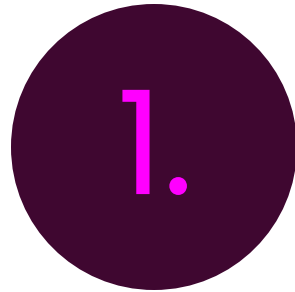


Digitalisation Strategy & Action Plan

December 2025
Submission

Contents

The Digitalisation Strategy & Action Plan consists of three parts:



NESO Strategy

About NESO's mission, customers & Strategic Priorities.

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Digitalisation Strategy

How our people, process, tools and technologies deliver on our Strategic Priorities.

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Digital Charters & Action Plan

Providing initiatives, roadmaps and insights for how we achieve these ambitions.

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NESO's Strategy

Our purpose, vision and values underpin everything we do, defining why we exist and how we deliver as NESO.

We will demonstrate that through embracing our core values and strategic priorities, we are redefining our role in the energy system, fostering collaboration and delivering tangible benefits across the entire energy landscape.



Foreword

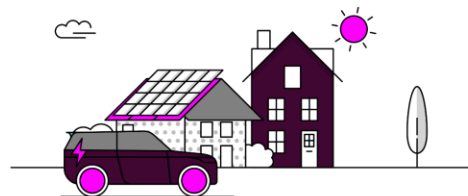
Submission Overview

The energy landscape continues to evolve at pace, with decarbonisation, affordability, and security of supply remaining our core imperatives. As the organisation entrusted with planning and operating Great Britain's electricity systems, NESO is committed to delivering change through a whole-system lens—ensuring resilience, transparency, and innovation at every step.

Since the publication of our June 2025 DSAP, we have made significant progress. Ofgem's approval of our new Business Plan ([NESO1](#)) sets a clear direction anchored in NESO's eight Roles within the energy market. We have strengthened our position as the [Interim Coordinator](#) for the UK's Data Sharing Infrastructure, reflecting our leadership in digitalisation and our responsibility to shape the sector's data future.

This December DSAP introduces Digital Charters, replacing previous cross-cutting efforts with concise one-pagers that draw a golden thread between strategy, business planning, and digital excellence. These charters embody the digital mindset embedded in our Corporate Strategy and reaffirm NESO's commitment to progression and market leadership. We have also highlighted progress across our Customer and Security principles to reflect progress made.

Our ambition is clear: by enabling employees, strengthening data sharing, embracing early AI adoption, and deepening collaboration with customers, we will create a more interconnected and efficient energy network.



Welcome to NESO

"Welcome to our December 2025 Digitalisation Strategy & Action Plan update. As CIO, I'm pleased to share the progress we've made since June 2025.

Rapid change across the energy sector keeps the urgency of decarbonisation, affordability, and resilience firmly in view, and I am pleased to show how our commitment to embracing digital technology and innovation is playing a key role.

At NESO, our ambition is to be a Digital Leader across the energy system, and our goal remains constant: digitalisation is central to delivering a net-zero energy future that works for everyone.

Our appointment as Interim Coordinator for the UK's Data Sharing Infrastructure is a decisive step on that journey, enabling a secure, joined-up approach to data that benefits the

whole market.

This DSAP also reaffirms how collaboration sits at the heart of our strategy. Your insights and collaboration continue to remain invaluable as we strive to unlock the full potential of digitalisation in the energy sector.

Thank you for being part of this transformative process as we work towards a cleaner, more secure energy future for all".



Shubhi Rajnish
NESO Chief Information Officer

Our Purpose and Vision

Our mission is to drive the transformation to a fully decarbonised electricity system by 2035, one that is reliable, affordable, and fair for all.

We will achieve this by planning and optimising Great Britain's electricity and gas networks, operating the electricity system, and shaping a unified energy future. Our role is to integrate and optimise energy approaches to tackle climate change, secure energy supply, and make costs manageable for consumers.

Digitalisation is central to this vision. By prioritising transparency and customer-focused solutions, we will empower consumers to actively participate in the energy transition

[About NESO](#)

and create an inclusive energy landscape where digitalisation benefits everyone.

Delivering value for consumers remains at the heart of our efforts as we create an integrated, future-proof energy system for people, communities, businesses, and industry.

We are building strong partnerships and investing in our people to develop a unified digital ecosystem that drives innovation. Accelerating artificial intelligence (AI) adoption and enabling secure data sharing across the industry will enhance the efficiency of energy operations and their resilience while helping secure our vision for clean, reliable and affordable energy.



Our purpose is to forge the path to a sustainable future for everyone.



Our vision is a future where everyone has access to reliable, clean and affordable energy; our work will be a catalyst for change across the global community.

NESO's Strategic Priorities

As NESO, we have identified six Strategic Priorities that will guide our efforts through to April 2026, ensuring we fulfil our duties and achieve our purpose and vision.

Our 'Clean Power', 'Decarbonised Energy' and 'Consumer Value' priorities describe **what** we will deliver and our commitments under these priorities.

Our 'Customer Centricity', 'Digital Mindset' and 'People Value' priorities describe **how** we will deliver our commitments.



Clean Power

We will enable a zero-carbon electricity system by adopting a whole system approach, encouraging innovation and collaboration.



Decarbonised Energy

We will develop integrated plans for a decarbonised, efficient and flexible energy system fit for the future.



Drive Consumer Value

We will have unlocked around £3 billion of consumer benefits by 2026 through delivery of our commitments.



Customer Centricity

We will understand and balance the different needs of our customers to form meaningful partnerships.



Digital Mindset

We will unlock the potential of technology and teamwork through a digital-first approach, enabling a future of seamless connectivity and innovation at pace.



People Value

We will invest in our people, to ensure we are prepared and empowered to embrace the opportunities of the future.



**NESO Strategic
Priorities**

*Please note, these Strategic Priorities are relevant through April 2026 & will be updated in the June 2026 submission to reflect Strategic Goals communicated in the NESO1 Business Plan

Our Customers

As a publicly owned organisation, we have a unique role in working across the energy ecosystem.

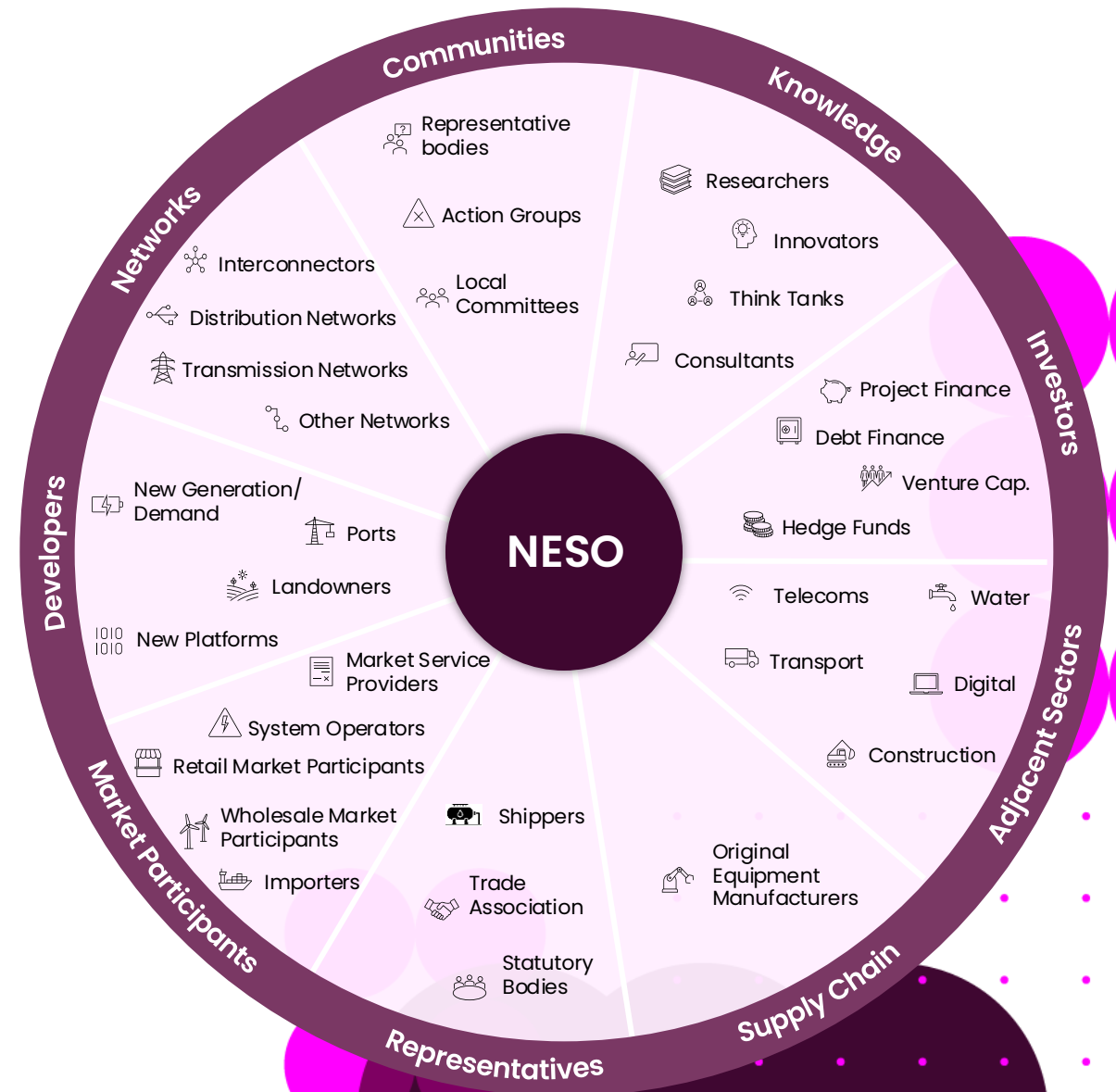
NESO works with a broad range of stakeholders who are essential to delivering our purpose.

Our consumers – the people and communities who rely on energy every day – are the ultimate beneficiaries of the energy system. To support our understanding & focus on external groups and organisations we work with across the energy ecosystem to enable the system to function, adapt and improve, we define them as customers.

Building strong relationships with our customers is essential to fulfilling our legislative and regulatory responsibilities. NESO plays a pivotal role in enabling markets to function effectively and promoting competitive outcomes, all of which hinge on robust, collaborative customer engagement.

Our commitment to transparency and accountability ensures that our customers are well-informed about our decisions and their impact on our work and the broader system. By working closely with our customers, we maximise the delivery of our purpose and reinforce our role as a trusted partner.

By using digital platforms to allow us to understand, track and inform delivery of seamless experiences to support proactive collaboration and service excellence across our end-to-end activity, we ensure that our strategy achieves value for money and enables our wider trust and broader corporate goals.



Digitalisation Strategy

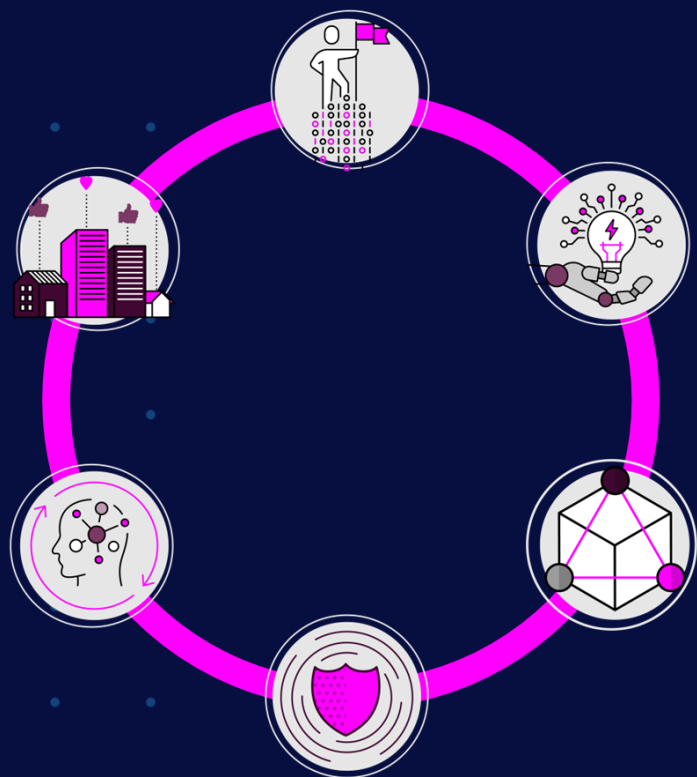
Our Digitalisation Strategy reflects a flexible, principle-led approach that aligns with NESO's strategic priorities.

We will demonstrate that by harnessing data and innovation, we will become a digital leader and drive collaborative digitalisation across the whole energy system.



Our Digitalisation Vision

Utilising the power of data and innovation, we will become a digital leader and drive collaborative digitalisation of the whole energy system.

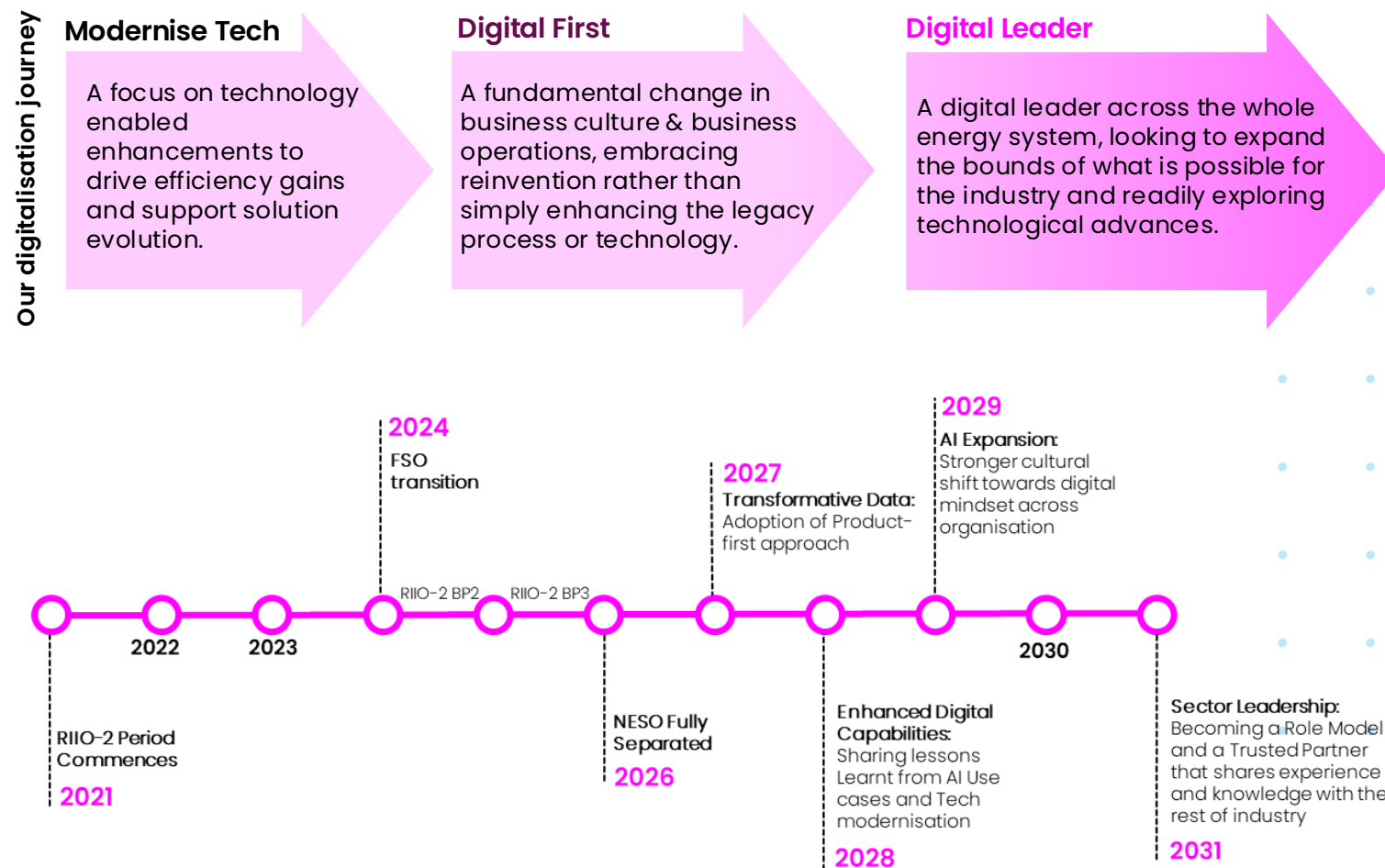


Last updated: December 2025

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Our role in the industry has changed, and we have developed a flexible digital strategy that can respond appropriately.

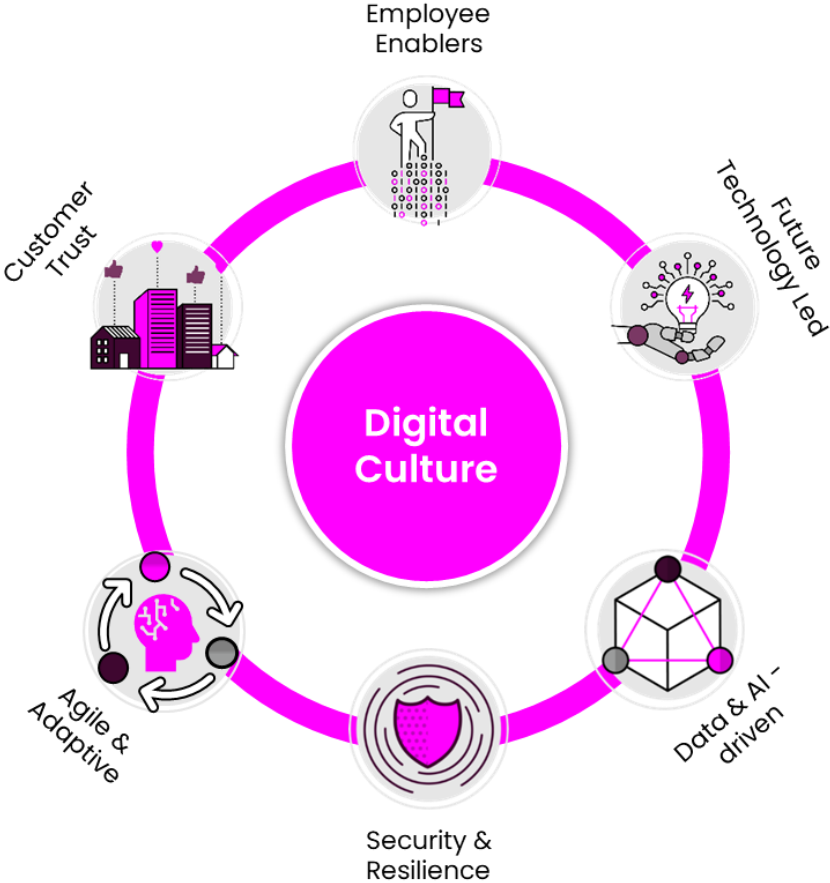
We have evolved into the next phase of our digitalisation journey, transforming our people, processes, data, and technology. We call this phase “Digital First”. The steps to achieve Digital First have begun, and consistency, applied through our Guiding Principles, will be essential to integrate digital into every aspect of our organisation, to ultimately become a “Digital Leader” who fosters strong partnerships nationally and globally. The timeline below provides a view of how we see our own transformation taking shape.



Our Guiding Principles

We will achieve our digital vision by adhering to our Digitalisation Guiding Principles.

Our Guiding Principles guide technology and data decisions, and ultimately support our Digital Culture, which is at the heart of our ambition.



Digitalisation Guiding Principles

- Employee Enablers** Setting the standard for digital excellence across the energy sector.
- Future Technology Led** Embracing and harnessing emerging technologies to shape the energy future.
- Data & AI-driven** Leveraging the power of data and artificial intelligence (AI) to make informed decisions and enhance operational efficiency.
- Security & Resilience** Building and maintaining robust and secure digital infrastructure to support a reliable and sustainable energy system.
- Agile & Adaptive** Responding to changing demands and evolving landscapes with flexibility and speed.
- Customer Trust** Placing the customer at the heart of our digital transformation journey to deliver exceptional experience.

At our heart is Digital Culture

We are aligning our culture on reinvention through digitalisation & innovation. We achieve this through living our Guiding Principles.

We enable Customer Trust

We prioritise customer needs, working collaboratively to deliver value across the energy system. This ensures we provide a reliable, affordable, and sustainable energy system.

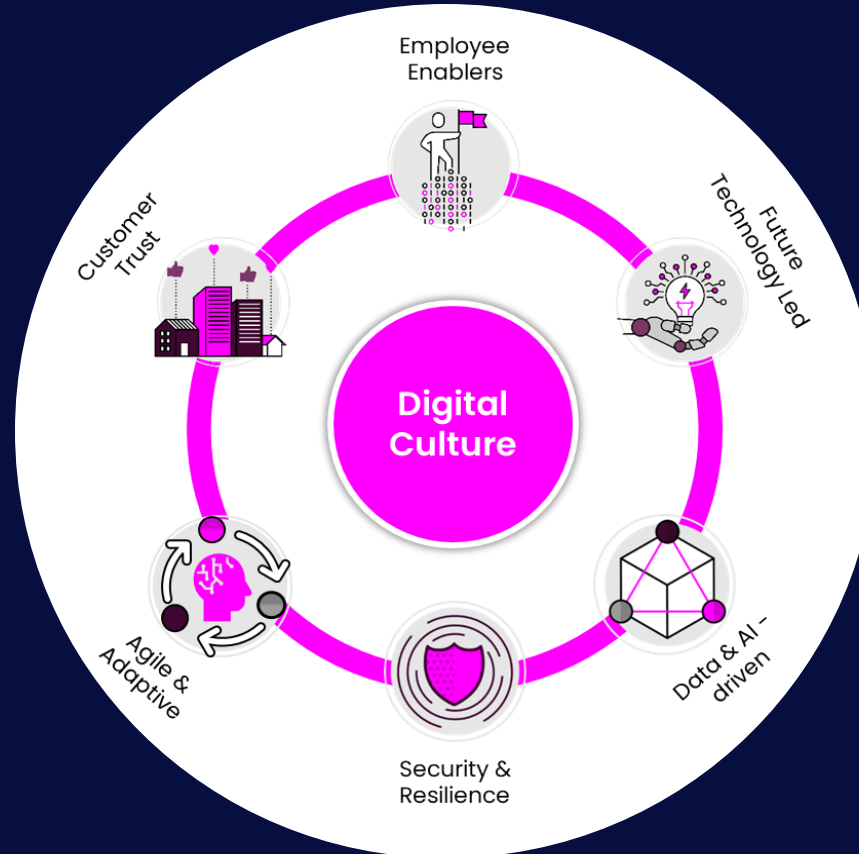
We are Agile & Adaptive

We embrace flexible methodologies, working iteratively and adjusting to new information. This growth mindset values continuous learning and improvement. Agile practices like DevSecOps enable faster, more responsive delivery.

Public

We are Employee Enablers

We set the standard for digital excellence across the energy sector, facilitating collaboration, and drive digital adoption. We aim to lead by example, fostering a unified digital ecosystem.



We are Future Technology Led

We constantly scan for emerging technologies, evaluating their impact and adopting those with significant benefits. This proactive approach keeps us at the forefront of technological advancement, enabling us to address future challenges.

We are Data & AI-driven


















We embed data analysis and AI into our core processes to inform decisions and enhance efficiency. This ensures we leverage data to optimise operations, manage risks, and identify opportunities.

We prioritise Security & Resilience

We embed security & resilience, with good architectural designs in our digital transformation, safeguarding infrastructure and ensuring system reliability.

Our Guiding Principles contribute towards NESO’s priorities

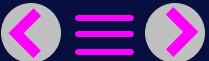
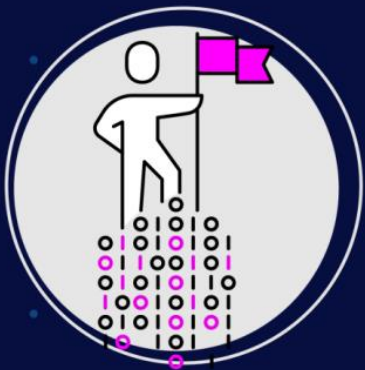
Below are representative examples of how principles support our strategic priorities.

			Secure & Resilient	Future Tech Led	Data & AI-driven	Employee Enablers	Customer Trust	Agile & Adaptive
	Clean Power	'We are Secure and Resilient' and 'We are Future Technology Led' support the transition to a zero-carbon electricity system by ensuring robust and innovative infrastructure.						
	Decarbonised Energy	'We are Future Technology Led' and 'We are Data & AI Driven' enable the development of integrated plans for decarbonisation by leveraging data and emerging technology.						
	Consumer Value	"We enable Customer Trust" demonstrates transformation efforts are focussed on consumer priorities. This is supported by digital roadmaps which deliver clear value to consumers.						
	Customer Trust	"We enable Customer Trust" is directly aligned with this strategic priority, reinforcing the commitment to understanding and meeting customer needs						
	Digital Mindset	"We are Digital Leaders" cultivate a digital mindset within NESO by promoting digital excellence and empowering a digitally skilled workforce.						
	People Value	"We are Digital Leaders" and "We are Agile and Adaptive" demonstrates commitment to learning, and growth mindsets required to adapt to future requirements.						

We are Employee Enablers

We are empowering People and Driving Excellence

We are aligning the needs of our people with digital enablers to transform NESO into an employee enabler. We are putting our people at the heart of our digital transformation to empower them driving innovation and operational excellence.



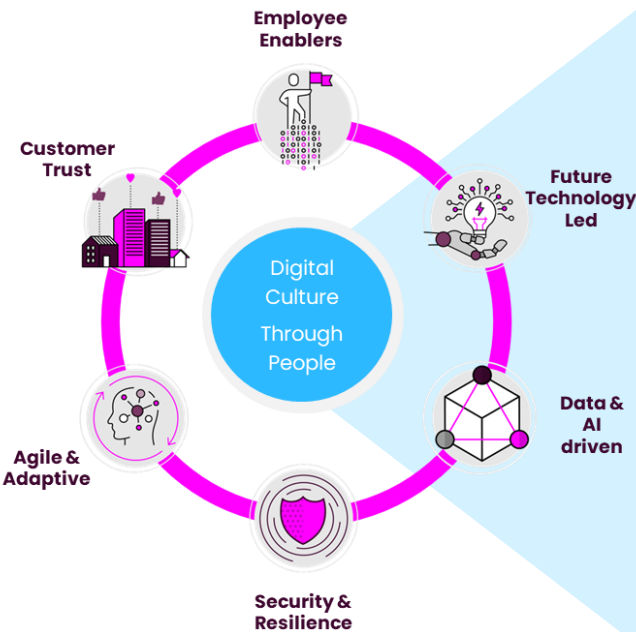
NESO aims to unlock the full potential of its people by fostering a culture of continuous learning, coaching, and innovation aligned with business strategy to build a future-ready workforce. Through evolving Learning & Development initiatives and investing in employee growth, the organisation seeks to empower colleagues to thrive and deliver sustainable success.

- 1

Knowledge
Foundation for understanding a subject:
I can talk the talk
- 2

Practice
Refines skills and deepens comprehension:
I can analyse and perform
- 3

Mastery
High proficiency and expertise achieved:
I can create impactful outcomes

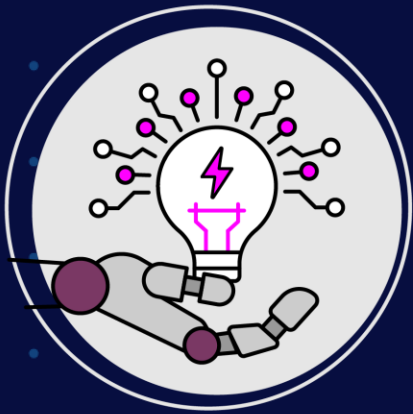


- Right Foundations**
Build a strong base with job-aligned learning, career development needs and leadership programmes informed by Digital Value Streams outlined in NESOI Plan
- Energising Delivery**
Deliver consistent, collaborative learning experiences that integrate IT-driven training priorities alongside BAU leadership and capability programmes
- Driving Innovation**
Foster a continuous learning culture that connects IT transformation skills with cross-functional growth and career progression
- Future Skills**
Anticipate future roles and technologies (AI, Prompt Engineering, productivity skills to maximise technology investment impacts) through Horizon Scanning, and by ensuring that we are on the forefront of tech changes and how this impacts needs of NESO workforce

We are Future Technology Led

Innovation is critical to helping us meet the challenges of transitioning to a zero-carbon future.

To meet the challenges of decarbonising our energy system, we are focusing on cutting-edge technologies and collaborative solutions that pave the way to a net-zero future.



Public

We are committed to being the energy industry's innovation champion, leading by example as we address the challenges ahead. We are engaging our workforce in the innovation process, ensuring that insights are integrated into our daily ways of working.

Driving the Zero-Carbon Transition

By exploring better forecasting of supply and demand through transformational technologies, we enhance the integration of renewables and reduce balancing costs.

Collaboration is essential for accurately monitoring carbon across the energy system, informing decisions on optimal pathways to net zero.

Initiatives include:

- Enhancing supply and demand forecasting to better integrate renewable energy sources.
- Reducing balancing costs as we decarbonise the electricity system.
- Improving carbon monitoring across the energy landscape.
- Exploring microgrid management and decentralised dispatch.

- Supporting the pathway to 2030 and beyond for network requirements and Clean Power initiatives.

Whole Energy System

We adopt a holistic view, integrating electricity, gas, and hydrogen systems to support decarbonisation across sectors.

Understanding how multiple energy vectors can be co-optimised is key to enabling the decarbonisation of heat, power, transport, and industry while maintaining a secure and resilient energy system.

Initiatives include:

- Promoting collaboration and knowledge sharing throughout the energy system.
- Facilitating the integration of Distributed Energy Resources (DERs).
- Developing a strategic transport

and energy demand model to assess Vehicle-to-Grid (V2G) impacts.

- Enhancing our network planning methodologies for long-term investment evaluation.

Future Markets

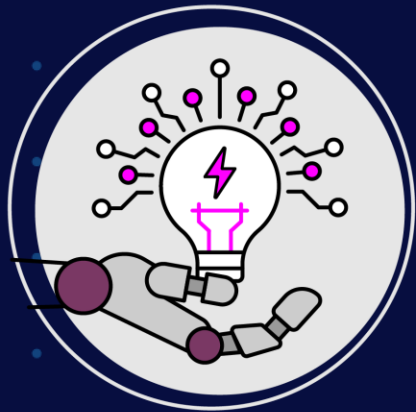
We are designing and testing market reforms aimed at facilitating the net-zero transition at the lowest cost. Our approach focuses on the removal of barriers to enable a diverse range of contributors to the market.

Initiatives include:

- Exploring long-term market design options for whole-system solutions.
- Developing mechanisms that incentivise flexibility from diverse resources.
- Investigating peer-to-peer energy trading in local markets

We are Future Technology Led

Find out more



Digital, AI & Data

To become a Digital Leader, we are implementing AI to enable faster, more informed decision-making, automate processes, and enhance user experiences. These serve as enablers across our innovation priorities, exemplified by tools like the [Dynamic Reserve Setting \(DRS\)](#) model and the [Volta programme](#), which will empower our control room with unprecedented insights.

Initiatives include:

- Improving data interoperability and automation.
- Utilising AI to enhance data quality and standards.
- Establishing a secure data-sharing infrastructure.
- Innovating the Control Room of the future through technology.
- Exploring Generative AI use cases for operational efficiency.
- Investigating [Quantum Computing](#) applications for energy simulation.

Constraint Management

We are implementing innovative solutions to effectively manage system constraints and minimise impact on consumers. By testing a variety of market-led solutions and technologies, we aim to identify the most economic methods to mitigate constraints and reduce costs..

Initiatives include:

- Developing methods for early oscillation detection and mitigation.
- Creating tools to enhance operational awareness of inertia.
- Optimising metrics for system strength and stability.
- Testing various approaches to economically mitigate power transmission limits.

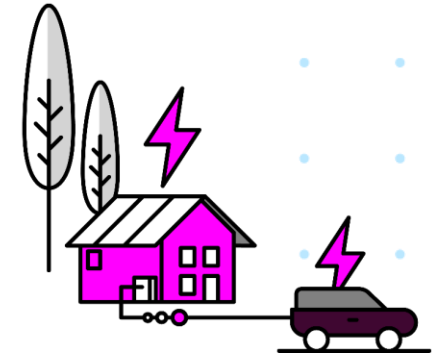
System Stability and Resilience

Our focus is on ensuring the stability and resilience of the system as we integrate more renewable energy sources. We aim to improve our

understanding of how various factors impact the system and how to mitigate these effects while operating with increasing non-synchronous generation.

Initiatives include:

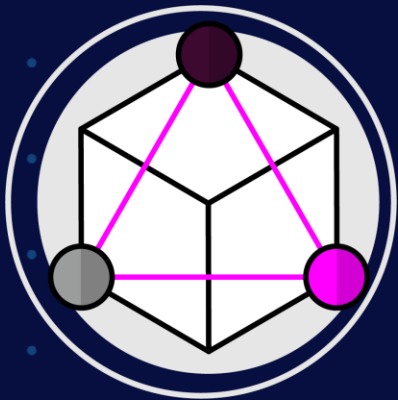
- Developing tools for real-time monitoring and management of inertia.
- Enhancing cybersecurity and grid monitoring capabilities.
- Improving our capacity for Electro-Magnetic Transient (EMT) studies.
- Innovating outage planning and system restoration strategies.
- Managing frequency and stability in asynchronous systems.



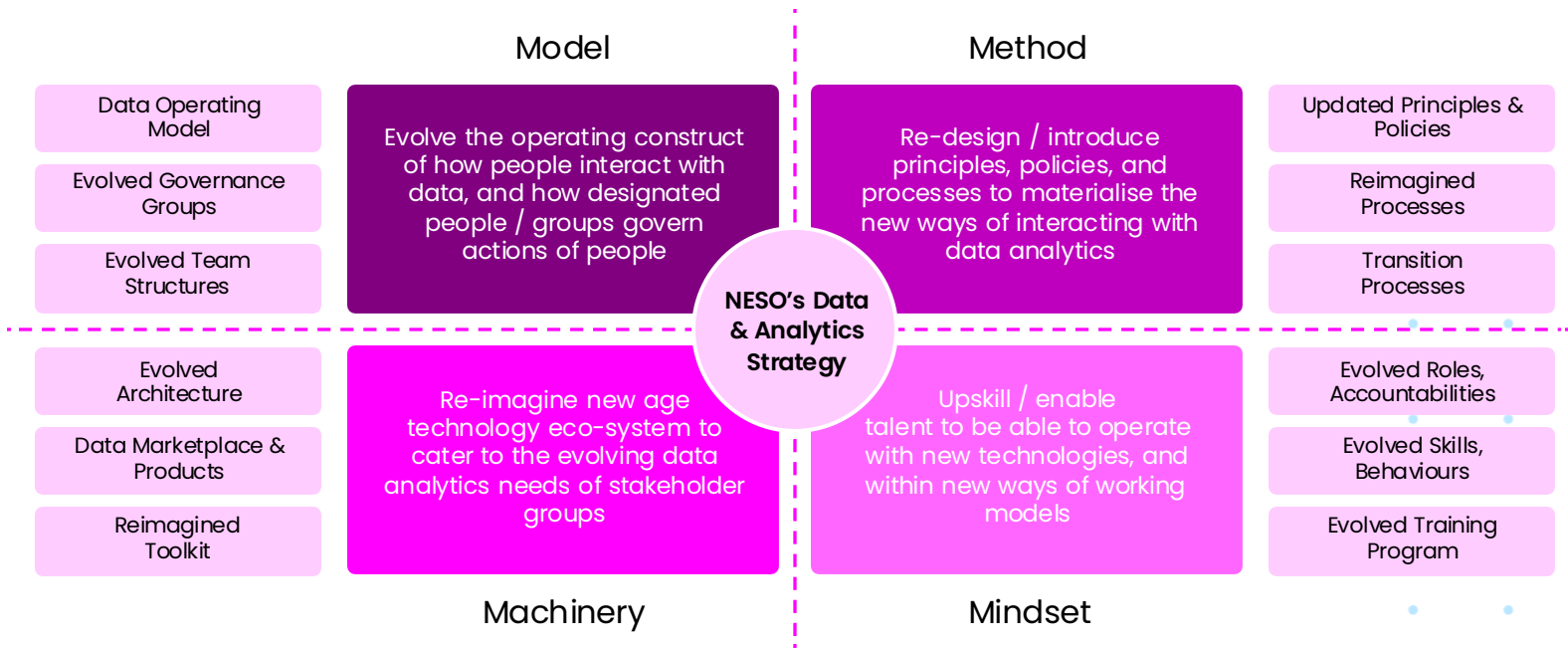
We are Data & AI-driven

Our Data strategy unlocks scale, impact, and collaboration to power decisions and accelerate innovation

We will transform NESO’s Data into a trusted foundation for operational excellence and open collaboration by creating a secure, collaborative, and high-quality Data environment that empowers innovation and informed decisions.



We intend to activate strategic shifts across 4Ms: (operating) Model, Method (process), Machinery (tech) and Mindset (talent & skills) to re-orient NESO’s data analytics organisation to fuel its organisational aspirations

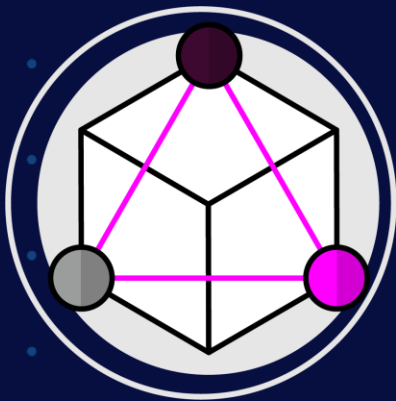


4-point agenda to drive NESO’s data and analytics strategy

We are Data & AI-driven

We recognise that a robust data and information ecosystem is foundational to our vision for a modern energy landscape.

We aim to enhance decision-making, improve operational efficiency, and foster collaboration both within our organisation, and across the industry.



Public

Data is the cornerstone of our Digitalisation Strategy. As we shift towards a digital-first approach, we are dedicated to ensuring transparency, trust, and access to critical data to fuel decision making and valuable insights, as well as enable AI.

Data Quality Programme

We continue to develop a Data Quality Programme to enhance the accuracy and reliability of our data. In partnering with data owners, we are working to identify critical data for monitoring and remediation, and for issues management. Tooling is being selected to enable at scale discovery of potential data quality issues and improve process efficiency.

Data and Analytics Platform (DAP)

We have built a Data and Analytics Platform, which will be a central repository for all relevant energy system data. It can facilitate discoverability, access advanced analytics, and has already created data products to facilitate important use cases – improving decision making and insight.

As more data is made available along with greater capability to analyse in a

user-friendly manner, it will continue improving data insights and support the development of data products.

Data as the foundation for AI

High-quality, standardised, and interoperable data is essential for training, validating, and deploying effective AI models. Successful AI-driven operations rely on a robust and accessible data ecosystem. DAP is the unifying platform for both data management and AI development, housing the Advanced Analytics Environment (AAE) and facilitating seamless integration of AI models into NESO's operational workflows.

Our data governance initiatives, including the Data Quality Programme and the adoption of industry common, best practice will support AI development by ensuring data consistency, accuracy, and reliability. Additionally, AI-driven insights will enhance our data management

processes, creating a continuous feedback loop that improves both data and AI capabilities.

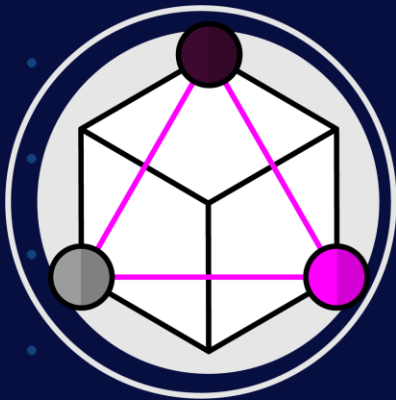
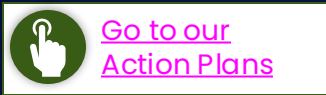
Data Sharing Infrastructure (DSI)

We are collaborating with the UK government's National Digital Twin Program and industry to develop, on behalf of the sector, the DSI.

The DSI will enable secure and trusted data sharing at scale between any organisation in the system. Its socio-technical approach creates a more connected and resilient energy ecosystem – enhancing decision-making, improve operational efficiency, and accelerate innovation across the energy sector.

We are Data & AI-driven

Find out more



Public

AI and Machine Learning (ML) are transforming how we manage and operate energy systems. We're taking a phased approach to becoming AI-driven, initially focusing on foundational AI capabilities before expanding innovations to the wider market. Our AI ambition is structured around three key workstreams:

Technology & Data

- Delivering AI-based use cases built on robust data and cutting-edge technology platforms.
- Introducing enterprise-wide AI capabilities, such as an OpenAI service for generative AI solutions and a demand forecasting tool using time-series AI capabilities.
- Volta programme integrating AI into the Control Room to aid real-time decision-making. This will enhance scheduling strategies and introduce an AI-based decision awareness tool.

Talent & Culture

- Ensuring a long-term talent pipeline to support our AI ambitions by upskilling internal resources and collaborating with top universities to influence curriculum.
- Establishing a core AI hub to address internal AI ideas, launching initiatives like NESO.GPT, demand forecasting, and the Grid Code GenAI tool.
- Conducting workshops and webinars to raise awareness of AI opportunities across the organisation, with plans to identify skill gaps and create a long-term resource plan.

Policy & Governance:

- Influencing AI policy and identifying barriers to the safe and ethical use of AI.
- Embedding internal AI policy to guide employees on safe practices and enable self-service AI.
- Engaging closely with Ofgem on AI initiatives, including building an AI cost-benefit analysis for the industry, and collaborating with the Royal Academy of Engineering and Department for Science, Innovation & Technology (DSIT) on the opportunities and threats of AI.

By introducing AI internally first, we will refine our applications and processes before extending innovations to the wider market. This approach ensures that we build a solid foundation and demonstrate the value of AI within our operations, paving the way for adoption across the energy sector.

We prioritise Security & Resilience

Resilient operations are vital for safeguarding information and ensuring our customers can trust our markets and platforms.

By enhancing our security posture and resilience, we are well-equipped to adapt to the evolving needs of our customers and the energy sector.



In today's digital landscape, our investments in security, and resilient architectural approaches align with our enhanced security objectives and obligations, reinforcing our role as a leader in the energy sector.

Strengthening Cybersecurity

We are continuously improving our cybersecurity capabilities. By implementing robust security controls and enhancing threat detection, we aim to protect our systems and sensitive data from evolving threats.

Our security principles include:

- Building NESO's secure future
- Enhancing NESO's cyber resilience
- Developing & attracting security talent
- Assisting the government to enable the UK energy industry
- Protecting data & innovation

We have started to operate our own cyber security services while in parallel continue to establish new capabilities. These key services include:

- Designing and implementing both a Cyber (partially implemented) and Physical Security Operations

Centre (SOC) and a Security Information and Event Management (SIEM) solution to detect and respond to suspicious or actual cyber events.

- Designing and enhancing physical security controls, such as CCTV.

Resilient Architectural Designs

Enterprise architecture serves as the foundation for our operations as a digital and data-centric business, enabling us to focus on customer needs through iterative, agile development cycles.

Our commitment to a secure and resilient architecture involves adopting a defence-in-depth strategy and leveraging cloud technologies for scalability and redundancy.

We are taking a cloud-native approach to simplify our build, deployment, and monitoring processes, utilising containerised

services and infrastructure as code to enhance efficiency. This architecture will include robust data backup and recovery mechanisms, essential for maintaining operational continuity in the face of disruptions

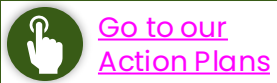
Regulatory requirements

Transitioning services from the National Grid Shared Service Model to our ownership will help us meet regulatory requirements and maintain high service standards. Establishing our Vendor Management Office will ensure effective third-party service delivery and value for money through strategic vendor selection and performance management. This transition will also avoid unnecessary costs from parallel systems, generating long-term operational benefits.

As an Operator of Essential Service (OES), we continue to work closely with Ofgem to enhance our maturity in line with their expectations.

We prioritise Security & Resilience

Find out more



[Go to our Action Plans](#)



[See our NESO Business Plan](#)



Proactive Threat Mitigation

By implementing Site Reliability Engineering (SRE) principles, we enhance our ability to monitor and respond to disruptions. This shift from monitoring to observability allows us to understand the root causes of failures, enabling quicker and more effective responses.

Platforms and Ecosystems

We are embracing Software as a Service (SaaS) and standard design patterns, prioritising features, business value, and user experience over traditional infrastructure. This includes the use of reusable patterns and published design models to foster innovation.

Application Programme Interface (API) and Integration

We are building new capabilities using microservices and event-driven

designs. Our platform will feature self-service APIs that can be extended to external customers and partners, incorporating event-driven patterns and both public and private gateways.

Telemetry and Networks

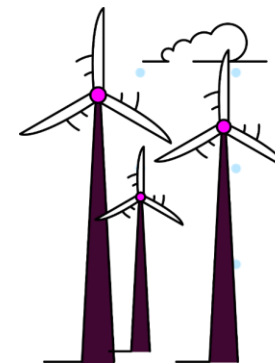
Our focus is on removing barriers to connectivity, enabling seamless integration with energy grids and control systems at an accelerated pace.

Collaborative Architectural Approaches

Our approaches will foster collaboration across the energy sector. Our initiatives include:

- **Industry Engagement:** We will maintain continuous dialogue with customers to cultivate a culture of shared responsibility and collaboration.

- **Common Frameworks:** By contributing to the development of common data-sharing frameworks, we will ensure interoperability and unified approach to security.
- **Data Sharing Infrastructure:** Leading the development, in collaboration with the National Digital Twin Programme, will enhance security and resilience across the sector.
- **Digital Skills Development:** Recognising the importance of skilled personnel, we are investing in digital skills development programmes for our workforce and external partners.



As we implement our strategy and transition our services, we anticipate that these efforts will yield significant benefits, enhancing our overall security posture and operational efficiency.

We are Agile & Adaptive

NESO will embrace agility in response to evolving industry demands and rapid technological advancements

An agile and adaptive approach allows us to stay ahead of industry changes, ensuring we can integrate solutions seamlessly and respond to emerging trends effectively.



Public

By embracing agile and adaptive practices, we will create an energy system capable of meeting future challenges, benefiting both NESO and the wider energy industry.

Digital Strategy & Mindset

We are prioritising modern architectures and agile delivery methods, such as DevSecOps, to ensure our systems are robust and adaptable. By fostering a digital-first mindset, we are empowering our employees to embrace change and drive innovation.

Agile Resource Deployment

We are forming flexible teams capable of adapting to new challenges. Our "Growth Mindset" culture encourages continuous learning and experimentation, preparing our workforce for the future.

Software-as-a-Service (SaaS) Platforms

We are adopting modern, scalable platforms that enable rapid feature development and deployment. The [Open Balancing Platform \(OBP\)](#)

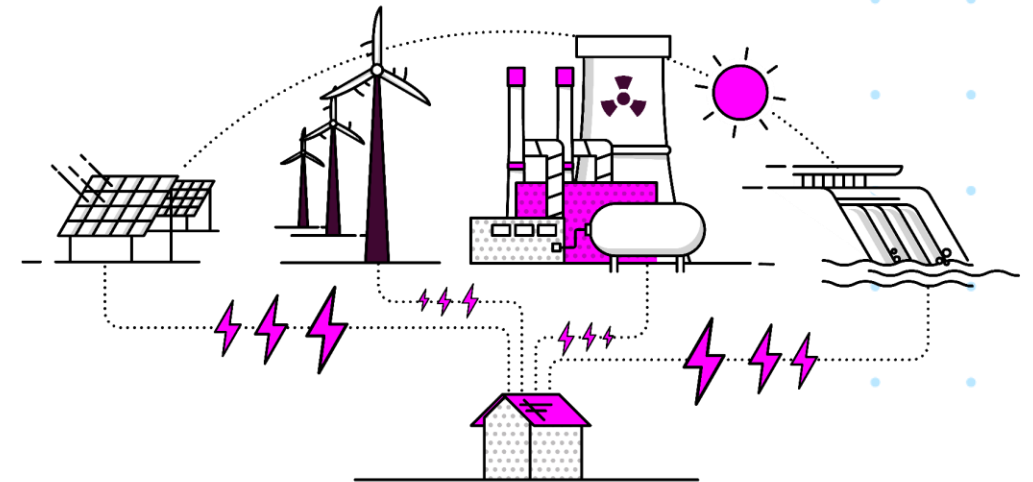
demonstrates this by enhancing transparency, operational flexibility, and security.

Iterative Development

Continuous improvement is at the core of our working. We are regularly updating our DSAP and roadmaps based on stakeholder feedback and evolving needs, ensuring our initiatives remain relevant and effective.

Cross-Functional Collaboration:

We are promoting collaboration across teams and with customers to identify needs and develop tailored solutions. We are leveraging technology to facilitate data exchange and consistency, supported by initiatives like the Data and Information Ecosystem accelerator and the Technology Advisory Council (TAC).



We enable Customer Trust

We are working closely with customers across the energy sector, to ensure they have trusted tools and platforms to succeed.

Our principle-led approach ensures our digital solutions are developed with customers, supporting trust, transparency and progress across the energy system.



To become a trusted partner and digital leader we will work with our customers across the energy system, understanding their digital needs & ensuring we can accelerate progress against shared goals

Digital Mindset

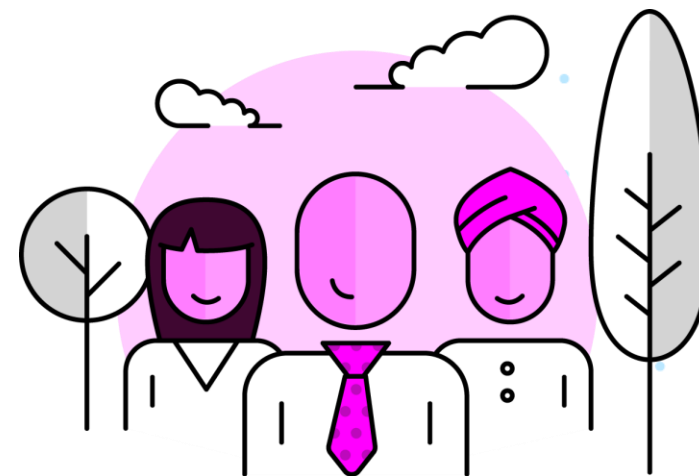
Our digital approach is about creating simple, joined-up experiences. Better data access, user-centred platforms and integrated tools help remove friction, making it easier for customers to take part in the energy system. We want a digital landscape that's inclusive and benefits everyone. This approach supports our ambition to be a reliable and impartial system operator.

Principles into Practice

We design our digital services around the principles that build trust: being easy to work with, reliable, impartial and credible. By working directly with customers, we create solutions that respond to real needs. From real-time operational data to long-term planning and market tools, our aim is to deliver value and give customers confidence in how they navigate the system.

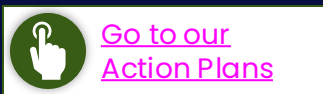
Collaboration

We're investing in deeper, more meaningful collaboration. Through continuous dialogue, industry forums and direct feedback, we're shaping services that reflect the changing needs of the energy system, support with targeted digital solutions and are easier for customers to use.



We enable Customer Trust

Find out more



Public

By listening to our customers needs, we have already developed & deployed tools designed to support customer success and our digital leader goal

Data Transparency and Access

Our commitment to data transparency is demonstrated through a comprehensive data catalogue within our [data portal](#). This initiative provides customers with easy access to real-time insights and historical trends, empowering them to make informed decisions about their energy consumption and participation in flexibility markets.

Self-Service Platforms

We have created easier access for customers to self-help information and support via the NESO website.

Our online knowledge centre tool provides resources, allowing customers to independently access help and advice in a way that suits them. Our online query management tool also facilitates seamless communication with our customer service teams, ensuring these are routed and responded to promptly.

With our advanced CRM platform tools allowing us to track and continuously improve our web help portal ongoing, we can ensure customer questions are not only answered but used to help us improve our ongoing service for all customers.

Facilitating Customer Participation

Investments in digital platforms, such as the [Open Balancing Platform](#) (OBP), have allowed us to create more accessible and user-friendly markets for flexibility services, providing clear information on benefits and risks to inform their decisions. This tooling allows a wider range of customers, including households and businesses, to participate and benefit in market activity.

Enhanced Communication Channels

We have improved our communication channels to provide timely updates on system status, market developments, and planned outages. This enhancement builds trust and by providing reliable and accurate information customers can use to keep updated and support their own planning from.

Customer Feedback Mechanisms

By adopting digital surveying and feedback tools we are able to capture and integrate customer feedback, alongside key data into our systems, creating easy access for our teams to support understanding and key insight creation that ensure our customers voice is used to inform and shape our wider NESO strategy, delivery activity and internal improvement.

Digital Charters

NESO Digital Strategy and Role-Based Charters


NESO's Digitalisation Strategy is underpinned by a series of **role-based digital charters**. These charters provide a clear framework for how digital capabilities are embedded across roles within the organisation. They are designed to:

- Align technology investments and digital initiatives with NESO's strategic objectives.
- Support broader strategies, including **Data** and **Artificial Intelligence**, ensuring consistency and integration.
- Enable effective planning and delivery of digital solutions that enhance operational performance and stakeholder value.

By defining expectations and responsibilities for digital adoption at a role level, these charters help ensure that NESO's approach to digitalisation is structured, transparent, and aligned with long-term strategic goals. This approach strengthens confidence in our ability to deliver innovation and value across the energy system.



Energy Markets Digital Charter Overview



Our 2031 Ambition

We develop and operate the markets needed for balancing GB's electricity system. We also contribute to strategy for wholesale markets, act as a code manager and are a market delivery body, across all energy vectors.

Performance Objective

NESO will seek to reduce supply and price risks and deliver consumer value by evolving frameworks to support decarbonisation, flexibility, and innovation. We will enable a smarter, cleaner, and more efficient energy system, with clear market signals, improved market access, and open access to systems and high-quality data.



Challenges

- Regulatory Volatility & Complex Governance
- Data Quality & Real-Time Visibility Gaps
- Legacy Tooling
- Market Access & Design Limitations
- Budget & Resource Constraints
- Defining Value & Managing Stakeholder Expectations



Target Outcomes for 2031

- Regulatory Change & External Governance
- Standardised Market Participation
- Multi-Horizon, Location Procurement
- Trusted Data, Modelling & Transparency




Digital Capabilities Required

- Authoritative Data & Catalogue
- System Connectivity & Integration
- Automated Assurance & Monitoring
- Flexible Procurement & Auction Platform
- Secure Modelling & Analytics Platform

NESO 1: Role Based Investments (Action Plans Section page "33" for details)

Energy System Resilience & Security of Supply Digital Charter Overview




Our 2031 Ambition

We assess and enhance the resilience and security of energy networks. This includes identifying improvements, addressing threats and vulnerabilities, and evaluating the security of gas supply.

Performance Objective

ESR: NESO will evolve from a system operator that monitors electricity risks into an organisation with a greater understanding of whole energy system risk and resilience. We will have the capability to be a catalyst for mitigations and solutions with our stakeholders across the energy system.

SoS: NESO will ensure a balanced, resilient, and low-carbon energy supply through advanced forecasting, coordinated system operations, and long-term planning aligned with the pace of the energy transition.



Public



Challenges

- Secure Data & External Sharing Gaps
- Whole – Energy & Extreme – Event Modelling Limitations
- Operational Data Exchange & Reporting Inefficiencies
- System – Wide Risk Intelligence & Register Caps
- Prioritisation & Cross – Programme Dependencies



Target Outcomes for 2031

- Security of Supply & Market Assurance
- Restoration, Readiness & Control – Room Support
- Whole Energy Modelling & Extreme Event Analysis
- Sensitive Data & System-wide Risk Intelligence
- Stakeholder Insight & Operational Exchanges

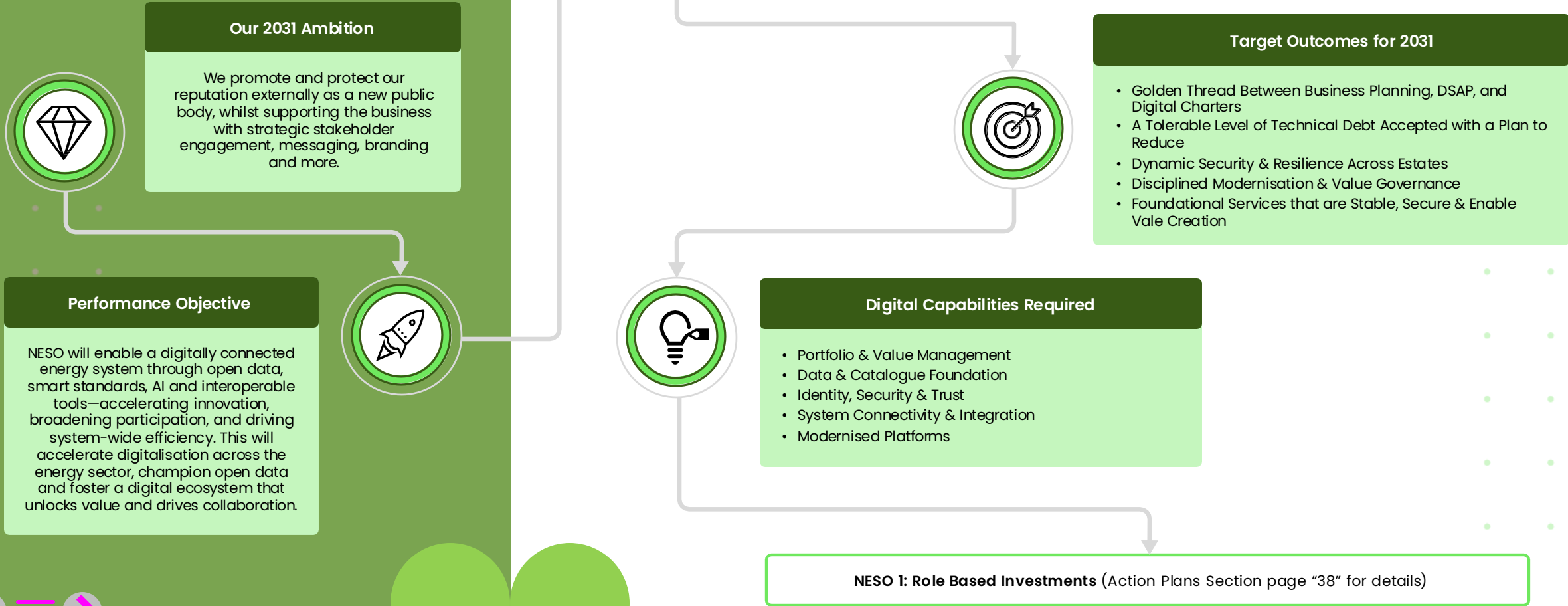


Digital Capabilities Required

- Authoritative Data & Catalogue
- Modelling & Analytical Platform
- Single System Restoration Tool with Visualisation
- Secure Data Access & Sharing Platform
- Engagement Intelligence & CRM

NESO 1: Role Based Investments (Action Plans Section page “36” for details)

Facilitating Sector Digitalisation Digital Charter Overview



Network Operability & Connections Digital Charter Overview



Our 2031 Ambition

We ensure that GB's electricity system will be operable through identifying operability needs, procuring solutions and delivering engineering services and commercial contracts. We serve customers connecting to and operating on transmission and distribution networks.

Performance Objective

NESO will deliver a resilient, operable, and decarbonised energy system through efficient connections and coordinated system standards



Challenges

- Fragmented Data
- Manual, time-consuming Submissions & Reviews
- Patchy Customer Experience
- Compute, Modelling & Tooling Constraints



Target Outcomes for 2031

- Trusted Data & Traceability
- Integrated Intake & Exchanges
- Customer Experience & Insights
- Governed Digital Delivery
- Modern Modelling & Compute

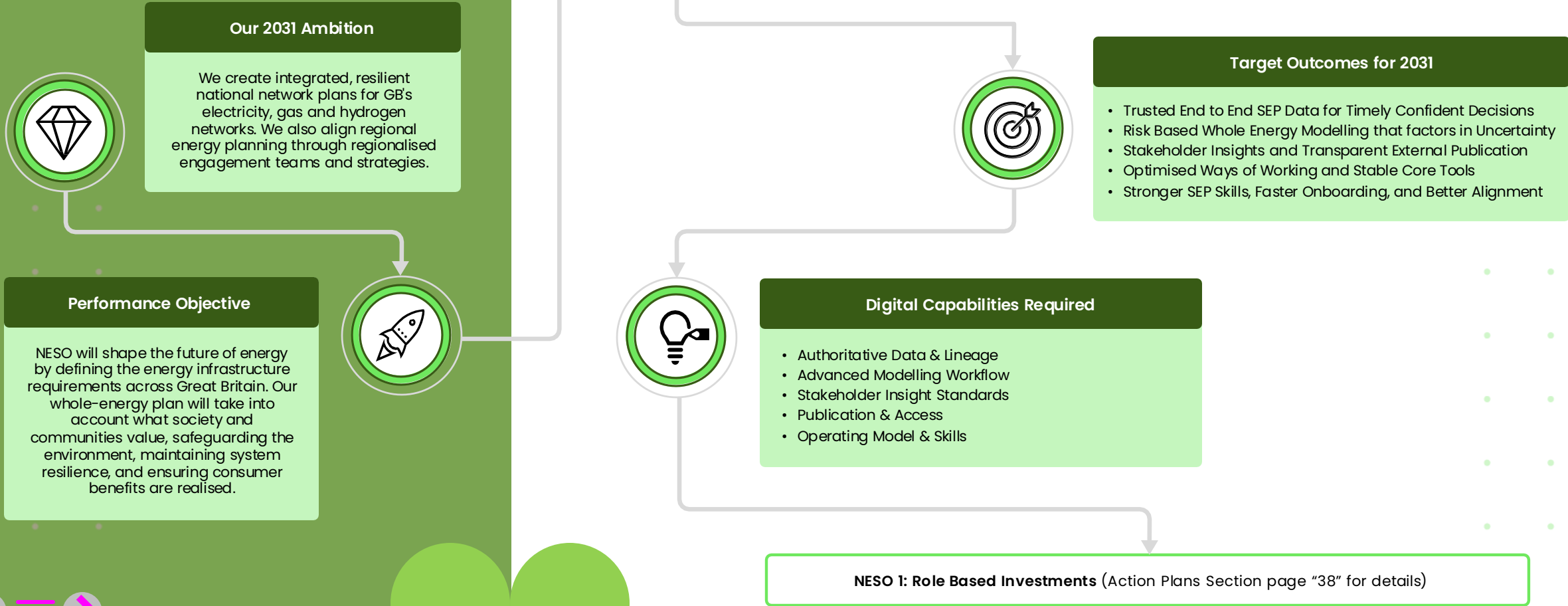


Digital Capabilities Required

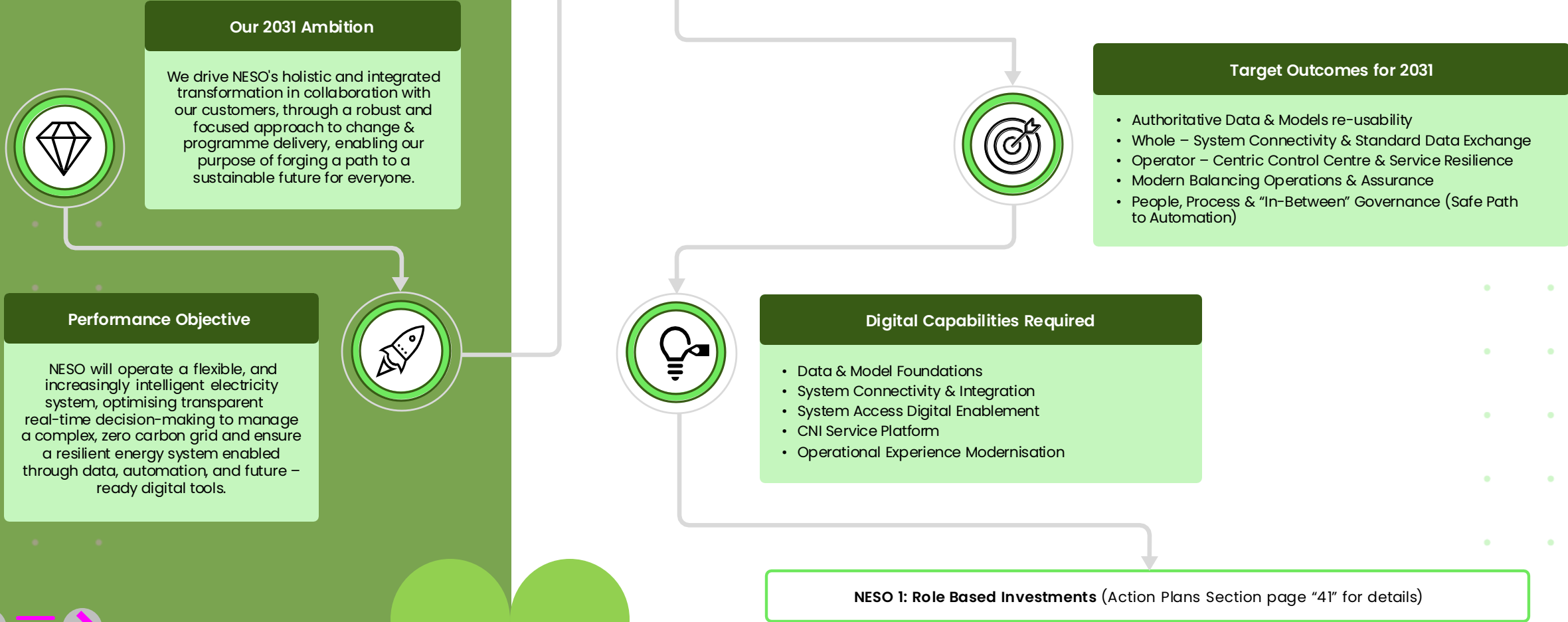
- Data Backbone & Traceability
- Intake & Exchange Fabric
- Customer Experience & CRM Platform
- Modelling & Compute Platform
- Digital Delivery & Observability

NESO 1: Role Based Investments (Action Plans Section page "39" for details)

Strategic Energy Planning Digital Charter Overview



System Operations Digital Charter Overview



Performance Objective



- Trusted Data for Evidence Based Insight
- Faster Policy Monitoring & Horizon Scanning
- Efficient Stakeholder Engagement
- Refined assurance mechanisms for Publishable Outputs
- AI & Knowledge Enabled Insight Creation

- Authoritative Data & Lineage
- System Connectivity & Integration
- Policy & Signal Intake & Scanning
- Digital Clearance & Publication
- Knowledge & AI Enablement

NESO 1: Role Based Investments (Action Plans Section page “52” for details)

Action Plan

Our Action Plan sets the stage for NESO's digital transformation, driven by a principle-led approach to enhance collaboration and sustainability across the energy system.

As the RIIO-2 Period has closed, NESO1 has been defined and updated with new investments focused on long-term projects that will address the evolving needs of our stakeholders. As a note, Investments & roadmaps include both BP3 close out and NESO1 new investments.





[See our NESO1 Business Plan](#)



[See our Digital Charter Overview](#)



[See our NESO1 Business Plan](#)

[See our Digital Charter Overview](#)

Legend

Completed

On Track

Not Started

At Risk

Removed

Delayed


Brought Forward

Release Increment

Release Train

Action Plans | Energy Markets

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1-320	Capacity Market and Contracts for Difference Regimes	CM Quarterly Release train							
	Delivery method: Agile	CfD Regulatory Release train							
NESO1-330	Regulations	CfD Customer Enhancements Release Train							
	Delivery method: Agile	Regulations Quarterly Discovery and Impact Release Train							
		IGM and OPDE Improvements Quarterly Release Train							
		BLAN Portals Phase 2							
		Global Services Load Balancer (GSLB) Phase 2							
		Segregation of the Electronic Highway VRF (Virtual Routing and Forwarding)							
		Market Half Hourly Settlement M16 - Cutover to New Settlement timetable							
		PCN OOB (Out of Band) - Space Grid							

[See our NESO1 Business Plan](#)

[See our Digital Charter Overview](#)

Legend

Completed

On Track

Not Started

At Risk

Removed

Delayed

Brought Forward

Release Increment

Release Train

Action Plans | Energy Markets

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1-340	Market Access and Procurement Delivery method: Hybrid This strategic initiative supports NESO’s statutory duties to deliver consumer value, enable decarbonisation, and ensure system operability and resilience. Our key objectives include creating competitive and accessible markets that minimise supply and price risks and embedding transparency and auditability in market design and procurement decisions. We will continue to improve investments which include the development of the Single Market Platform (SMP), Ancillary Services Reform (ASR), and Demand Flexibility Service (DFS).	[DPS]				● Dynamic Reserve Setting deployed			
		[Ancillary Services]				● Ancillary services enhancements Discovery Phase Location Procurement			
						● Ancillary services initial delivery of Demand for Constraints solution through Network Services Procurement			
						● Instructible DX			
						● Discovery Phase EFA to 30 mins Procurement of Response Contract			
						● Implementation of Location Procurement			
						● Ancillary services enhancements Discovery Phase Splitting Response & Reserve			
Contd..		[Auction Capability]				● Auction Capability (EAC) Integration with Data Analytics Platform (DAP)			
						● Auction Capability (EAC) Locational Procurement Discovery Phase			
						● Auction Capability (EAC) Stacking & Splitting Discovery Phase			
						● Auction Capability (EAC) Locational Procurement Deployment			
						● Auction Capability (EAC) Primacy Procurement			
						● Auction Capability (EAC) Reactive / Stability			
						● Auction Capability (EAC) Static FFR			
						● Assessment Compatibility: Auction Capability (EAC) EMR Capacity Market in Strategic Auction Platform			
						● Auction Capability (EAC) EMR / CM in Strategic Auction Platform			
						Auction Capability (EAC) Quarterly Release Train			
		[Primacy]				● Curtailment Phase 2 – Primacy			
		[SMP]				SMP Quarterly Release Train			
		[DFS]				● DFS Strategic Discovery			



[See our NESO1 Business Plan](#)

[See our Digital Charter Overview](#)

Legend

Completed

On Track

Not Started

At Risk

Removed

Delayed

Brought Forward

Release Increment

Release Train

Action Plans | Energy Markets

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1-340 (Cont.)	Market Access and Procurement Delivery method: Hybrid This strategic initiative supports NESO’s statutory duties to deliver consumer value, enable decarbonisation, and ensure system operability and resilience. Our key objectives include creating competitive and accessible markets that minimise supply and price risks and embedding transparency and auditability in market design and procurement decisions. We will continue to improve investments which include the development of the Single Market Platform (SMP), Ancillary Services Reform (ASR), and Demand Flexibility Service (DFS).	Revenue STAR Functional Enhancements & Improvements							
		Revenue Regulatory changes/ Ofgem approvals/decisions							
		Revenue Architecture improvements							
		Settlements Instructing Response in Realtime and other new Services							
		Settlements and Performance Analytics Platform Architecture improvements							
NESO1-350	Flexibility Enablement Delivery method: Agile Flexibility Enablement directly advances Clean Power 2030 by scaling access to distributed flexibility; enhances Consumer Value through better auction sizing, bid evaluation and delivery certainty; accelerates Digitalisation and Data Sharing via standardised ingestion, APIs and production analytics; and underpins Secure and Resilient Systems by improving visibility for constraint management and supporting restoration outcomes. It positions NESO as a digital leader in flexibility operations, with the capabilities to expand participation, coordinate effectively across the system, and deliver reliable, low-carbon operation at the lowest reasonable cost.	Settlements Integration with Ivalua & Settlements Portal							
		Settlements Functional Enhancements & Improvements							
		Data Product MVP Launch							
		Operational Data Sharing MVP Deployment with Selected DNOs							
		CrowdFlex Productionisation Complete							





[See our NESO1 Business Plan](#)

[See our Digital Charter Overview](#)

Legend

● Completed

● On Track

● Not Started

● At Risk

● Removed

● Delayed

← - - - Brought Forward

Release Increment

Release Train

Action Plans | Energy System Resilience

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1-360	<div>Restoration</div> <div>Delivery method: Waterfall</div> <div>Restoration is a strategic investment designed to meet the Electricity System Restoration Standard (ESRS), which mandates restoring 60% of regional demand within 24 hours and 100% of national demand within 5 days by 31 December 2026. This investment will build upon the core principles of the BP3 investment 510 Restoration and Restoration Decision Support Tool but with a specific focus on delivering against the new standard.</div>	<div>● RDST v1.0 delivered</div>	<div>● RDST v1.0 Technically Ready</div> <div>● NPO Digsilent POC</div>		<div>● Secondary Generator Preparedness</div>				
NESO1-370	<div>Resilience & Risk</div> <div>Delivery method: TBC</div> <div>To support the delivery of these licence requirements, the Resilience and Risk investment will continue the work being developed with the Whole Energy Modelling (840) which will later inform the scope of works for our Cascading Impact Model for Extreme Events (CIMEE). We will also integrate two wider areas of scope into one comprehensive model. One of these components will be the integration of the virtual energy system and understanding how a CIMEE model can interact with a virtual energy system when modelling high risk low likelihood events. The CIMEE project will also if applicable integrate the findings of the innovation project Space Weather Impact for Future Electricity System Resilience (SWIFTER) with an assessment to be made on the innovation projects conclusion.</div>	<div>● Build, Test, and Go Live comms with all DNOs</div>		<div>● RDST v1.0 go live</div>			<div>● NPO Digsilent implementation</div>		<div>● RDST V2</div>
		<div>● Whole energy Modelling discovery conclusion</div>	<div>● Risk Management Tool</div>	<div>● Central Knowledge Hub</div>					<div>● CIMEE</div>



[See our NESO1 Business Plan](#)

[See our Digital Charter Overview](#)

Legend

Completed

On Track

Not Started

At Risk

Removed

Delayed

Brought Forward

Release Increment


Release Train


Action Plans | Energy System Resilience

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1-380	<div>Electricity Market Reform Discovery</div> <div>Delivery method: TBC</div> <div>The team are responsible for a variety of duties including production of the Electricity Capacity Report, mapping and maintaining EMR modelling, and their supporting processes and Strategic Planning. To enable this work, we currently use an energy market simulation tool. This discovery investment will review the capabilities of the tool vs what the team need as currently several manual coding processes must be developed to deliver this analysis.</div>				<div>● Discovery Conclusion</div>				

Legend

- Completed
- At Risk
- Brought Forward
- On Track
- Removed
- Release Increment
- Not Started
- Delayed
- Release Train

[See our NESO1 Business Plan](#)

[See our Digital Charter Overview](#)

Legend

● Completed

● On Track

● Not Started

● At Risk

● Removed

● Brought Forward

● Delayed

▬ Release Increment

▬ Release Train

Action Plans | Network Operability & Connections

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1-230	<p>Connections Enduring Capabilities Ecosystem</p> <p>Delivery method: Agile DevSecOps</p> <p>The Connections Enduring Capabilities Ecosystem is a strategic digital initiative designed to transform how networks, NESO, and customers manage end-to-end connections to the transmission system. This investment will continue to leverage and enhance the existing Connections digital ecosystem, which offers a self-service portal with an intuitive user experience – enabling users to register, apply for connections, and manage their project portfolios, all supported by embedded query management functionality.</p>	<div><div>Optimisation</div><div>Application window opens</div><div>Mobilisation & Discovery</div><div>Application window opens</div><div>Future Application Process capabilities</div><div>Future Applications window 1 opens (post SSEP publication in Dec 26)</div><div>Future Applications window 2 opens</div><div>AI by design: end to end enduring Connections go-live</div><div>Enhancements</div></div>							
NESO1-240	<p>Clean Power 2030 Enablement</p> <p>Delivery method: Agile</p> <p>The Clean Power 2030 (CP30) Enablement investment enables NESO to digitally support the UK Government’s commitment to a decarbonised electricity system by 2030, encompassing strategic planning, market reform, infrastructure development, and stakeholder engagement. Key objectives focus on: (1)Supporting the tracking of the Clean Power Action Plan (CPAP) through strategic technology solutions, anticipating risks to the CPAP by leveraging data insights. (2)Ensuring that NESO is acting as a trusted advisor to DESNZ and Ofgem, offering modelling, scenario analysis, and implementation guidance. (3)Ability to flex and respond tactically to changing business and regulatory requirements to achieve the CP30 objective.</p>	<div><div>All CP30 data ingested in DAP</div><div>AI CP30 data query solution in place</div><div>AI CP30 comparison solution in place</div><div>Scope of user developed tools to be productionised</div><div>CP30 living web map published</div><div>Defined user developed tools productionised</div><div>CP30 delivery tracker and analytics quarterly enhancements</div><div>CP30 AI data query and comparison solutions quarterly enhancements</div><div>AI modelling scenario generator POC</div><div>AI modelling scenario generator scaled</div></div>							

[See our NESO1 Business Plan](#)

[See our Digital Charter Overview](#)

Legend

Completed

On Track

Not Started

At Risk

Removed

Delayed


Brought Forward


Release Increment

Release Train

Action Plans | Strategic Energy Planning

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1 – 250	Strategic Energy Planning								
	Delivery method: Agile								
	This investment will enable the Strategic Energy Planning (SEP) directorate by providing modelling, data, and stakeholder engagement capabilities. We are adopting a delivery model to cater for all SEP outcomes in one investment to achieve their digital vision. This is due to the overlapping nature of processes, data, and technology requirements across the directorate. Creating discrete investments for each of the planning roles may lead to more complex dependency management, cost and resource inefficiencies and a disjointed customer experience. Where SEP capabilities can be delivered through existing or planned initiatives these will be utilised as appropriate. Several NESO-wide capabilities have already been identified which will support the delivery of SEP outcomes and are outlined further in the Solution Options section								

[See our NESO1 Business Plan](#)

[See our Digital Charter Overview](#)

Legend

Completed

On Track

Not Started

At Risk

Removed

Delayed


Brought Forward


Release Increment

Release Train

Action Plans | System Operations

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1 – 390	Interconnectors	Interconnector Quarterly Service Improvements							
	Delivery method: Agile	<div>Interconnector Quarterly Service Improvements</div> <div>NeuConnect – IT Technical Go-Live</div> <div>NeuConnect Go-Live</div>							
NESO1 – 400	Open Balancing Programme	Implement Max Delivery for Storage (GC0166)							
	Delivery method: Hybrid ; Agile & Waterfall	<div>Continuous delivery onto CNI Platform (CI/CD Improvements)</div> <div>Transition to Areas of Responsibility</div> <div>Enable Near Real-Time Co-Optimisation</div> <div>Enhance Interconnector Management</div> <div>Optimisation in scheduling timescales</div> <div>Calculate & Display Reserve Margins</div> <div>Provide Data to Elexon Insights</div> <div>Provide Data to Settlement Agent</div> <div>Migration of path to production environments</div> <div>Implement Future Energy State of Charge Models</div> <div>Complete Migration of balancing functions to OBP</div> <div>Interface with NCMS for Constraint Data</div>							

[See our NESO1 Business Plan](#)

[See our Digital Charter Overview](#)

Legend

Completed

On Track

Not Started

At Risk

Removed

Delayed


Brought Forward


Release Increment

Release Train

Action Plans | System Operations

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
410	Balancing Asset Health Delivery method: Waterfall Balancing Asset Health is a critical investment that ensures the continued reliability and performance of NESO's existing Balancing Mechanism (BM) systems. While NESO transitions to the Open Balancing Platform (OBP), this investment maintains a secure and stable balancing capability to support safe system operation and short-term market value.	BM Interim Release							
420	Balancing Innovation Delivery Delivery method: Design – Led & Agile This initiative builds on the Volta Innovation Programme, delivering AI-driven models that adapt to changing grid conditions for better forecasting and operational decisions. It turns innovation into tangible value for system operations. As the energy system grows more complex, rapid testing and integration of digital tools are vital for reliability, efficiency, and market responsiveness. This investment reinforces NESO's ambition to lead in digital operations and create a smarter, adaptive, and efficient balancing function.								
430	Forecasting & Predictions Delivery method: Hybrid ; Agile & Collaborative The Forecasting and Predictions investment brings together two complementary workstreams -Forecasting Enhancements (260) and Real-Time Prediction (670) - into a single, unified investment. This consolidation creates a more integrated and responsive capability for NESO operations, improving coordination between forecasting outputs and real-time prediction signals, reducing duplication, and supporting more timely changes for control room and stakeholder needs.								

[See our NESO1 Business Plan](#)

[See our Digital Charter Overview](#)

Legend

● Completed

● On Track

● Not Started

● At Risk

● Removed

● Delayed


← - - - Brought Forward


▬ Release Increment

▬ Release Train

Action Plans | System Operations

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1 – 440	<div>System Access</div> <div>Delivery method: Agile</div> <div>This investment responds to the scale and pace of transmission build-out required for Clean Power 2030, which is driving a step change in planned outages, regional constraints, and system operability. Current processes and data exchanges are fragmented, limiting NESO’s ability to optimise access windows, reduce constraint costs, and provide transparent, system-wide visibility to industry stakeholders</div> <div>Together, these initiatives (SAR, RDP, PODE, ONM & NSP) will enable NESO to manage the growing volume of works safely and efficiently, reduce consumer costs, and deliver a secure, transparent, and digitally enabled electricity system. The investment directly supports NESO’s strategic objectives by improving system resilience, accelerating digitalisation, enabling decarbonisation, and strengthening NESO’s role as a trusted system planner and operator</div>	SAR		Completion of review of SAR discovery work		Quarterly Release Train			
				Detailed Roadmap and Plans					
				DD&T Delivery team in place					
		RDP		RDP 5 – Grid Supply Points (GSP) Technical Limits Regional Expansion Enhancements Go-Live – by FY27/Q2					
				RDP 5 – Compliance reporting process					
				RDP 5 – Data exchange for visibility					
		PODE	Quarterly Release Train						
		ONM		Electromagnetic Modelling Tool: Sub Synchronous Oscillations (SSO)		RMS Major Release of Power Factory			
				Deeper access planning integrated into OLTA					
				NESO Grid Connections Platform					
		NSP		Stability Y-1 (Year 1) Enduring					
				Constraints – EC5 Enduring solution					
						Stability Y-1 (Year 2)			
						Mid-term Reactive Power			
						Demand for Constraints			
					Support of FY27 System Migrations				
					Voltage 2029				
							Support of FY28 System Migrations		

[See our NESO1 Business Plan](#)

[See our Digital Charter Overview](#)

Legend

● Completed

● On Track

● Not Started

● At Risk

● Removed

● Delayed

← - - - Brought Forward

Release Increment

Release Train

Action Plans | System Operations

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1 – 450	ENCC Operations Enablement Delivery method: Agile This investment targets delivery of improved capabilities and efficiencies to support the ENCC workforce in their operational work. Through delivering streamlined and future-looking technology, underpinned by robust tools and platforms, we can ensure that the ENCC can continue to operate a secure and resilient energy system in line with our strategic goals.	<div>● Operator Console 'Experience Desk'</div> <div>● Operator Console solution delivered to CTU</div> <div>Operator Console solution delivered to Control Room ●</div> <div>Training simulator platform delivered ●</div> <div>Training metrics and management platform delivered ●</div> <div>System Availability Dashboard Delivered ●</div> <div>Ensure ENCC platforms are maintained to ensure business productivity</div>				<div>Videowall refresh ●</div>			
NESO1 – 460	Network Topology Optimisation Delivery method: TBC This investment is looking to move towards a more automated and integrated NTO process. NTO will drive a focus on efficiency and sound economic decisions powered by digitally advanced, AI enabled technologies. This investment contributes directly to the NESO strategic objectives of driving consumer value, delivering a resilient and secure energy system through the transition to net-zero, and leading as a trusted expert through fostering strong global partnerships.	<div>● Global Community initiated</div> <div>● Evaluation of operational best practice complete</div> <div>● Capability-driven requirements definition complete</div> <div>● Transformational change design complete</div> <div>Modular development initiated ●</div>							

[See our NESO1 Business Plan](#)[See our Digital Charter Overview](#)

Action Plans | System Operations

Legend	Completed	At Risk	← -- → Brought Forward
	On Track	Removed	Release Increment
	Not Started	Delayed	Release Train

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1 – 470	Situational Awareness Tool Delivery method: Agile This investment focuses on delivery of advanced monitoring tools and data infrastructure to support increased visibility of system conditions, frequency, and inertia. These capabilities will ensure that we continue to provide a secure, efficient and cost-effective system operation – our core priority and continuing strategic goal. Additionally, by implementing a new Network Control Management System, we further contribute to meeting our target of full separation from National Grid Electricity Transmission (NGET)	NCMS Technical Readiness NCMS Operational Readiness TACR Discovery phase complete NCMS Cutover		Vendor Evaluation FATE Decommission	Inertia Enhancement Dynamic System Monitoring deployed TACR Data		TACR Design	iEMS Decommission TACR Development	
NESO1 – 480	Dispatch Transparency Delivery method: Agile This programme delivers tools to enhance transparency, automate processes, and improve decision accountability, while enabling real-time mitigation of skips and better post-event analysis. The investment's success depends on coordination with the Balancing Programme, which supports skip rate reduction through improved constraint and dispatch optimisation. Ultimately, these changes will strengthen stakeholder engagement and system performance.	Discovery on the tactical solutions deployed	GC0166 Methodology Integration	Strategic Skip Rates Monitor MVP Dispatch Intelligence Tool Productionisation		Full Dispatch Transparency Suite		Go-Live	
NESO1 – 490	Digital Trials Platform Delivery method: Agile The platform will provide a secure, cloud-hosted environment outside of Critical National Infrastructure (CNI), allowing NESO and industry participants to trial new services, technologies, and regulatory changes without operational risk. This capability is essential as the energy system becomes increasingly decentralised and complex, requiring agile, scalable solutions to maintain reliability and affordability.	Integrate with trials partner to test scheduling of Limited Duration Assets (LDA)	Distributed Energy Resources (DER) / Consumer Energy Resources (CER) Visibility & Control Low-Earth Orbit Satellites Test and validate relaxed operational metering solutions		Scope and plan high priority business need for FY28	Test aggregation of electrified heating assets (E.G. Heat Pumps) Investigate and test sub-Megawatt, Non-integer, and sub-minute despatch		Dynamic Electronic Data Logger (EDL) instructions	

Last updated: December 2025





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Legend

Completed

On Track

Not Started

At Risk

Removed

Delayed

Brought Forward

Release Increment

Release Train

Action Plans | Business Health

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1 – 210	<p>Digital Change for Legal, Risk, and Regulation</p> <p>Delivery method: TBC</p> <p>The NESO Digital Change for Legal, Risk, and Regulation project is a strategic investment initiative under NESO’s broader digital transformation programme. It aims to modernise and digitise the Legal, Risk, and Regulation function by equipping teams with advanced digital tooling, enhancing operational capabilities, and aligning with NESO’s independence and regulatory obligations.</p>		<div>Discovery Phase</div> <div>Build Architecture approach</div> <div>Procure applications</div>		<div>Delivery completed</div>				
NESO1 – 220	<p>Network and System Modelling Capability Modernisation</p> <p>Delivery method: Agile</p> <p>This investment will deliver an enduring platform for NESO’s geospatial and location intelligence capabilities. This includes full integration with data platforms to deliver centralised geospatial technologies and intelligence across NESO. The enterprise-wide platform will enable insight-driven decision making, through managed, accessible, and accurate location data. The solution will deliver benefits to multiple directorates, users, and external parties, delivering greater insights and providing quality trusted geospatial data.</p>		<div>Full integration with DAP</div> <div>Integration with Single Markets Platform</div>	<div>CP30 living web map published</div> <div>AI data and visuals integration</div>					
				Quarterly SEP environmental assessments enhancements					
				Quarterly SEP visualisations enhancements					
				Quarterly CSNP route optimiser enhancements					



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Action Plans | Business Health

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1 – 300	Transformation Enablement Project								
	Delivery method: Agile								
	The Transformation Enablement Project is a strategic investment designed to support NESO’s evolution into a fully independent, digitally advanced, and operationally resilient organisation. This initiative aims to transform how NESO plans, delivers, and tracks change across the business, providing a unified, intelligent view of transformation and major projects. At its core, the project will develop a centralised, AI-powered cockpit, offering leaders and teams real-time, actionable insights. This will enable early risk identification, progress tracking against strategic goals, and confident, data-driven decision-making. This tool will drive efficiency, agility, and focus, supporting planning, delivery, and performance tracking across all directorates.		Discovery phase complete			Cockpit MVP delivered		Full integration	



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Legend

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Release Train

Action Plans | Customer

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1 – 600	<div><div>Digital Change for Customer</div><div>Delivery method: Agile</div><div>The Digital Change for Customer investment aligns with NESO's commitment to achieve a high degree of trust by providing excellent service delivery, differentiated customer relationships, and purposeful and collaborative engagement. We will achieve this by advancing digital solutions, leveraging technologies such as AI and unlocking power of data. We will adopt an AI-powered, digital first approach to develop and enhance the capabilities required for consistent, high quality, transparent, and reliable service delivery. In customer operations, we will lead with an AI-first, automation-first, and mobile-first approach. Our aim is to enable a fully aligned, end to-end omnichannel customer journey that is consistent across all engagement channels and systems, providing our customers with the right information through guided insights.</div></div>								



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Release Train

Action Plans | Digitalisation, Data & AI

ID	Title & Description	FY27				FY28				
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
NESO1 – 100	<div>Innovation Productionisation</div> <div>Delivery method: Scaled Agile</div> <div>The purpose of the Innovation Productionisation investment line is to advance and implement into our systems and processes proven innovation projects which have previously been funded through the Network Innovation Allowance (NIA), Network Innovation Competition (NIC) and the Strategic Innovation Fund (SIF). We acknowledge and appreciate the significant contributions of Ofgem in driving industry innovation, as this has enabled NESO to deliver projects which have completed the initial Research, Development or Demonstration phases. This investment supports the successful innovation projects which are now ready for fast and effective implementation.</div>	Energy Markets	Regional Reserve				Stackpath	Energy Transaction Model Bill Modelling (ETMM)		
			Consumer Building Blocks (Phase 1 & 2)							
		Sys Ops	Dispatch Transparency Methodology				AI metering quality		Mass mobility data for demand forecasts	
			Causal Analysis of Balancing Costs							
		NOC	Battery Storage Modelling for Enhanced Connection Assessment (BaTSeC)				Hydrogen Plant Dynamic Models		Incorporating the Impact of Climate Change in Power System Modelling	
			Construction Planning Assumptions Methodology							
			Enhanced RMS (e-RMS) models for stability assurance						Assurance of Stability	
			Practical Transition into wider EMT GB Modelling							
			Power System Oscillation Characterisation using Wavelets and Trilateration						Early Signs of Oscillation Events	
			STARTZ							
		Bus. Health	Regulation Navigator							



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Legend

● Completed

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● Delayed

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▬ Release Increment

▬ Release Train

Action Plans | Digitalisation, Data & AI

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1 – 100 (Cont.)	Innovation Productionisation	<div><div>SEP</div><div>Energy Insights</div><div>ESR</div></div>	<div><div></div><div>Fast Press</div></div>		<div><div></div><div>CASCADE</div></div>	<div><div></div><div>Open Source Market Model</div></div>			
	Delivery method: Scaled Agile		<div><div></div><div>SIF Fractal Flow</div></div>		<div><div></div><div>Indus (may integrate into DSI)</div></div>				
	The purpose of the Innovation Productionisation investment line is to advance and implement into our systems and processes proven innovation projects which have previously been funded through the Network Innovation Allowance (NIA), Network Innovation Competition (NIC) and the Strategic Innovation Fund (SIF). We acknowledge and appreciate the significant contributions of Ofgem in driving industry innovation, as this has enabled NESO to deliver projects which have completed the initial Research, Development or Demonstration phases. This investment supports the successful innovation projects which are now ready for fast and effective implementation.		<div><div></div><div>Electrification of the residential heat sector: Spatial and temporal analysis of electricity demand and flexibility</div></div>						
			<div><div></div><div>Impact of new technology HGVs</div></div>						
			<div><div></div><div>STREAM (System Restoration Exploration and Adaptation Modelling)</div></div>	<div><div></div><div>Kuiper</div></div>					
				<div><div></div><div>Incorporating the Impact of Climate Change in Power System Modelling</div></div>					



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Legend

● Completed

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▬ Release Increment

▬ Release Train

Action Plans | Digital, Data & Technology

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1-110	<div><div><div>NESO AI Energy Core Delivery</div><div>Delivery method: Phased</div><div>Artificial Intelligence (AI) can help to interpret and derive insights from a high volume of structured and unstructured data, whilst also accelerating the execution of repeatable tasks. For example, AI-driven simulation and modelling that accurately reflects the real-world power system could play a critical role in managing this growing complexity. Without investment in new AI-led capabilities, we risk falling short of evolving customer demands and expectations. By embracing AI, NESO can reduce operational risks, enhance system resilience, and maintain relevance in this digital age.</div></div></div>	Vanguard Platform	Vanguard Marketplace Launch		Vanguard Beta Launch		Vanguard Future Scaling		
	Vanguard Community Pilot								
	NESO.AI Marketplace Launch		Scale NESO.AI Community		Publish Platform Ecosystem				
	NESO.AI Community Pilot								
	VOLTA	Volta Solution Test		Productionisation					
	Connections	Go live				End to end Integration			
NESO1-610	<div><div><div>Modelling Platforms and Tooling</div><div>Delivery method: TBC</div><div>The platform integrates datasets seamlessly and delivers intuitive visualisations and actionable intelligence, enabling stakeholders to make well-informed decisions. Our ongoing development of platform capabilities continues to strengthen decision-making, support our clean energy ambitions, and advance our broader organisational goals.</div></div></div>		Core modelling platform capability established				Prioritised use case delivered e.g. FES		



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Legend

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Action Plans | Energy Insights

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1-200	Digitalisation of Enabling Functions	Quarterly Strategic Knowledge Hub Enhancements							
	Delivery method: Waterfall								
	The NESO Digitalisation of Enabling Functions is a strategic transformation initiative designed to modernise our Strategy and Policy, Finance, Procurement, and People services. Through continuing to digitalise our enabling functions and transitioning to NESO-owned systems and processes, it allows us to evolve our internal capabilities and continue to support the wider organisation. The Enabling Functions that fall under this this investment are:	● Directorate's Discovery Complete							
		● Elevate Programme 2 nd Phase Deployment							
		● Digital Capability to Communicate Effectively with Employee's and Reporting Planning & Discovery							
		● AI & Website Planning & Discovery							
		Half Yearly Enhancement to Modelling Area Including Tools							
		Half Yearly Enhancements to AI Scanning Tool							
		● Chief Economist Tooling							
		● Strategic Knowledge Hub in Mobile Devices							
		● CFO Roadmap – Discovery Phase							



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Legend

Completed

On Track

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Brought Forward

Release Increment

Release Train

Action Plans | Public Voice & Brand

ID	Title & Description	FY27				FY28			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
NESO1-620	<div>Digital Engagement Platform</div> <div>Delivery method: Agile DevSecOps</div> <div>This investment has two key areas of delivery:</div> <div>1. Digital Experience Platform (DXP) – DXP provides integration with several other platforms allowing customers access to a wealth of data and functionality via a single point of access i.e., Data Analytics platform (DAP), Single Markets Platform (SMP), Digitalised Code Management (DCM), Connections, Electricity Network Access Management System (ENAMS), Electricity Generator Availability and Margin Analysis (EGAMA), Planning and Outage Data Exchange (PODE) and Enduring Auction Capability (EAC).</div> <div>2. Customer Identity Access Management (CIAM) – DEP delivers functionality that enables single sign on security through CIAM, giving our end users a secure and intuitive journey.</div>	● Implementation of ESG reporting solution							
			● Delivery of Polling and Insights using Data platform tools						
				● Implementation of approved website designs complete					
				● Accessibility					

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