now reflecting the progress we made in our digitalisation journey within the first half of 2021.**

This document provides details on steps we are taking towards fulfilling our RIIO-2 commitments through digitalisation.

We continue to invest according to four Digital Themes we defined in our Digitalisation Strategy and welcome this opportunity to provide transparency and increase the visibility of our work to Stakeholders.

## Our Digital Themes



**Enhance the experience of our customers**



**Simplify the life of our employees**



**Optimise our operations**



**Explore and Innovate**

# Optimising Delivery Capability

## Digitised Data Capture



### Who will benefit



Domestic Customers



Business Customers



Customer Service



Field Engineers



Network Planning

## Streamline processes and transform field operations

**Field Service Management (FSM) is an investment that is replacing end of life IT systems used by Cadent Field Operations teams (Emergency, Repair, Maintenance and Connections). The current software will be replaced with a market leading product that brings many opportunities for future digital capabilities.**

### Service we provide today

Cadent Field Operations teams use aged technology for data capture in the field related to different job types (e.g. gas escape, repair, survey). This software is inflexible to the needs of the Field Operatives lacking key capabilities such as capturing photographs and creating new surveys quickly and the software is approaching the end of its useable life. Moreover, there are multiple, siloed systems being used for field data capture that impact overall data quality.

Back Office Operations teams use a different technology for scheduling and assigning of work to field operatives. This software is missing key capabilities such as the ability to track job durations and allow customers to book their own appointments. Furthermore, Cadent Operations is very segmented and it is difficult to assign different types of work to the different subdivisions of Operations (e.g. Emergency, Repair, Connections, Maintenance) which creates resource inefficiency.

### Service in the future

Upon completion, Field Service Management will:

- Enable new capabilities such as customer appointment booking and streamlined field data capture. These capabilities will enhance both the customer and employee experience of working with Cadent.
- Provide a simplified technology offering to our field operatives and increased quality of our operation data.
- Allow back office Operational teams to allocate any type of job, to any field operative, anywhere, thus optimising how operatives' working time is used.
- Mitigate the existing IT asset longevity concerns ensuring a stable IT solution for critical operational activities.

## Delivery Plan – Upcoming milestone

- **Milestone: Roll out Scheduling to the remaining 3 networks**
  - Milestone delivery: March 2021
  - Success measure : The solution is utilised on a day to day basis, support activities transfer from project to BAU function and exit criteria is met and signed off
  - Status 

Planned	In progress	Completed
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- **Milestone: North London Field force field data capture pilot**
  - Milestone delivery: September 2021
  - Success measure: Pilot shows positive results the tool is used day to day and criteria for full roll out to other networks is met
  - Status 

Planned	In progress	Completed
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- **Milestone: Roll out field data capture tool to the whole of Cadent**
  - Milestone delivery: October 2021
  - Success measure: The solution is utilised on a day to day basis, support activities transfer from project to business as usual and exit criteria is met and signed off
  - Status 

Planned	In progress	Completed
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- **Further milestones:** The ambition is to fully close the programme once all old systems are decommissioned in November. Post completion we would be making further configurations to the new solutions leveraging the maximum value.

## Risks/Mitigations:

There is a risk that the November deadline for full project delivery could be missed due the complexity and scale of the task, this is being mitigated by programme management agile delivery and full support of impacted stakeholders. This risk has become an issue with the programme extending roll out to mid October, however, decommission activities remain the same as does the proposed project completion date of mid November.

# Using data to manage the integrity of our assets

## Deliver a digitised system for risk based evaluation.



### Who will benefit



Field Engineers



Network Planning

Bringing together disperse data sources to provide insights enabling data driven decisions which are subjective to the degree of risk identified.

#### Service we provide today

##### What we have done so far

The introduction of Pipeline Safety Regulations 1996, resulted in several solutions introduced for Cadent's LTS pipelines to demonstrate compliance.

It is proving increasingly time consuming to bring all dispersed data sources in one place to quickly analyse threats and the risk level on individual pipelines. Consequently it is becoming onerous for Cadent to ensure optimal decision making in relation to decisions on extending the life of our assets, detecting impending failure and include external impacting factors such as flood risk etc.

#### Service in the future

##### What we will have in place

A solution that will allow to overlay various information captured or calculated as part of our operational activities into one repository to allow easier data driven insights and a more accurate risk-based approach to maintain these assets. This will see:

1. Reduction in reactive maintenance of asset failures
2. Improvement in asset and equipment reliability
3. Optimised asset maintenance programmes and reduced frequency of cyclic maintenance intervals
4. Provide a systematic process for characterising the risks on our assets.
5. Prioritised investments and resources to optimise efficiency in our operations
6. Reduced disruption from our maintenance activities

##### How the service will be accessed

The service will be accessed anywhere, anytime by any device to all Cadent Operations, External Contractors and Stakeholders who will be supporting us to innovate as part of our Future of Gas Strategy.

### Delivery Plan – Upcoming milestones

- **Milestone:** Pilot in East of England Network with DNVGL to explore an GIS-based Pipeline Integrity Management System.
  - Milestone delivery date: March 2021
  - Success measure : Benefits demonstrated to improve data quality, consistency and centralisation of information for LTS pipelines
  - Status 

Planned	In progress	Completed
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- **Milestone: Selection of the enduring solution**
  - Milestone delivery: June 2021
  - Success measure: Tender completed
  - Status 

Planned	In progress	Completed
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- **Further milestones:** More detailed delivery plan to be formulated once the enduring solution is confirmed with expected deployment timeline of March 2023.

### Risks/Mitigations:

There is a dependency on the other projects such as GIS solution upgrade. This is mitigated by informed architecture assessment to ensure the compatibility of the proposed approach in relation to other initiatives in flight.

# Digital Twin – Network Pressure and Control Management

Augment human decision-making and identify value for customers by having a more intelligent operation.

Digital twin use case will deliver better understanding of our energy consumption at a more granular and local level.

## Who will benefit



Domestic Customers

Business Customers

Field Engineers

Energy Industry and Other Utilities

### Service we provide today

#### What we have done so far

The current Pressure Monitoring and Control systems in Cadent is used to manage a Two tier system:

1. The Intermediate and High Pressure Networks is managed by a sophisticated powered telemetry system
  2. The Low and Medium Pressure Networks is managed by 10,000 controls and 1,000 mobile dataloggers
- Both systems are independent but provide critical information to control and manage security of supply to our customers, reduce environmental emissions and maintain system integrity and provide pressure data to validate the planning models.

### Service in the future

#### What we will have in place

The creation of a virtual representation to simulate improved network pressure and control using Big Data will:

1. Provide insight to assist in our commitment on efficiency gains by optimising network efficiency (enables system analysis) using large data set from sensors.
2. Enable better planning (e.g. Future of Gas) by modelling potential connections and network constraints
3. Accelerate emergency responses and reduce supply interruption frequency and duration.
4. Optimise operational efficiency of field services, providing richer field intelligence to make decisions  
Enhance Cadent's operational intelligence and agility of decision making – breaking of operational and data silos across the network and organisation, increasing visibility of and access to data on the network for employees and stakeholders – enable better whole systems coordination.
5. Improve asset performance (do more with less), by monitoring the behaviour of the asset and enriching data from any maintenance activities.

#### How the service will be accessed

Cadent will look to build Digital Twin(s) in an Agile way, wherever possible. This means that small proof of concepts will be established and run in parallel with the current processes and technologies.

## Delivery Plan – Upcoming milestones

- **Milestone:** Complete Proof of Concept (PoC) with Westwood Technical in North West as part of local Innovation Initiative.
  - Milestone delivery : March 2022
  - Success measure: the data collected is deemed feasible and accurate and the mechanism to collect the data is fit for purpose
  - Status 

Planned	In progress	Completed
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- **Milestone: Validate use cases and associated value-chain analysis for Intermediate & Low Pressure**
  - Milestone delivery: June 2022
  - Success measure: Use cases and benefits demonstrated and approved internally
  - Status 

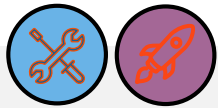
Planned	In progress	Completed
---------	-------------	-----------
- **Further Milestones:** Based on the outcomes of the POC and the identified use cases we are planning to conduct the gap analysis and explore the technologies on the market to determine the best way of advancing on developments for Digital Twin.

## Risks/Mitigations:

The success of the current phase is dependent on the engineering and cyber-security assessment completed as required by NIS regulation. The assessment findings can impact the timelines of this initiative.

# Transforming our people services

## Investing in HR Transformation Technologies



### Who will benefit



Customer Service



Supply Chain



Network Planning



Field Engineers

### Systemisation and automation of manually intensive processes that exist within our current process suite

#### Service we provide today

##### Service we provide today

- Multiple solutions with disparate access to our HR processes/HR systems
- Offline talent management processes which makes succession planning challenging

##### What we have done so far

As part of the investments in our internal capabilities we have already implemented some solutions that reduce friction and ease accessing and understanding of our HR records.

#### Service in the future

##### What we will have in place

As part of the further improvement, we are delivering:

- Online tool to manage HR cases
- Self-service access for employees in relation to their HR records
- Reporting solution to increase employee productivity and increase data driven decision making
- Automation of the processes for our HR teams
- Dedicated solution for delivering our People Strategy and Talent Management processes

##### How the service will be accessed:

Our HR solutions are going to be available via all Cadent User devices.

### Delivery Plan – Upcoming milestones

**Completed milestones:** Implemented Zoho Case Management Mar 2021, Implemented S4 for Payroll CD2, Established Power BI for HR reporting Jan 2021

#### ▪ Milestone: Implementing Zoho Case Management, S4 for Payroll and Power BI for HR reporting

- Milestone delivery date: June 2021
- Success measure: Implementation finalised
- Status 

Planned	In progress	Completed
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#### ▪ Milestone: Success Factors Phased module implementation:

- Milestone delivery date: Mar 2022
- Success measure: completion of testing successful and as per delivery plan
- Status 

Planned	In progress	Completed
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### Risks/Mitigations:

**SuccessFactors:** Success Factors implementation approach being currently determined therefore the delivery date is dependent on the agreed approach

# Asset Visibility - National Energy System Map (NESM) Project

Testing ability to integrate and geospatially present network data from multiple network operators at a national level.



## Who will benefit



Energy Industry and Other Utilities



Government Authorities and Policy Makers

## Establishing the approach required to align, integrate and drive quality and consistency of data.

### Service we provide today

At the moment there is no assurance that Cadent data will easily integrate with other network's data.

#### What we have done so far

Cadent has taken part on National Underground Asset Register (NUAR) Project in 2019/2020 providing information about underground assets to support the work on consistency and visibility of data from multiple providers.

#### How to access our current service

The findings and next steps on NUAR project are available here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/897060/Project\\_Orange\\_V3\\_01.07.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/897060/Project_Orange_V3_01.07.pdf)

At the same time individual organisations interested in details of our asset data can make a direct inquiry to Cadent for making selected information about our network available upon request.

### Service in the future

The aim of NESM project (led by ENA) is demonstrate the ability to integrate and geospatially present network data from multiple network operators at a national level to progress the work on creating a platform where interested parties can request information about energy infrastructure without a need to contact individual information owners.

#### What we will have in place

The NESM project aims to deliver the insights on what principal energy network assets exist, where these assets are located (Subject to Critical National Infrastructure limitations) and who owns and operates those assets.

#### How the service will be accessed

The service will be accessed via dedicated website link subject to registration and verification process to determine user permission levels.

## Delivery Plan – Upcoming milestones

- **Milestone: Data sample sharing agreement signed & data sample provided.**
  - Milestone delivery date: April 2021
  - Success measure: Provision of sample data to the delivery partner
  - Status 

Planned	In progress	Completed
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- **Milestone: Data Distribution Agreement signed by Cadent**
  - Milestone delivery: May 2021
  - Success measure: Signature from Cadent on DDA provided
  - Status 

Planned	In progress	Completed
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- **Milestone: ENA Platform soft launch**
  - Milestone delivery: July 2021
  - Success Measure: Cadent network information available as part of the platform
  - Status 

Planned	In progress	Completed
---------	-------------	-----------
- **Milestone: ENA Platform hard launch**
  - Milestone delivery: September 2021
  - Success Measure: Cadent network information available as part of the platform
  - Status: 

Planned	In progress	Completed
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## Risks/Mitigations:

There is a risk that legal agreement on releasing the data externally might conflict with other Cadent's obligations in relation to confidentiality of certain types of asset data which is currently under discussions. Mitigation step involves review of the sample data and removal of information that might be not possible to be released as part of the project.

# Automation of Manual Activities

## Robotic Process Automation (RPA)



### Who will benefit



Field Engineers



Network Planning



Regulatory Reporting

### Ambition to automate manual processes resulting in process efficiency and removal for the potential of human error

#### Service we provide today

##### What we have done so far

We have completed an automation initiative using technology as a proof of concept; this proved that automation tools can add benefit to our teams and allow our employees to increase the time spent on value-add tasks, decrease processing times, error-proof parts of our processes and increase the consistency and assurance of the produced outputs.

##### How to access our current service

The automation capability was created to transact permit charges from Highway Authorities that Cadent incurs during our operational activities.

#### Service in the future

##### What we will have in place

We are exploring other processes where automation can add further value to our business. Cadent will deliver a right sized tool to enable automation to be implemented easily at pace and with the appropriate support and controls in place. The ability to create processes that leverage the automation technology is something our colleagues will be able to access themselves without the need for heavy IS technical support or management. To enable this the appropriate controls, training and policy will be created.

##### How the service will be accessed

The ability to create automated processes will be delivered using the Microsoft Power Platform

### Delivery Plan – Upcoming milestones

- **Milestone: Feasibility and Use Case Analysis**
  - Milestone delivery: September 2021
  - Success measure : Confirmation that RPA would deliver a benefit that outweighs the cost to deliver
  - Status Planned In progress Completed
- **Milestone: Process design for building of RPA BOTs and Implementation of RPA Functionality**
  - Milestone delivery: December 2021
  - Success measure: User acceptance testing of the platform
  - Status Planned In progress Completed
- **Milestone: Training delivered to the users**
  - Milestone delivery: March 2022
  - Success measure: Reduction in time to transact a process, reduction in errors/ bad data, consistency in process outputs.
  - Status Planned In progress Completed
- **Other milestones if far in the future and there are no firm details:** Continue to monitor and deliver RPA in Cadent

### Risks/Mitigations:

There is a risk that the business cases for RPA might not be appropriately identified. This risk is mitigated by educating our people on the appropriate application of RPA. There is also a risk that RPA can be applied where system changes should be made; this is mitigated by applying controls in our process that assesses each case for RPA.



# Evolution of mature Smart Network

Oil and Gas exploration have seen significant operating efficiencies and asset reliability improvements from collecting more granular data, this will provide opportunity for Cadent to improve asset reliability for our Stakeholders.



## Who will benefit



Government Authorities and Policy Makers



Network Planning



Energy Industry and Other Utilities

## Sensor telemetry and smart devices to transform the way in which we collect data and deploy commodity sensors across the network.

### Service we provide today

#### What we have done so far

The commitment to invest in hydrogen networks and hydrogen blending, brings complexity in operation and billing that our current network is not designed for. Hence, Cadent need to obtain greater insight in the demands from our 11.8 million customers. Currently Cadent have approximately 1,000 loggers which are placed across various strategic points in our network that inform our network modelling tools used to create network designs and operating strategies. There is a growing need to collect more information and adopt new types of solutions and devices deployed within our network.

### Service in the future

#### What we will have in place

The new low cost smart devices and sensors will collect new data, at different levels/pressures of the network or on new assets and this will enable Cadent's maturity of the smart network by;

1. More real time operation of the network,
2. Intelligent decisions on capacity and our investments;
3. Intelligent asset management decisions such as predictive maintenance
4. Enable design of all aspects of hydrogen/green gas transition in preparation to create safety and feasibility case for hydrogen.
5. Opportunity to create an asset portfolio of IoT connected devices with alternative communication as moving to agnostic devices will enable a more competitive choice, eliminating single source supplier risks.

#### How the service will be accessed

The additional data from these sensors will be introduced to increase efficiency by implementation of RPA, Digital Twin and Mobile Application use cases that can be implemented across the key processes.

## Delivery Plan – Upcoming milestones

- **Milestone 1:** Complete Proof of Concept (PoC) to roll out new sensor and observe the data from our partner's platform.
  - Milestone delivery date: October 2021
  - Success measure : Confirmation if new sensors provide opportunity to Cadent to decrease the cost and risk associated with collecting sensor data.
  - Status 

Planned	In progress	Completed
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- **Milestone 2:** Installation of Street Level pressure sensors across our network
  - Milestone delivery: TBC planned for 22/23
  - Success measure: Successful installation and collection of sensor data
  - Status 

Planned	In progress	Completed
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- **Further milestones:**
  - In line with our replacement programme, as PE pipes will replace a large proportion of metal pipes (below 7 bar) flow sensors and vibration sensors will be introduced to support asset health use cases.
  - Further installation of 600 smart District governor sensors and across the network.
  - Opportunity to install sensors around electricity power generation sites that will allow integration
  - Full deployment will commence RIIO 3

## Risks/Mitigations:

Within this rapidly developing technology we recognise that data collection cost, additional data storage and processing needs to be better understood from the cost benefit perspective. Additionally, the cyber security considerations and impact of the additional insight from data will need to be weight against our operating strategies and investment decisions.

# Using Data to improve our Safety & Sustainability

## Implementing a new Incident Management System (IMS) and Environment Recording & Reporting System (ER&RS)



### Who will benefit



Regulatory Reporting



Business Customers



Supply Chain



Field Engineers



Energy Industry and Other Utilities



Low Carbon Connecting Parties

## Expanding our data literacy in our Safety and Sustainability department.

### Service we provide today

#### Access to our current service

The Safety & Sustainability team own and manage various critical processes that enable us to comply with legislation, complete and ensure risk assessment, audit and complete technical work efficiently and safely. Two key areas that are fundamental in achieving our ambition and ensuring that the right service is provided to customers, stakeholders and regulators are incident and environmental recording and reporting.

Current system and methods/practices employed by Cadent restrict our ability to report on several legislative requirements and there is a need to manage the underlying data better. There is an increased need to automate and systemised our information to ensure insights into current performance and trend analysis is easy and transparent.

### Service in the future

#### What we will have in place

A self-service system available to employees, contractors and third parties to capture and record real time data enabling timely access to the right information. Having a holistic view of our safety data will enable us to better protect our people, our assets and the communities we serve. The system will support Cadent to deliver high standards of environmental performance, enhance the environment, and seeking innovative, sustainable ways to lighten our environmental footprint.

The system will provide interactive dashboards with informative data, future trends and analysis to drive action. This will enable data manipulation and stratification down to levels where action and improvements can be identified and communicated. This system will be a key enabler to deliver Cadent's environmental commitments throughout RIIO-2 and beyond, and support delivery Regulatory Reporting Process and the new Annual Environmental Report.

#### How the service will be accessed

The solution is going to be available via all Cadent User devices.

## Delivery Plan – Upcoming milestones

**Milestone completed:** We have collected the requirements for our new solutions and we are in the process of selecting the vendor.

### Milestone: Onboarding selected vendor and business preparation

- Milestone delivery date: August 2021
- Success measure: Vendor onboarded and work pre-design phase complete.
- Status: Planned In progress Completed

### Milestone: Detailed Solution Design

- Milestone delivery date: October 2021
- Success measure: Technical approval of the detailed solution design
- Status: Planned In progress Completed

### Milestone: User Acceptance Testing (UAT), Training and Go-Live

- Milestone delivery date: November 2021
- Success measure: UAT signed off
- Status: Planned In progress Completed

## Risks/Mitigations:

**Risk:** There is a risk that the guidelines or requirements for Annual Environmental Report (AER) might further develop within RIIO-2 period. Mitigation involves close partnership with our regulation team to ensure any changes or updates in relation to AER are timely communicated and understood.

# Better Supporting Our Vulnerable Customers

## Encapsulating how to support vulnerable customers whilst automating the delivery of the necessary supporting services



### Who will benefit



Field Engineers



Customers in Vulnerable Situations



Supply Chain

### Aiming to deliver a fully integrated application for use when assisting our vulnerable customers

#### Service we provide today

##### What we have in place

Our engineers rely on published guidance and personal knowledge to support to vulnerable customers.

This mean there are further improvements can be made to increase consistency of our services to vulnerable customers, standardisation of support measures we provide and traceability of the support equipment we make available to vulnerable customers.

#### Service in the future

We encapsulated the guidance and knowledge within an application that allows our engineers to leverage this information easily and consistently in order to best assist our Vulnerable Customers. We aim to integrate this application with logistics providers so once a need is identified within the application the required items are ordered, tracked and monitored as part of the process.

##### What we will have in place

Fully automated Vulnerable Customer support. We aim to integrate with our existing applications and with future providers via an API based application that enables automation, traceability and security in the delivery of our support to Vulnerable Customers.

##### How the service will be accessed

The service will be accessed via a Web based UI by our Field Force.

### Delivery Plan – Upcoming milestones

- **Milestone: Deliver Limited Trial App To West Midlands**
  - Milestone delivery date: January 2021
  - Success measure: App in use by engineers in West Midlands
  - Status Planned In progress Completed
- **Milestone: Deliver App to All Networks**
  - Milestone delivery: July 2021
  - Success measure: App in use by engineers in all networks
  - Status Planned In progress Completed
- **Milestone: Enhance App to Provide Delivery of Services**
  - Milestone delivery: March 2022
  - Success Measure: Cadent network information available as part of the platform
  - Status Planned In progress Completed

### Risks/Mitigations:

This is an innovation project designed as a Poc/PoV trial and as such there is always a risk that future iterations may be superseded by other investments or that the trial may prove unsuccessful.

# Empowering Customer Self Service Through Technology

## Using guided video capture to enable customer self-survey for new gas connections



### Who will benefit



Energy Industry and Other Utilities



Field Engineers



Domestic Customers

## Trialling video capture in our new connections space within the West Midlands to simplify the survey process

### Service we provide today

At the moment surveys always require a physically present Surveyor and our customers have to be available when we come to survey. There are wait times for this service and currently no way for our customers to opt to 'self-survey' in their own time, avoiding the potential inconvenience of a survey visit.

### What we have done so far

Our new connections process is made available to our customers currently via telephone or email.

### Service in the future

Cadent, in conjunction with VYN is developing a trial of a self-survey video capture application for use instead of a visit from a surveyor to the property. This is a trial of the concept and implementation of this technology and approach. The application is in development and trial phase. As such it is available to pre-selected customers and surveyors within the West Midlands region. Upon the completion of development and of a successful trial we will look to expand the scope beyond the West Midlands.

### What we will have in place

A guided video survey tool for new gas connections that has been developed and trialled with both our customers and our engineers and allows our customer to self serve if so desired.

### How the service will be accessed

The service will be accessed via an app and via a web application.

## Delivery Plan – Upcoming milestones

- **Milestone: Develop the self-survey guided video capture application**
  - Milestone delivery date: July 2021
  - Success measure: Provision of trial to selected customers/surveyors
  - Status 

Planned	In progress	Completed
---------	-------------	-----------
- **Milestone: Trial the self-survey guided video capture application**
  - Milestone delivery date: August 2021
  - Success measure: Provision of trial to selected customers/surveyors
  - Status 

Planned	In progress	Completed
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## Risks/Mitigations:

This is an innovation project run as a Poc/PoV trial and as such there is always a risk that future iterations may be superseded by other investments or that the trial may prove unsuccessful.

# Enhanced Customer Engagement Channels

## Delivering a new channel of engagement and communication with our customers



### Who will benefit



Customer Service



Domestic Customers

## Leveraging technology to enable our customers to engage with us in ways not previously possible

### Service we provide today

#### What we have done so far

Cadent does not have a customer facing app to allow for engagement and communication. We currently interact with our customers via the telephone or e-mail. We realise there is a need for alternate channels of communication and app based solutions.

#### How to access our service

<p><b>Emergency</b> Smell gas or suspect carbon monoxide? Hit a pipe while digging?</p> <p>0800 111 999* Free call - day or night</p>	<p><b>Customer enquiries</b> For enquiries regarding our works or services, contact our customer service team</p> <p>0800 389 8090 Free call - day or night Write to us</p>	<p><b>Connections enquiries</b> For new connections, alterations or disconnections please contact our dedicated Gas Connections team</p> <p>0800 074 5748 8am-4pm Mon-Fri connectionshelp@cadentgas.com</p>
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The contact details and methods are available on Cadent website.

### Service in the future

Utilising the Google Cloud Platform, we have built a trial application that allows engagement between Cadent and our customers from within a mobile application. This is currently being trialled on a limited basis internally and with selected customer groups.

#### What we will have in place

We will have a fully developed trial application that has been shown to be a success and will be ready for integration to our core systems, enabling greater customer choice.

#### How the service will be accessed

The service will be accessed via native app or web-based application.

## Delivery Plan – Upcoming milestones

### Milestone: Deliver Limited Trial App To West Midlands

- Milestone delivery date: January 2021
- Success measure: App in use by engineers in West Midlands
- Status: Planned In progress Completed

### Milestone: Deliver App to All Networks

- Milestone delivery: July 2021
- Success measure: App in use by engineers in all networks
- Status: Planned In progress Completed

### Milestone: Update App to Integrate Delivery of Services

- Milestone delivery: March 2022
- Success Measure: Cadent network information available as part of the platform
- Status: Planned In progress Completed

## Risks/Mitigations:

This is an innovation project run as a Poc/PoV trial and as such there is always a risk that future iterations may be superseded by other investments or that the trial may prove unsuccessful.

# Presumed Open Data – Data Triage Process

Design of a centralised process to standardise all data sharing requests and assist the Data Users with data exploration.



## Who will benefit



Energy Industry and Other Utilities



Government Authorities and Policy Makers



Low Carbon Connecting Parties



Network Planning

## Making access to the our Data easier

### Service we provide today

At the moment there is no single, centralised process to effectively facilitate requests to open our data.

#### What we have done so far

Cadent has proactively supported and attended the ENA's Data Working Group, where a best practice approach to opening data using a data triage process has been developed and shared with all networks. This has included the development of an Energy Data Request Tool.

#### The Energy Data Request Tool

This tool will help support a more modern, digitalised energy system by creating greater data visibility and Opening up Energy Data. Access to the tool is available via the ENA's website: <https://www.energynetworks.org/creating-tomorrows-networks/modernising-energy-networks-data>

In parallel, data consumers can make a direct requests to Cadent for data about our network and these will be processed outside of the ENA's request process.

### Service in the future

Opening our data will help support a more modern, digitalised energy system by creating greater data visibility and makes our data available to a much wider audience for more innovative uses when combined with other data. This is essential for the continued decarbonisation of the energy system, delivery of net zero emissions and improvements in efficiencies.

#### What we will have in place

A single, robust, centralised process to effectively receive, triage and process all requests for data from external bodies & partners. This will include requests made via the ENA's Data Request Tool, and those requests made directly to our business. At the centre of this process will be a robust triage process that will ensure that data is shared safely and securely. All of our requests will be managed and recorded in an Open Data Request Management Tool.

#### How the service will be accessed

The service will be accessed via a dedicated page on the [www.cadentgas.com](http://www.cadentgas.com) website.

## Delivery Plan – Upcoming milestones

- **Milestone: ENA Data Request Tool Live**
  - Milestone delivery date: June 2021
  - Success measure: Request tool available on the ENA website
  - Status 

Planned	In progress	Completed
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- **Milestone: Cadent Data Triage Process Approved**
  - Milestone delivery: October 2021
  - Success measure: Approval from all internal stakeholders
  - Status 

Planned	In progress	Completed
---------	-------------	-----------
- **Milestone: Open Data Request Management Tool Live**
  - Milestone delivery: March 2022
  - Success Measure: Tool in place to effectively receive, manage, and record all requests made
  - Status 

Planned	In progress	Completed
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- **Milestone: Dedicated page for supporting Open Data requests**
  - Milestone delivery: April 2022
  - Success Measure: Dedicated page on cadentgas.com devoted to support Open Data requests
  - Status: 

Planned	In progress	Completed
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## Risks/Mitigations:

There is a risk that legal agreement on releasing the data externally might conflict with other Cadent's obligations in relation to confidentiality of certain types of asset data which is currently under discussions. Mitigation step involves review of the sample data and removal of information that might be not possible to be released as part of the project.

# MyHeat – domestic heating model

## Role out and future development of the MyHeat domestic heating model.



### Who will benefit



Government Authorities and Policy Makers



Network Planning

### Enabling easier decisioning on net zero heat solutions in homes

#### Service we provide today

#### What we have done so far

At the moment we use internally a demand modelling tool that simulating heating and hot water demand across Cadent's licence areas. This allows us to understand how demand may evolve across the network under different pathways to Net Zero.

We are making this information available in discussions with Local Authorities in conversations about future of energy in the regions.

#### Service in the future

Our ambition is to make the tool available to Local Authorities and other Stakeholders to assist with local and regional area energy planning and to allow showing how different key assumptions can influence the likely choice on Net Zero solutions in homes across a region. We want proactively influence emerging heat and wider Net Zero policy.

#### What we will have in place

The proposal is to deliver a bespoke User Interface (UI) for the tool and make the tool available directly to the stakeholders.

#### How the service will be accessed

The service will be accessed via a dedicated web address.

### Delivery Plan – Upcoming milestones

#### ▪ Milestone: UI development

- Milestone delivery date: September 2021
- Success measure: Internal Sign-off of the model and UI
- Status: Planned In progress Completed

#### ▪ Milestone: User Acceptance Testing & Go Live

- Milestone delivery date: December 2021
- Success Measure: Service deployed to the dedicated web address. Higher level of engagement and knowledge in Local Authorities to support effective Local Area Energy Plan development
- Status: Planned In progress Completed

- Future Milestones: It is anticipated that there will be an opportunity to expand the functionality of the tool based on Stakeholder's feedback.

### Risks/Mitigations:

None identified at this stage.

# Hydrogen System Modelling Tools

Enable the detailed design of the transition plan for 100% hydrogen.



## Who will benefit



Government Authorities and Policy Makers



Network Planning



Energy Industry and Other Utilities



Business Customers



Domestic Customers

## Enable robust decisioning and plans for hydrogen in the future energy system

### Service we provide today

#### What we have done so far

We are involved in several hydrogen projects in partnerships with the energy sector. The three main areas we lead on are blending, industrial power and decarbonising heavy transport and more details are available at: <https://cadentgas.com/future-of-gas/hydrogen>

To ensure the detailed design of the transition plan for 100% hydrogen, Cadent and other Gas Distribution Networks are working with BEIS to build the evidence for using hydrogen in our gas networks and buildings.

### Service in the future

#### What we will have in place

The aim of the project is to deliver robust arguments and information to enable an objective assessment of feasibility of transitioning the gas networks and its consumers in respect of Net Zero targets.

#### How the service will be accessed

The outputs of the work are going to be delivered directly to BEIS.

## Delivery Plan – Upcoming milestones

- **Milestone: Potential Systems Identification**
  - Milestone delivery date: December 2021
  - Success measure: Timely input from Cadent to BEIS
  - Status: Planned In progress Completed
- **Milestone: Systems in place**
  - **Milestone delivery date: December 2022**
  - **Success Measure:** Timely input from Cadent to BEIS
  - Status: Planned In progress Completed
- **Future Milestones:** It is assumed that system studies will be completed in March 2024.

## Risks/Mitigations:

None identified at this stage.



# Biomethane Smart Control

## Investigate ways of decarbonising county's gas networks



### Who will benefit



Government Authorities and Policy Makers



Network Planning



Energy Industry and Other Utilities

## Collaboration initiative optimise pressures and compressor operation for biomethane injections

### Service we provide today

#### What we have done so far

We've been involved in transitioning to biomethane for several years now and it's great to see others sharing the excitement about this low carbon gas. More details are available at:

<https://cadentgas.com/future-of-gas/biomethane>

Under the OptiNet initiative we collaborate with smart energy technology company and Wales & West Utilities to understand how compressor technology can be used across Biomethane Sites. (To find out more about Biomethane Sites read:

<https://cadentgas.com/nggdwsdev/media/Downloads/Biomethane/Biomethane-2020-FINAL-v3.pdf>

We investigate innovative way of boosting the capacity and enhancing control.

### Service in the future

#### What we will have in place

The aim of Biomethane Smart Control project is to develop capability to optimise the pressure and compressor operation for distributed entry capacity for biomethane injections. The project involves compressing gas from the IP network up into the LTS and therefore enabling more green gas into our network. This could then shape how we look at releasing capacity going forward.

## Delivery Plan – Upcoming milestones

- **Milestone: Learnings from OptiNet project**
  - Milestone delivery date: December 2021
  - Success measure: validation of the concept of compressing gas on the network
  - Status: Planned In progress Completed
- **Milestone: Pre-Feed funding secured**
  - **Milestone delivery date: December 2022**
  - **Success Measure:** Funding agreed by Ofgem
  - Status: Planned In progress Completed
- **Future Milestones:** Future steps will be based on the learnings and assessment from OptiNet project.

## Risks/Mitigations:

Project continuation is reliant on conclusions from OptiNet project and funding from Ofgem through our RIIO-2 Uncertainty Mechanism.

# Open to You

## Keeping the conversation flowing



Being open and transparent is part of our culture, we would welcome hearing from our customer, communities, colleagues and regulators to improve the value we deliver. Your comments and suggestions on our Digitalisation Action Plan would be valued.

There are multiple ways you can engage with us and share your views and comments



Comment on  
Facebook



Comment on  
Twitter



Comment on  
LinkedIn



Email us your  
feedback



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feedback by post