Wayl-Ease

Alpha Phase Mid-Point Meeting

19/02/2025

Meeting agenda

1. Welcome and Introductions

2. Background and Aims of Wayl-Ease

**Wayleave
Agreement**

- Personal agreement between landowner and the network operator
- Requirement to update upon landownership change
- Terminable

Large Portion
of GB DNO networks are held on wayleaves

Risk of termination
When landownership changes

Definitions: DNO = Distribution Network Operator

2. Background and Aims of Wayl-Ease

Situation

- Landowners are key stakeholders to achieve Net Zero

- DESNZ reviewing DNO land rights

Problem Statement

- Re-engagement with landowners

- Empower landowners, provide options / information

- Ensure: correct payment, against right assets, to the right landowner under the right wayleave
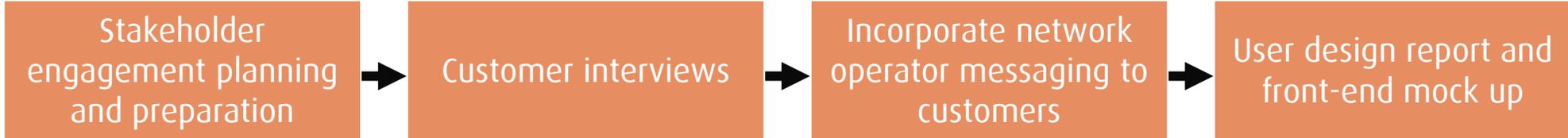
Complications

- Time consuming / complex processes

- Determination of asset type and consents status

- Multi staged process for drafting new wayleave agreements

Definitions: DESNZ = Department for Energy Security and Net Zero, DNO = Distribution Network Operator

3. Project Overview

WP1 Project Management

WP2 ACP User Research and Engagement

| Stakeholder engagement planning and preparation | ➤ | Customer interviews | ➤ | Incorporate network operator messaging to customers | ➤ | User design report and front-end mock up |

WP3 Foundational Digital Architecture

| Processes and technical requirements | ➤ | Required data and integrations | ➤ | proof of landownership and secure customer | ➤ | Process to enable access to existing consents |

WP4 Initial Requirements for the ACP

| Feasibility and mock-up of functionality | ➤ | Contracting and proactive contact on landownership changes | ➤ | AI asset recognition and map generation | ➤ | Overall platform design for Beta Phase |

WP5 Network Scalability and CBA

| Network operator CBA workshop | ➤ | Business requirements | ➤ | Network scalability analysis | ➤ | Beta Phase CBA |

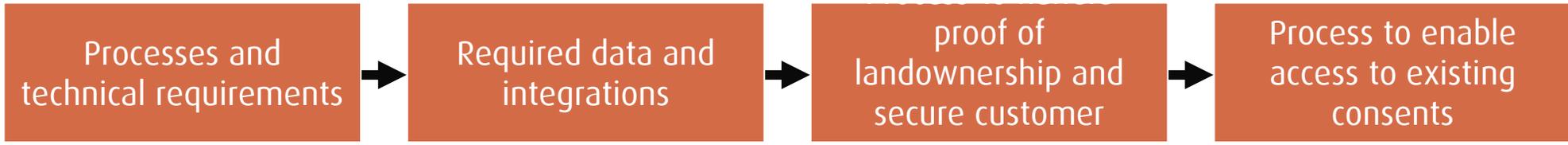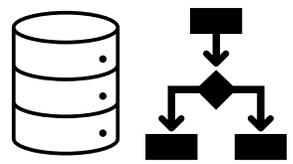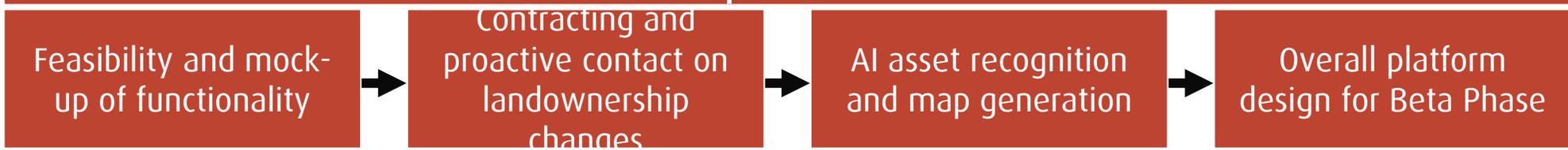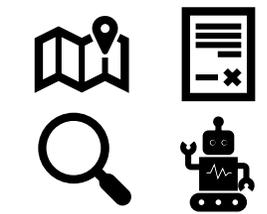Definitions: ACP = Asset Consents Portal, CBA = Cost Benefit Analysis, WP = Work Package
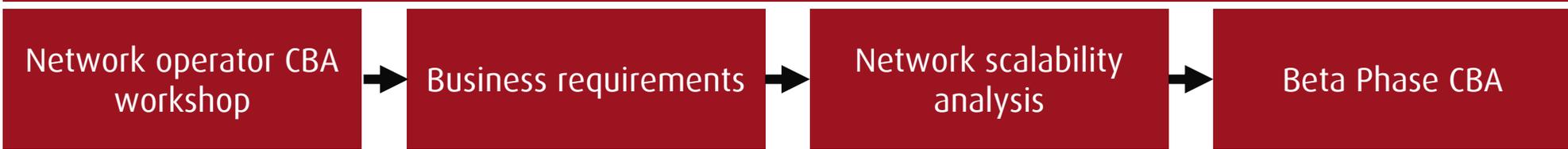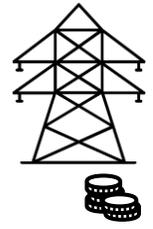
4. Project Progress

WP1: Project Management

Lead Partner: UK Power Networks

Definitions: WP = Work Package

WP1: Project management

- Project kick-off successful
- Weekly team meetings to monitor progress
- Contract signed December 2024
- WP4 weekly technical meeting between Digital Catapult and TCS
- WP5 check in meetings to obtain data sources

In person project workshop
14/01/2025

Project Element	Outcome
Finances	On track
Project Plan	On track and updated
Risk management	On track and updated
Project specific conditions	On track

Definitions: TCS = Tata Consultancy Services, WP = Work Package

Work Package 1: Deliverable Status (1/2)

Ref	Deliverable	Partner Responsible	Due Date	Status	Update
D1.1	Midpoint Report	UK Power Networks	January 2025	Completed	Cost – Fixed price deliverable Time – Completed Progress – Completed
D1.2	End of Phase Report	UK Power Networks	April 2025	On Track	Cost – Fixed price deliverable Time – On Track Progress – On Track
D1.3	Show and Tell Presentation	UK Power Networks	April 2025	On Track	Cost – Fixed price deliverable Time – On Track Progress – On Track
D2.1	Customer Research Report comprising customer requirements of the ACP	Digital Catapult	December 2024	Completed	Cost – Fixed price deliverable Time – January 2025 to allow for additional interviews Progress – Completed
D2.2	User Design Report, including mock-ups	Digital Catapult	December 2024	Completed	Cost – Fixed price deliverable Time – delayed January 2025 to allow for additional interviews Progress – Completed
D3.1	Network Operator processes and technical requirements	TCS	November 2024	Completed	Cost – Fixed price deliverable Time – January 2025 due to deeper process discussions Progress – Completed
D3.2	Sample data extracted and database requirements documented. Customer access and account registration process proposed and documented	TCS	December 2024	Completed	Cost – Fixed price deliverable Time – January 2025 to align with findings from D2.1 and D2.2 Progress – Completed
D3.3	Processes created to manage proof of customer ownership of land, enabling secure customer access and serving existing agreements to	TCS	January 2025	Completed	Cost – Fixed price deliverable Time – January 2025 as planned.

Work Package 1: Deliverable Status (2/2)

Ref	Deliverable	Partner Responsible	Due Date	Updated Due Date	Status
D4.1	Feasibility report on the map drafting and asset assessment elements of the platform complete with mock ups	TCS	March 2025	On Track	Cost – Fixed price deliverable Time – On Track Progress – Work ongoing
D4.2	Feasibility report on the digital contracting and predictive changes in landownership element of the platform complete with mock ups	Digital Catapult	March 2025	On Track	Cost – Fixed price deliverable Time – On Track Progress – Work ongoing
D4.3	Overall solution design for asset consent platform and innovative elements	Digital Catapult	March 2025	On Track	Cost – Fixed price deliverable Time – On Track Progress – Work ongoing
D4.4	Report on Alpha findings and recommendations detailing costs and timelines for Beta Phase trial	Digital Catapult	March 2025	On Track	Cost – Fixed price deliverable Time – On Track Progress – Work ongoing
D5.1	Business Requirements documented and Presentation on workshop outcomes	Digital Catapult	November 2024	Completed	Cost – Fixed price deliverable Time – Completed December 2025 Progress – Completed
D5.2	Network Scalability and Cost Benefit Analysis Executive Summary Presentation	Digital Catapult	April 2025	On Track	Cost – Fixed price deliverable Time – On Track Progress – Work ongoing
D5.3	Cost Benefit for Beta Application	Digital Catapult	April 2025	On Track	Cost – Fixed price deliverable Time – On Track Progress – Work ongoing

Project Plan

Work Package (WP) and Deliverables	Lead
WP1 Project Management	**UKPN**
D1.1 Midpoint Report	UKPN
D1.2 End of Phase Report	UKPN
D1.3 Show and Tell Presentation	UKPN
WP2 Asset Consents Portal (ACP) user research and engagement	**DC**
D2.1 Customer Research Report comprising customer requirements of the ACP	DC
D2.2 User Design Report, including mock-ups	DC
WP3 Foundational Digital Infrastructure	**TCS**
D3.1 Network Operator processes and technical requirements	TCS
D3.2 Sample data extracted and database requirements documented. Customer access and account registration process proposed and documented	TCS
D3.3 Processes created to manage proof of customer ownership of land, enabling secure customer access and serving existing agreements to customers, and requesting new agreements.	TCS
WP4 Initial Requirements and design for the Asset Consents Portal (ACP)	**DC & TCS**
D4.1 Feasibility report on the map drafting and asset assessment elements of the platform complete with mock ups	TCS
D4.2 Feasibility report on the digital contracting and predictive changes in landownership element of the platform complete with mock ups	DC
D4.3 Overall solution design for asset consent platform and innovative elements	DC
D4.4 Report on Alpha findings and recommendations detailing costs and timelines for Beta Phase trial	DC
WP5 Network Scalability and Cost Benefit Analysis	**DC**
D5.1 Business Requirements documented and Presentation on workshop outcomes	DC
D5.2 Network Scalability and Cost Benefit Analysis Executive Summary Presentation	DC
D5.3 Cost Benefit for Beta Application	DC

Timeline: Oct (21-Oct, 28-Oct), November (04-Nov, 11-Nov, 18-Nov, 25-Nov), December (02-Dec, 09-Dec, 16-Dec, 23-Dec, 30-Dec), January (06-Jan, 13-Jan, 20-Jan, 27-Jan), February (03-Feb, 10-Feb, 17-Feb, 24-Feb), March (03-Mar, 10-Mar, 17-Mar, 24-Mar, 31-Mar), April (07-Apr, 14-Apr, 21-Apr, 28-Apr)

Deliverable milestones:
- D1.1 Midpoint Report: 06-Jan to 17-Feb
- D1.2 End of Phase Report: 07-Apr
- D1.3 Show and Tell Presentation: 07-Apr
- D2.1 Customer Research Report: 02-Dec / 13-Jan
- D2.2 User Design Report: 16-Dec / 13-Jan
- D3.1 Network Operator processes: 25-Nov / 13-Jan
- D3.2 Sample data: 23-Dec / 20-Jan
- D3.3 Processes created: 20-Jan / 27-Jan
- D4.1 Feasibility report (map drafting): 03-Mar
- D4.2 Feasibility report (digital contracting): 10-Mar
- D4.3 Overall solution design: 31-Mar
- D4.4 Report on Alpha findings: 17-Mar
- D5.1 Business Requirements: 02-Dec / 16-Dec
- D5.2 Network Scalability Executive Summary: 07-Apr
- D5.3 Cost Benefit for Beta Application: 07-Apr

4. Project Progress

WP2: User Research and Engagement

Lead Partner: Digital Catapult

Definitions: WP = Work Package

WP2: User Research and Engagement

Objective

To improve and streamline the wayleave customer onboarding, and agreement management process.

How?

Conduct user-research to understand customer needs.

Why?

To be able to improve the current journey, it first needs to be understood.

Approach

1. Understand UK Power Networks' staff journey to onboarding wayleave customers
   - Pain points and bright spots

2. Understand wayleave customer journey
   - Pain points and bright spots

3. Analyse findings and prototype portal

4. Document learnings in D2.1 and D2.2 reports.

Definitions: WP = Work Package

WP2: User Research and Engagement

Stakeholder Interviews

How?

Online (Teams/Zoom) qualitative interviews of up to 60-minute by Digital Catapult Design Team Lead, supported by Digital Catapult and UK Power Networks Project Leads.
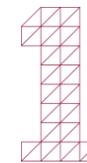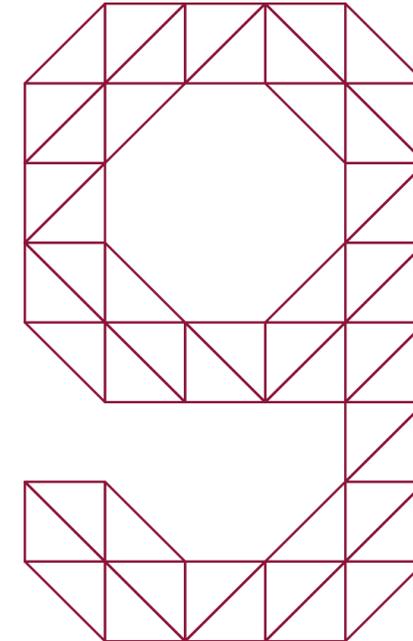
Who?

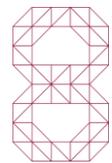1 x Head of Property and Consents UK Power Networks
- Before we interviewed customers we wanted to understand the intended user-journey that customer experience and where the pain points and bright spots are.

8 x Existing Wayleave agreement customers
- All lived in rural areas and were domestic customers
- 1 customer was not comfortable using Teams/Zoom so interview was carried out over a phone call
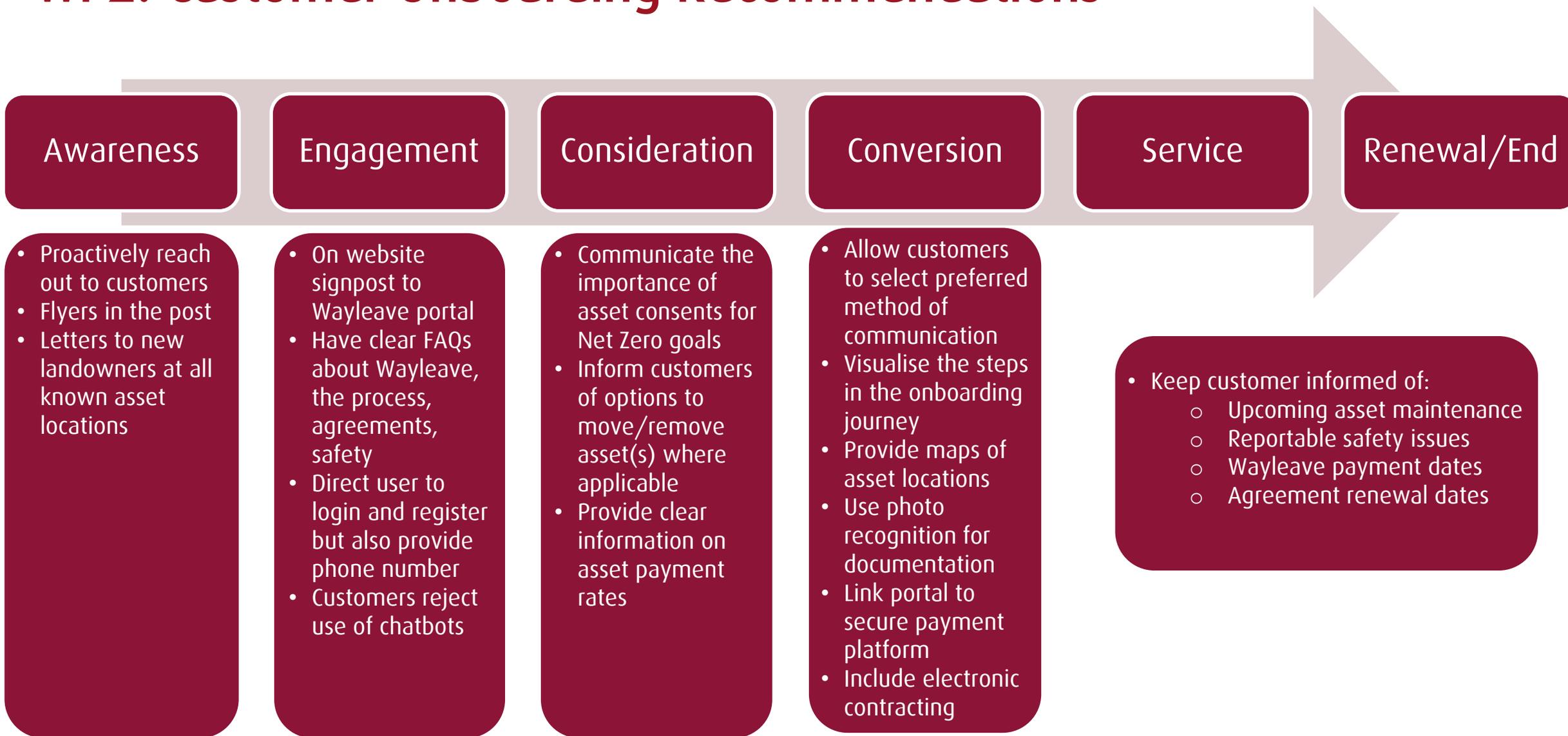- 1 customer specifically had special requirements.

Staff interview

Customer interviews

WP2: Customer Onboarding Recommendations

Awareness	Engagement	Consideration	Conversion	Service	Renewal/End

Awareness
- Proactively reach out to customers
- Flyers in the post
- Letters to new landowners at all known asset locations

Engagement
- On website signpost to Wayleave portal
- Have clear FAQs about Wayleave, the process, agreements, safety
- Direct user to login and register but also provide phone number
- Customers reject use of chatbots

Consideration
- Communicate the importance of asset consents for Net Zero goals
- Inform customers of options to move/remove asset(s) where applicable
- Provide clear information on asset payment rates

Conversion
- Allow customers to select preferred method of communication
- Visualise the steps in the onboarding journey
- Provide maps of asset locations
- Use photo recognition for documentation
- Link portal to secure payment platform
- Include electronic contracting

Service
- Keep customer informed of:
  - Upcoming asset maintenance
  - Reportable safety issues
  - Wayleave payment dates
  - Agreement renewal dates

Definitions: WP = Work Package

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4. Project Progress

WP3: Foundational Digital Architecture

Lead Partner: Tata Consultancy Services

Definitions: WP = Work Package

WP3: Foundational Digital Architecture

Aim:

- Document network operator requirements, create new processes, solution design and produce mock ups for the Wayl-Ease portal

Objectives:

- Develop the technical foundations of the Wayl-Ease portal including identification of data and integration requirements across UK Power Networks' and SPT's digital infrastructure
- Develop end to end processes proposed in a customer journey

Approach taken for this work package

- ✓ Prepared network operator processes by stakeholder engagement and current to new process mapping

- ✓ Requirements identified for secure customer access and registration

- ✓ Simple and user-friendly design leveraging existing data and systems

WP3: Foundational digital architecture
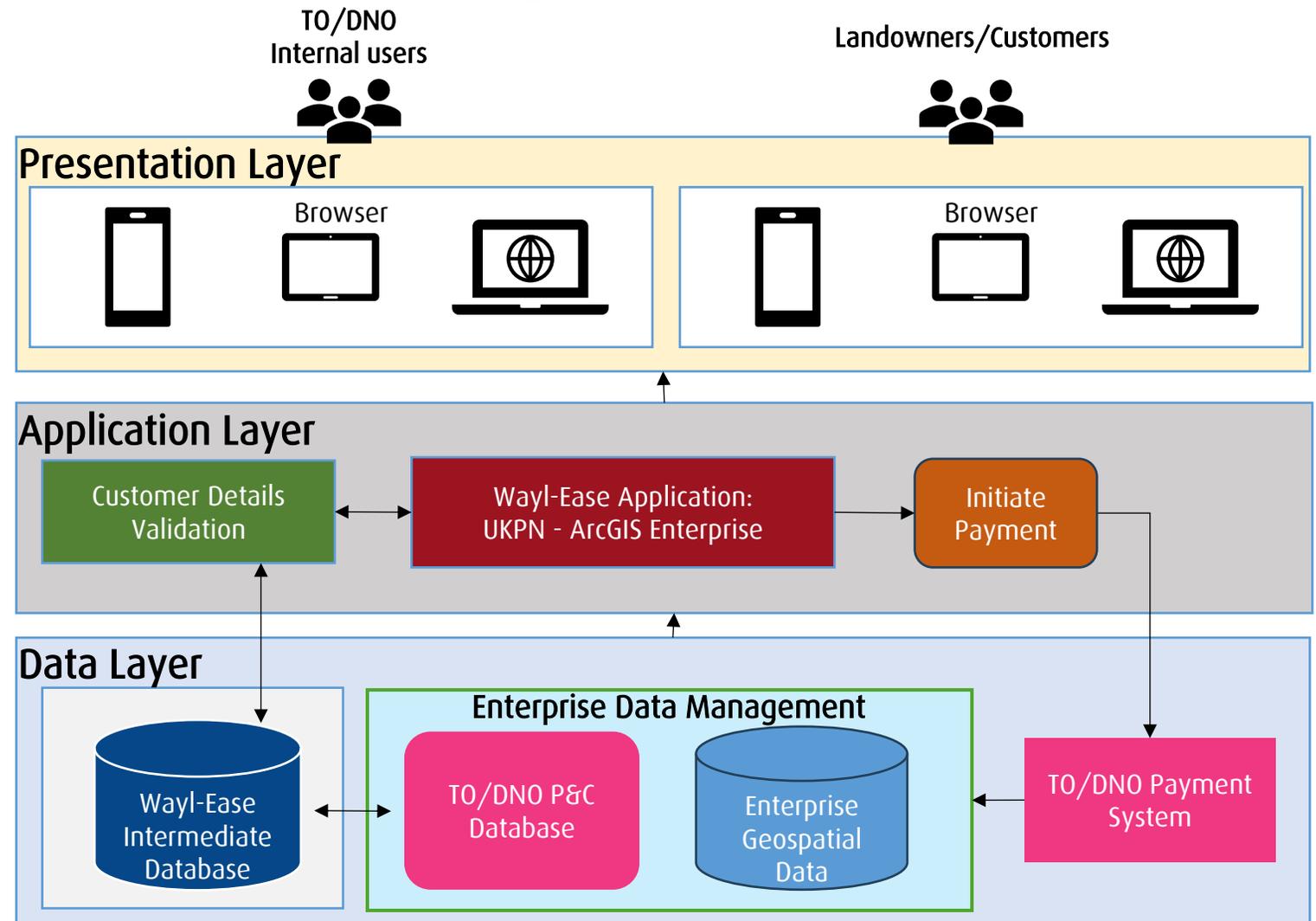## D3.1 Network operator processes and requirements
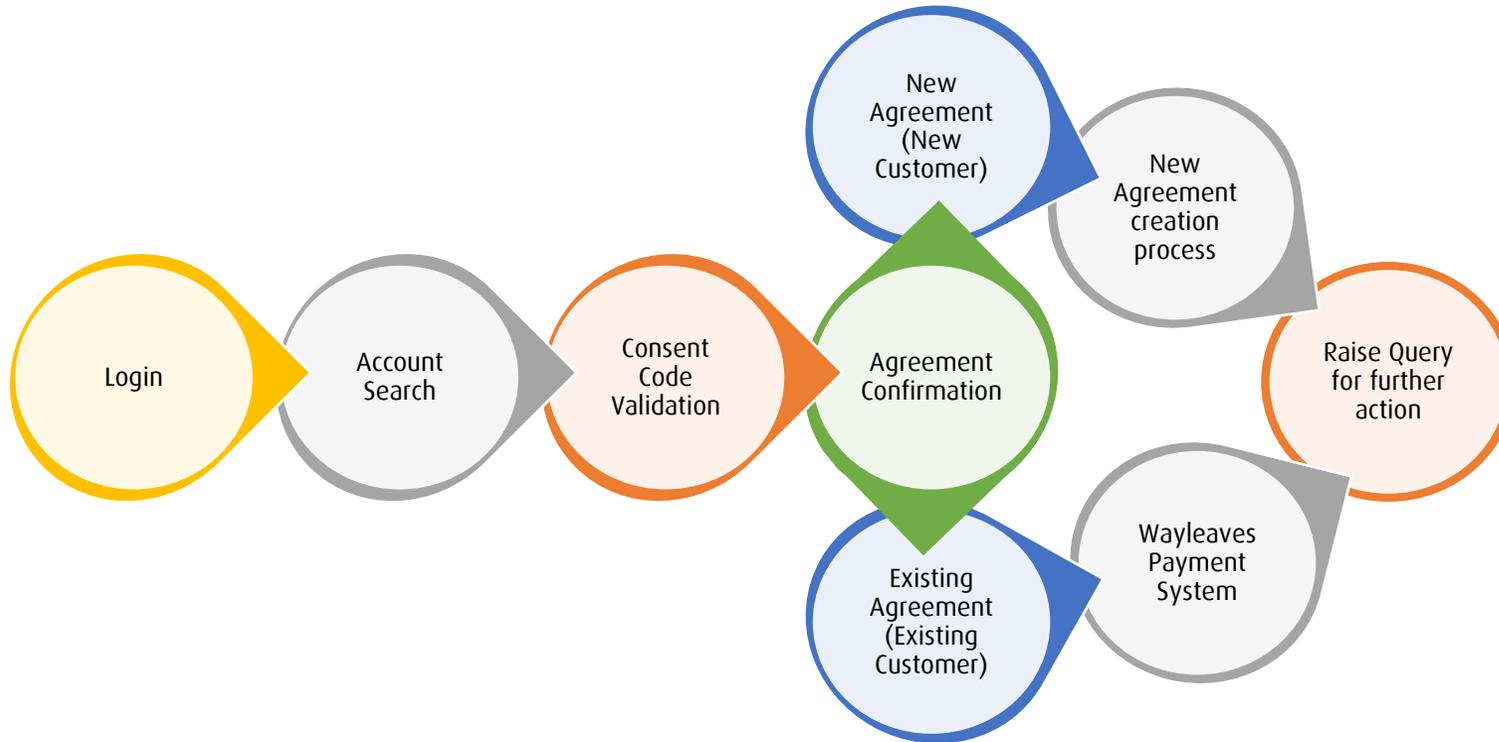
- Simplified digital platform for addressing customer queries

- Facilitate the assessments of payments for respective assets with landowners

- Integrated view of asset, landowner and payment details

- Facilitate an interactive platform for new customers and agreements

Definitions: WP = Work Package

Work Package 3: Foundational digital architecture
D3.2 Data, Integration and Solution Design

- User friendly design and accessible across devices

- Leveraging existing enterprise systems and data of TO/DNO

- Scalable while ensuring high performance

- Robust security for authentication

- AI-driven models for innovative use cases

TO/DNO Internal users

Landowners/Customers

Presentation Layer

Browser

Browser

Application Layer

| Customer Details Validation | Wayl-Ease Application: UKPN - ArcGIS Enterprise | Initiate Payment |

Data Layer

Wayl-Ease Intermediate Database

Enterprise Data Management

TO/DNO P&C Database

Enterprise Geospatial Data

TO/DNO Payment System

Definitions: UKPN = UK Power Networks, P&C = Properties and Consents, TO = Transmission Operator

WP3: Foundational digital architecture
D3.2 Customer access and registration

- Simple and easy to navigate layout

- Interactive and engaging pages

- Browser and mobile friendly design

- Minimal customer details gathered

The following slides present few screens designed as part of Alpha Phase

Email ID

Verification Code

Don't have an account? Click here to get started.

Submit

Queries or Concerns?

Okay, I require some of your details first. What is your name?

Title

First Name

Last Name

Confirm

Thanks, Jane! What's your email address?

Email Address

_____

Otp (A 6 digit verification code has been sent to your email id.)

[ ] [ ] [ ] [ ] [ ] [ ]

Confirm

How would you like to search for the asset(s)?

Choose the best fit.

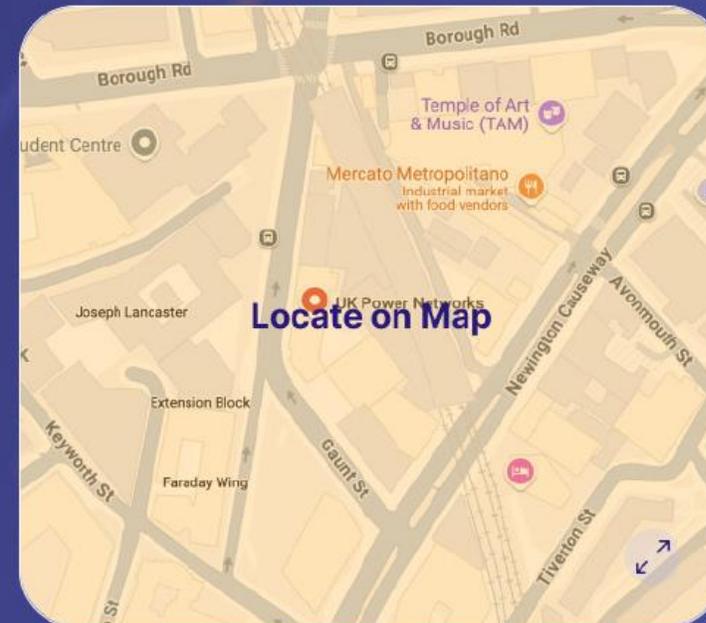Asset Number

XXX XX

Or

Title Number

XXXXXXXXX

Or

Address

Example address

Locate on Map

Back

Next

4. Project Progress

WP4: Initial requirements of portal

Lead Partner: Digital Catapult

Definitions: WP = Work Package

Work Package 4: Initial requirements of portal

Aim:

- Decide on the feasibility of all aspects of proposed Wayl-Ease platform. Prepare detailed cost and time estimates for Beta Phase proposal.
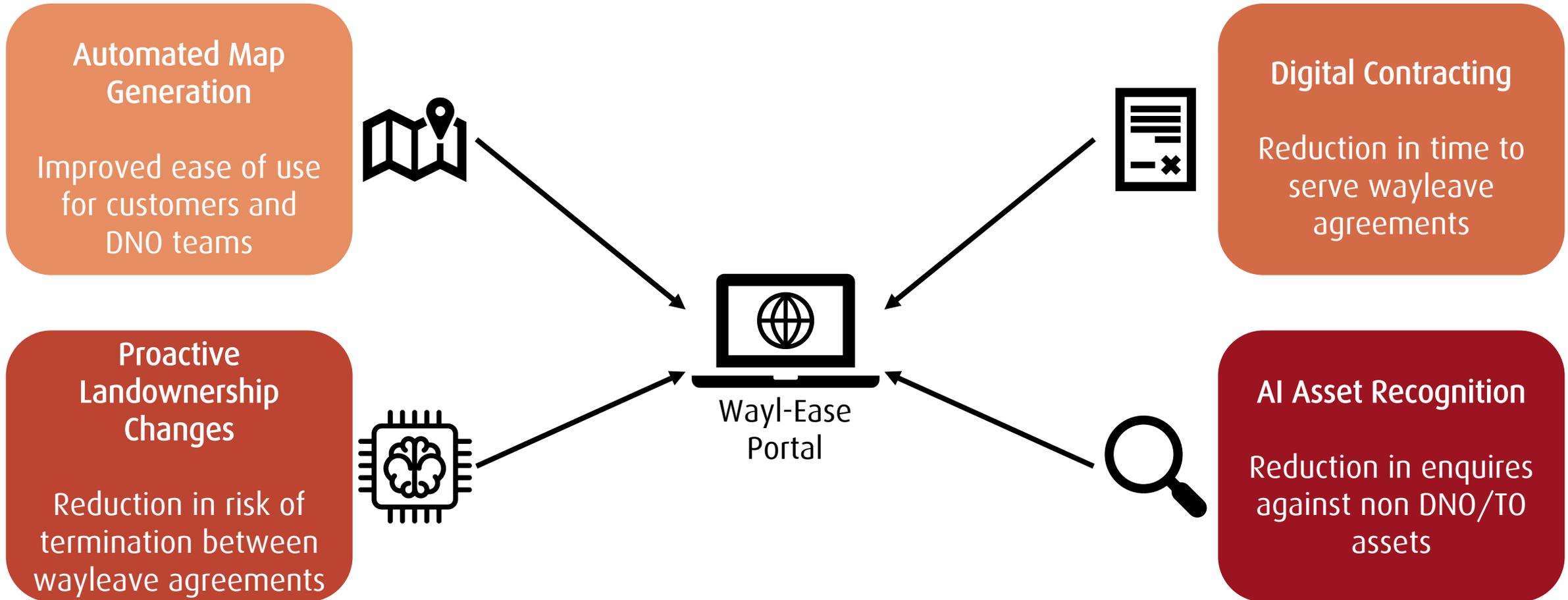
Objectives:

- Scope the requirements to integrate the technology solutions developed into network operator's data infrastructure, to enable successful and seamless rollout and scale up of the Wayl-Ease platform

Approach taken for this work package

- ✓ Prepare feasibility reports on each aspect of the platform complete with mock ups

- ✓ Prepare overall solution design with expected costings for platform

- ✓ Report on Alpha Phase findings and recommendations for Beta

Work Package 4: Initial requirements of portal

Automated Map Generation

Improved ease of use for customers and DNO teams

Digital Contracting

Reduction in time to serve wayleave agreements

Proactive Landownership Changes

Reduction in risk of termination between wayleave agreements

AI Asset Recognition

Reduction in enquires against non DNO/TO assets

Wayl-Ease Portal

Definitions: DNO = Distribution Network Operator, TO = Transmission Operator
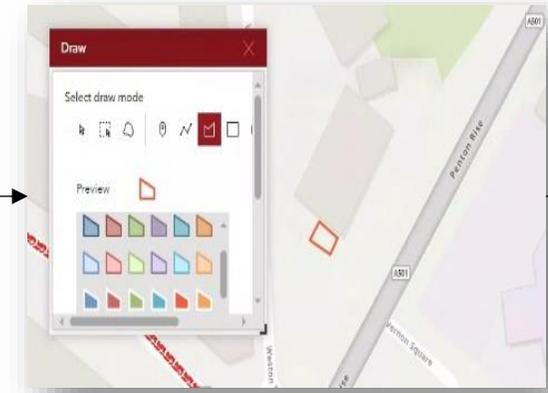
Map Drafting

Use entered address or search different address

Customer to draw asset on the map
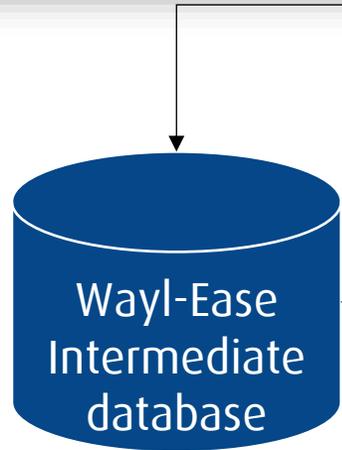
Notify customer ← Rejected

Wayl-Ease Intermediate database

Review and validate the asset

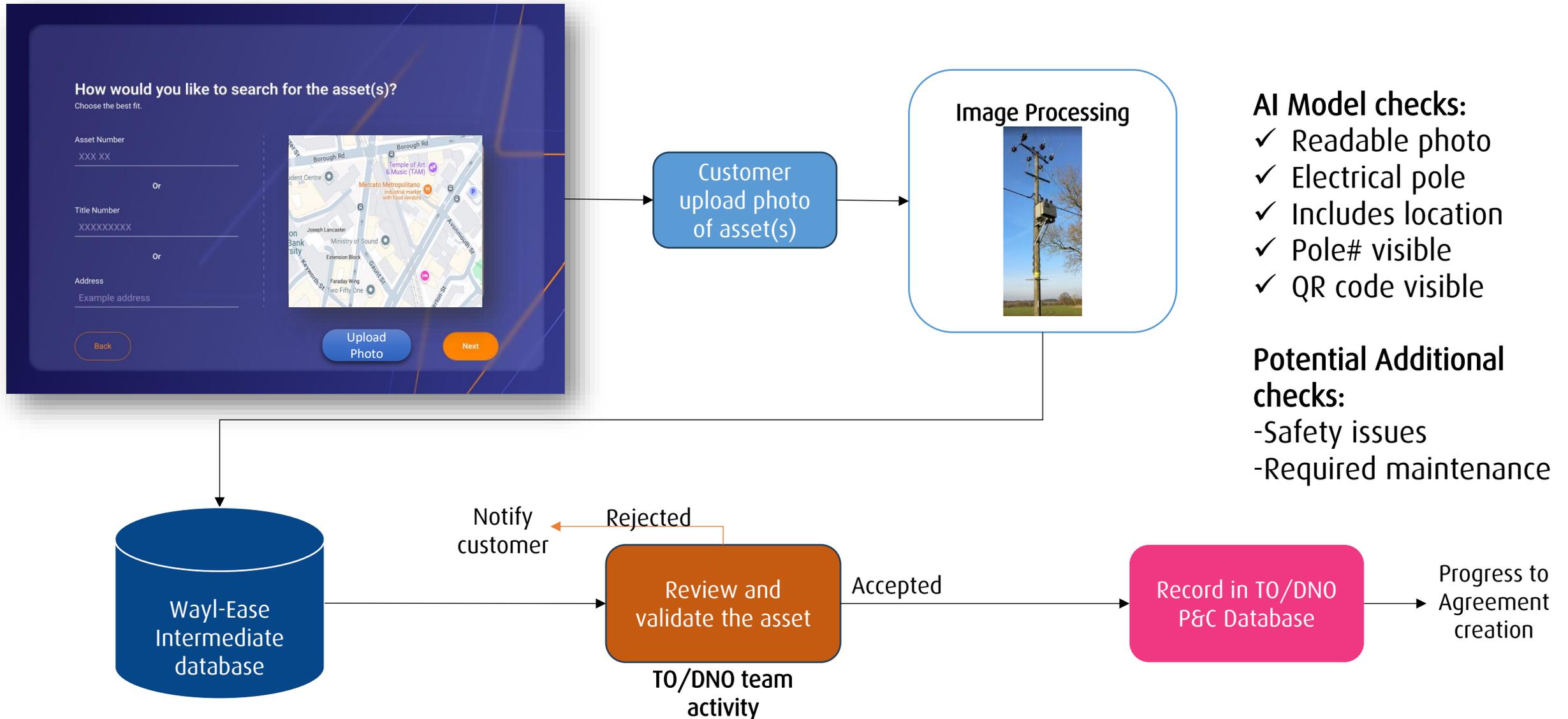*TO/DNO team activity*

Accepted →

Record in TO/DNO P&C Database

Progress to Agreement creation

Definitions: DNO = Distribution Network Operator, TO = Transmission Operator

AI assessment of assets from customer photographs

AI Model checks:
- ✓ Readable photo
- ✓ Electrical pole
- ✓ Includes location
- ✓ Pole# visible
- ✓ QR code visible

Potential Additional checks:
- Safety issues
- Required maintenance

Image Processing

Customer upload photo of asset(s)

Wayl-Ease Intermediate database

Notify customer ← Rejected

Review and validate the asset

TO/DNO team activity

Accepted →

Record in TO/DNO P&C Database

Progress to Agreement creation

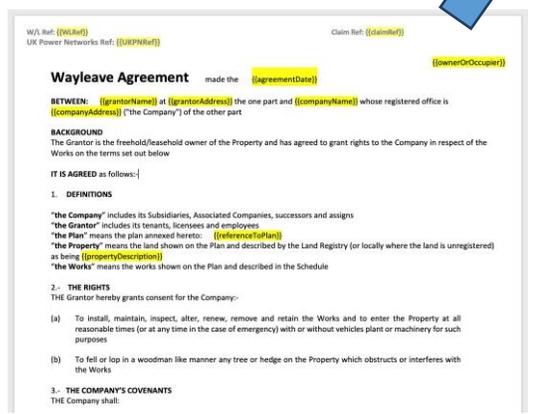Definitions: DNO = Distribution Network Operator, TO = Transmission Operator

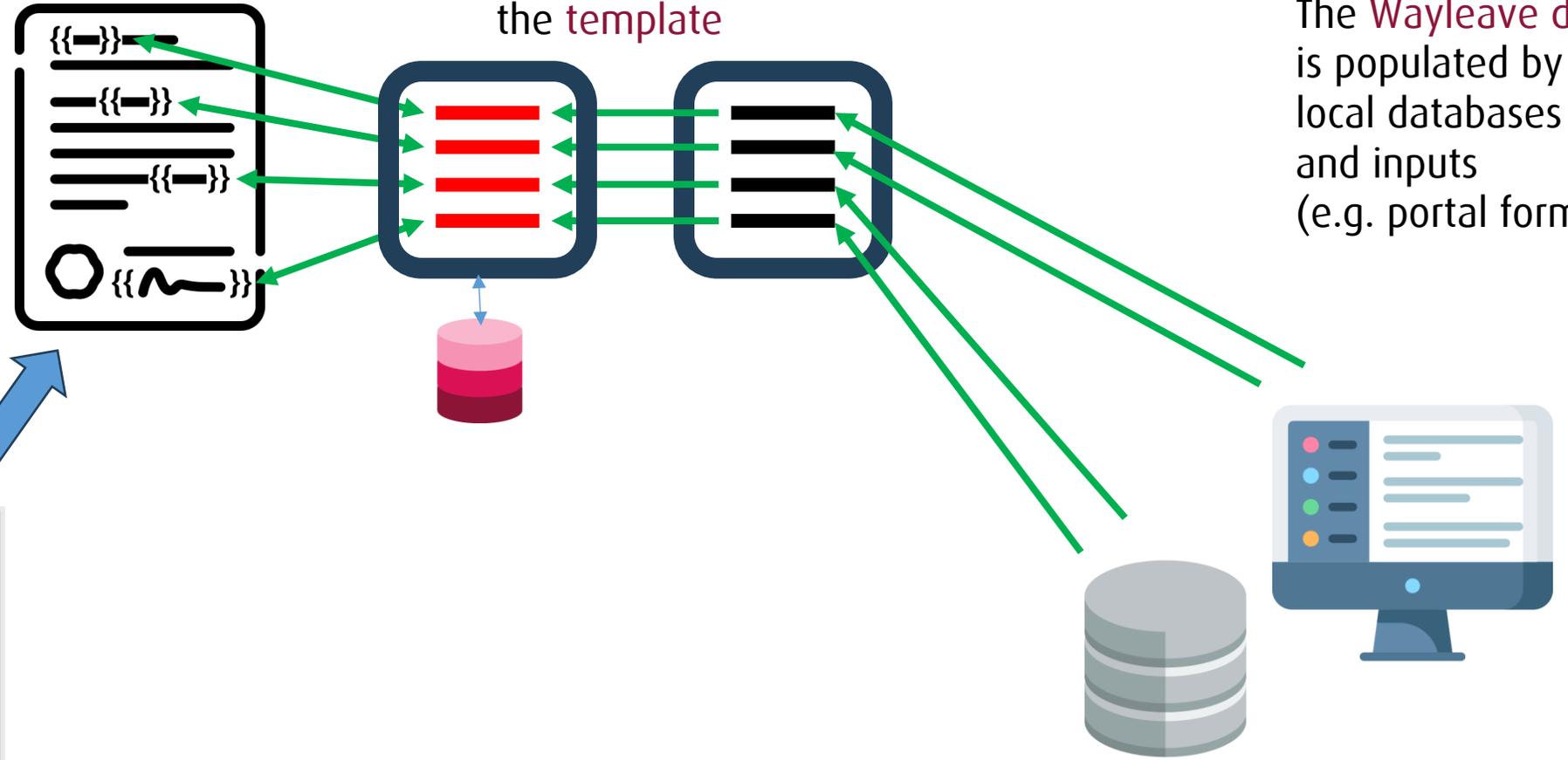# Digital Smart Contracting

The Wayleave data maps to the model, which maps to the template

The Wayleave data is populated by local databases and inputs (e.g. portal form)

Key words are marked up in the contract

This is now the template

4. Project Progress

WP5: Network Scalability and CBA

Lead Partner: Digital Catapult

Definitions: WP = Work Package

WP5: Network Scalability and CBA

Existing Arrangement

The current state of consent management is reactive.

It can lead to:

- Customer confusion
- Disputes
- Assets without consents in place

Existing often time-consuming processes:

- Customer query assessment
- Consent entitlement review
- Agreement generation

Identified Investment Objectives

Through the Costs and Benefits assessment session, the following investment objectives for the solution were prioritised:

1	**Reducing Cost of Services** Develop digital solutions to mitigate risks, proactively handle consents and increase productivity
2	**Reduce diversion requests** Allowing reallocate field staff resources to maintenance and network upgrade works to avoid service faults and improve network resilience
3	**Improving Quality of Services** Improve customer experience and satisfaction through better guidance and self-service

Definitions: SPEN = WP = Work Package

WP5: Network Scalability – SPT Input

Scottish Power Transmission Opportunities

- Clear itemised breakdown of payment amounts due per asset for customers

- Portal to share agreed documents with customers would be beneficial

- Visual map of asset locations and customer land boundaries would be beneficial

Scottish Power Transmission Challenges

- Security of information sharing is paramount

- Scottish Power Transmission have an existing contracting system which is well streamlined and used by surveyors on site with customers

- Want to ensure customers are always engaging with a human adviser when discussing consent agreements

- Digitisation of consent documents is ongoing and is a requirement for portal display

Scalable Solution Recommendations

- Provide clear information on entitlements and options for Landowners
- Serve breakdown of existing agreement payments per asset for customers
- Give customers centralised access to information and answers to frequently asked questions

Definitions: SPT = Scottish Power Transmission, WP = Work Package

4. Governance – Key Risks

Ref from Risk Register	Risk Description (Summary)	Likelihood (before mitigation)	Impact (before mitigation)	Mitigation (Summary)	Likelihood (after mitigation)	Impact (after mitigation)	Alpha Phase Status
R17	Delays in getting access to customers for user engagement reduces available time to interview. Subsequent deliverables are not shaped around customers.	High	High	Digital Catapult provided UK Power Networks with details of the profile and number of customers to be interviewed, and UK Power Networks arranged interviews ahead of final contract signature to ensure no further delay to timelines.	Medium	High	Closed
R4	Potential solutions requested by customers are too complex and result in a lack of understanding among stakeholders of their potential benefits	Medium	High	Learnings from the Discovery research - technical options for Wayl-Ease and stakeholder workshops / interviews ensure we have strong understanding of both technical requirements and user preferences. This will be incorporated into solutions and iterative designs will work to simplify as much as possible.	Low	High	Open
R14	Elements of proposed functionality to be tested do not deliver net benefit for inclusion in Beta Phase trial	Medium	Medium	An estimated cost for the inclusion of all elements of the ACP examined as part of the Alpha Phase will be costed and the relative benefit delivered will be determined as part of the CBA in WP5.	Low	Medium	Open
R16	Differences in wayleave management processes across different network operators limit the scalability of the Wayl-Ease platform beyond UK Power Networks and SPT.	Medium	Medium	Engagement across networks already occurs to ensure a largely similar approach to wayleave agreements. Activities as part of WP2 and WP5 will ensure alignment with other network operators in order to ensure that the platform is scalable across different network operators. Project will present at ENA Estates and Wayleaves forum in March 2025 to get feedback on proposals and input on wider applicability.	Low	Medium	Open

Definitions: ACP = Asset Consent Portal, ENA = Energy Networks Association, SPT = Scottish Power Transmission, CBA = Cost Benefit Analysis, WP = Work Package

4. Governance - Project Specific Conditions

Condition	Description	Comment
1	The Funding Party must not spend any SIF Funding until contracts are signed with the Project Partners.	On track (contracts signed in December 2024)
2	The Funding Party must report on the financial contributions made to the Project as set out in its Application. Any financial contributions made over and above that stated in its Application should also be reported and included within the Project costs template.	On track
3	The Funding Party must make reasonable endeavors to participate in all meetings related to the Project that they are invited to by Ofgem, UKRI and DESNZ during the Alpha Phase.	On track
4	Alpha Phase will last for a period of 8 months from the date the Project Direction is issued, the Project will be allowed a flexible stat date within the 8-month period. The Project must provide the monitoring officer with the start date and must complete within 6 months of the start date and cannot be completed after the 8-month period has ended.	Project start date 21/10/2024 notified to the project monitoring team. End date of 21/04/2025

Definitions: SIF = Strategic Innovation Fund, UKRI = UK Research and Innovation, DESNZ = Department for Energy Security and Net Zero

5. Comms & Engagement Activities

October – December 2024	January 2025	February 2025	March – April 2025

October – December 2024

WP2 Stakeholder engagement interview sessions

Energy Innovation Summit – Liverpool

Stand presentation

January 2025

Engagement with Scottish Power Transmission

February 2025

Customer surveys

Industry engagement across DNOs and TOs

March – April 2025

ENA estates and wayleaves forum 19th March 2025

Show and Tell session

UK Power Networks Net Zero Networks in May 2025

Definitions: DNO = Distribution Network Operator, TO = Transmission Operator, ENA = Energy Networks Association

5. Comms & Engagement Activities

Project Workshops and engagement

- Heavy focus on internal engagement, customer engagement and network operator engagement

- Project interest from other networks to be gauged with potential partnerships to be identified for Beta Phase

Publications and Outputs:

- Partners plan to coordinate a LinkedIn post publicising the project

Energy Innovation Summit 2024
Wayl-Ease presented at UK Power Networks stand

Ongoing Engagement:

- Presentation slot at ENA Estates and Wayleaves forum (19th March 2025)
- Alpha Phase Show and Tell session
- In person UK Power Networks dissemination event May 2025

6. Next steps for Beta Phase application

Key Steps for Beta Phase:

Continued engagement with customers and networks	Review of designs and requirements from Alpha Phase	Workshop with all project partners to scope next phase

Monitoring Officer Feedback and Questions

AOB

- End of Phase meeting date - TBC
- Show & Tell slot date - TBC
- Show & Tell guidance
- AOB

THANK YOU