

NIA Project Registration and PEA Document

Date of Submission

Jun 2026

Project Reference Number

NIA3_NGET0006

Project Registration

Project Title

POISE (Project Outreach, Insight & Synthesis Engine)

Project Reference Number

NIA3_NGET0006

Project Licensee(s)

National Grid Electricity Transmission

Project Start

July 2026

Project Duration

0 years and 8 months

Nominated Project Contact(s)

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Project Budget

£477,810.00

Summary

POISE is an agentic AI capability designed to improve early-stage project discovery and requirements gathering across National Grid Electricity Transmission.

The project will develop and validate the capability within a controlled subset of National Grid systems and selected Strategic Infrastructure / NGET use cases. POISE will help teams identify prior work, map stakeholders, coordinate engagement, track responses and synthesise reusable insight outputs.

The project builds on a completed discovery and POC definition phase and will move POISE into experimentation and controlled MVP validation. Progression will be subject to a National Grid go/no-go review based on technical feasibility, security and architecture readiness, user validation, benefit evidence and agreed MVP scope.

If successful, POISE will generate learning on whether the capability can improve the speed, quality and consistency of early-stage discovery and support future scaling decisions.

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Problem Being Solved

Early-stage project discovery and requirements gathering for complex electricity transmission and digital delivery initiatives requires coordination across multiple teams, information sources and business processes. As project portfolios grow in scale and complexity, the effort needed to identify relevant prior work, engage appropriate stakeholders, gather inputs and synthesise early insight can become time-consuming and difficult to repeat consistently.

Current discovery activity often relies on workshops, document review, manual coordination and existing knowledge networks. These activities help teams understand context, constraints, dependencies and stakeholder needs, but they can be inefficient when information is distributed across multiple platforms, documents and teams.

Analysis during the POISE discovery and POC definition phase identified that early-stage discovery can take between 3 and 11 weeks per initiative, with effort concentrated around locating prior work, identifying stakeholders, preparing engagement material,

coordinating outreach, collecting responses and synthesising outputs. Similar discovery activities are also repeated across initiatives, creating opportunities to improve consistency, reuse and traceability of organisational knowledge.

This is important because electricity transmission and digital delivery programmes support network modernisation, decarbonisation and the wider energy system transition. Improving early discovery can help teams make better use of stakeholder expertise, improve the quality of project definition and support more timely progression from initial idea to agreed scope, while retaining human judgement and subject matter expertise.

The opportunity is therefore to develop a repeatable, coordinated and scalable approach to bringing together prior knowledge, stakeholder input and early project insight during discovery and requirements gathering.

Method(s)

The project will use a phased development and demonstration approach to test whether agentic AI can improve early-stage project discovery and requirements gathering.

Phase 1 will focus on experimentation. This will test the feasibility of AI-supported workflows in a controlled environment, including how project information can be reviewed, stakeholders identified, engagement structured, and responses and insight brought together for project team review.

A formal go/no-go review will be held at the end of the experimentation phase. The MVP phase will only proceed if National Grid confirms sufficient evidence on technical feasibility, governance, security and architecture readiness, user acceptance, benefit potential and agreed MVP scope.

Phase 2 will develop and validate a Minimum Viable Product (MVP) capability within a controlled, limited subset of National Grid systems and selected Strategic Infrastructure / NGET use cases. The MVP will be developed within National Grid's Microsoft environment and retain human oversight at key decision points. Project teams will review, validate and approve outputs before use. The project will follow an agile delivery approach, with iterative design, build, testing, user feedback and refinement. This is appropriate because the method is a workflow capability that needs validation across technology, governance, user adoption and operational usefulness.

Data Quality Statement: Data and outputs produced as part of the project will be subject to quality assurance so that deliverables are accurate to the best of available knowledge and appropriately documented. Project information will be managed within National Grid systems with suitable access control, version management and governance. Any learning shared externally will be reviewed and, where necessary, de-sensitised to protect personal, commercial, security and operationally sensitive information.

Measurement Quality Statement: The project will measure performance using defined success measures such as time to insight, manual effort reduction, quality and consistency of outputs, stakeholder feedback and adoption potential. Measurement methods, assumptions and evidence will be documented through the experimentation and MVP validation phases.

Indicative Risk Rating: In line with ENA guidance, the project risk rating is expected to be low: TRL steps = 1, cost score = 2, suppliers = 1, and data assumptions = 1; total indicative score = 5.

Scope

The scope of the project is to develop, test and validate POISE as an agentic AI-enabled capability to support early-stage project discovery and requirements gathering within a controlled, limited subset of National Grid systems and selected Strategic Infrastructure / NGET use cases.

WP1 – Experimentation and Validation

This work package will test the feasibility and value of AI-supported discovery workflows in a controlled environment. It will assess how project information can be reviewed, how stakeholders can be identified and prioritised, how structured engagement can be supported, and how responses and insight can be brought together for human review. This phase will also test governance, usability, data quality and measurement assumptions before wider operational use is considered.

Go / No-Go Gate

Progression from WP1 to WP2 will be subject to National Grid review and approval of the experimentation outcomes. WP2 will only proceed once the MVP scope, technical feasibility, security and architecture route, user validation evidence and expected benefits have been reviewed and accepted.

WP2 – MVP Development and Controlled Validation

This work package will develop and validate a Minimum Viable Product capability within selected Strategic Infrastructure and NGET use cases. The MVP will build on the learning from experimentation and provide a repeatable workflow for project discovery, stakeholder engagement, response tracking and insight synthesis. The capability will be validated within a controlled, limited subset of systems and users, with human oversight at key review and approval points.

The project scope includes development and validation of AI-supported workflows; support for identifying prior work, project context and stakeholders; structured engagement and response tracking; synthesis of discovery outputs; testing of user experience,

governance and data quality; measurement of benefits; and final reporting and dissemination.

The scope does not include full enterprise rollout, unrestricted automation of project decisions or replacement of human judgement. Wider scaling beyond the MVP will be considered separately, based on the evidence generated.

Objective(s)

The objectives of the project are to:

Develop, test and validate a Minimum Viable Product capability for POISE that supports early-stage project discovery and requirements gathering within a controlled, limited subset of National Grid systems and selected Strategic Infrastructure / NGET use cases.

Test whether agentic AI can support a more structured and repeatable approach to identifying relevant prior work, mapping stakeholders, coordinating engagement, tracking responses and synthesising early project insight.

Validate the usability, governance, data quality and operational considerations required to apply AI-supported discovery workflows safely within National Grid's existing digital environment.

Assess the potential for POISE to reduce manual coordination effort and improve the speed, consistency and quality of early discovery outputs, while maintaining human review and approval at key decision points.

Generate evidence on the potential value, scalability and adoption requirements of the method, including whether it could be applied to other suitable Strategic Infrastructure, NGET or wider network project contexts.

Capture and disseminate learning through standard NIA reporting and knowledge-sharing routes so that relevant network licensees and interested stakeholders can understand the applicability of the approach.

Consumer Vulnerability Impact Assessment

An assessment of distributional impacts, including technical, financial and wellbeing-related considerations, has been carried out for this project. This project has been assessed as having a neutral direct impact on consumers in vulnerable situations. This is because POISE is a transmission-focused digital and process innovation project rather than a direct consumer-facing intervention. The project will not directly change network access arrangements, consumer services, tariffs, supply arrangements or the way individual consumers interact with National Grid.

However, the project has the potential to deliver indirect positive benefits for consumers, including those in vulnerable situations, by improving the efficiency and quality of early-stage project development. By helping project teams access relevant prior knowledge, coordinate stakeholder engagement and develop more structured early insight, POISE may support faster and better-informed project definition. Over time, this could contribute to more efficient delivery of network modernisation and energy transition initiatives, reducing avoidable duplication, rework and delivery overhead.

The project is not expected to create adverse technical, financial or wellbeing impacts for consumers in vulnerable situations during the MVP phase. Human oversight will remain in place for project outputs, and any data or learning shared externally will be reviewed to ensure that sensitive, personal, security-related or commercially sensitive information is appropriately protected.

Success Criteria

The project will be considered successful if it demonstrates that POISE can support a more efficient, consistent and controlled approach to early-stage project discovery and requirements gathering.

Success will be assessed against the following criteria:

A working Minimum Viable Product capability is developed, tested and validated within a controlled, limited subset of National Grid systems and selected Strategic Infrastructure / NGET use cases.

The project demonstrates that AI-supported workflows can assist with key discovery activities, including reviewing project context, identifying relevant stakeholders, supporting structured engagement, tracking responses and synthesising early insight.

The MVP capability operates within the agreed controlled National Grid digital environment and aligns with required governance, security, data quality and human oversight expectations. Pilot evidence shows a reduction in manual coordination effort and/or time to insight compared with current baseline discovery activities.

Pilot users and project stakeholders provide positive feedback on usability, usefulness, quality of outputs and adoption potential.

Outputs generated by the MVP are sufficiently structured, traceable and reusable to support project teams in developing clearer early-stage project definitions.

Project learning is documented and disseminated through standard NIA reporting and knowledge-sharing routes, including evidence on benefits, limitations, governance considerations and potential future scalability.

The project provides sufficient evidence to inform a decision on whether POISE should be progressed, refined or scaled beyond the MVP phase.

Project Partners and External Funding

No external project partners are contributing equity funding to the project. TCS is the external supplier supporting delivery of the experimentation and MVP build, with a supplier cost of £343,876. Internal National Grid contributions include SI Digital internal cost of £86,400, infrastructure cost of £3,456 and indirect costs of £44,078, producing a total project budget of £477,810.

Potential for New Learning

The project is expected to generate new learning on how agentic AI can be applied to early-stage project discovery, stakeholder engagement and requirements gathering within a regulated electricity transmission environment.

The project will test how AI-supported workflows can help teams bring together prior project knowledge, stakeholder input and early insight in a more structured and repeatable way. This will generate learning on where agentic AI can add value, where human judgement remains essential, and how human-in-the-loop controls should be designed for project delivery activities.

The project will also generate learning on the practical requirements for deploying AI-enabled workflow orchestration within an enterprise digital environment. This includes lessons on governance, data quality, measurement, user experience, adoption, assurance, and integration with existing business processes.

A further area of learning will be how to measure the value of AI-supported discovery activities. The project will capture evidence on time to insight, manual effort, quality and consistency of outputs, stakeholder feedback and adoption potential. This will help inform whether the method is suitable for wider use across other Strategic Infrastructure, NGET or broader network project contexts.

Learning will be captured through project documentation, pilot evidence, user feedback, lessons learned and final reporting. Relevant learning will be disseminated through standard NIA reporting and knowledge-sharing routes, including publication of appropriate outputs through the ENA Smarter Networks Portal where suitable. Sensitive, personal, security-related or commercially sensitive information will be protected and de-sensitised where required.

Scale of Project

The scale of the project is proportionate to the learning required before any wider adoption decision is made. POISE will be delivered over seven months through an experimentation phase followed by MVP development, testing and controlled validation within selected Strategic Infrastructure and NGET use cases.

A smaller project limited to concept development would not provide enough evidence on technical feasibility, governance, user adoption, data quality, operational value or scalability. The proposed scope is therefore necessary to test the capability in realistic project settings while retaining appropriate human oversight and assurance.

The total project budget is £477,810. This investment is considered proportionate to the expected learning and potential benefits, as the project will help determine whether a repeatable AI-supported discovery method could be scaled to other suitable project contexts.

Technology Readiness at Start

TRL5 Pilot Scale

Technology Readiness at End

TRL8 Active Commissioning

Geographical Area

The project will be delivered primarily within National Grid Electricity Transmission's UK business context, with MVP validation focused on selected Strategic Infrastructure and NGET project environments. The project is a digital and process innovation initiative rather than a trial at a single physical network site.

Development and testing will take place within National Grid's digital environment, with the capability intended to support project teams and stakeholders working across existing business processes and Microsoft-based collaboration tools. The learning generated is expected to be relevant beyond a single location because the method addresses repeatable early-stage discovery and requirements gathering activities.

Revenue Allowed for the RII Settlement

None identified. The project is a digital and process innovation initiative and no specific revenue currently allowed for in the RII settlement has been identified as likely to become surplus to requirements as a result of the MVP phase.

Indicative Total NIA Project Expenditure

The total project budget is £477,810. This includes external supplier cost, associated National Grid internal cost, infrastructure cost and indirect cost. In line with the PEA guidance, the indicative NIA expenditure is calculated as 90% of the total project budget, which equates to £430,029, rounded to £430,000. The detailed expenditure breakdown by work package is set out below:

WP1 – Experimentation and Validation

External supplier cost: £144,428

Associated internal cost: £19,440

Infrastructure cost: £726

Indicative indirect cost allocation: £18,513

Total WP1 project cost: £183,107

Indicative NIA expenditure at 90%: £164,796

WP2 – MVP Development and Controlled Validation

External supplier cost: £199,448

Associated internal cost: £66,960

Infrastructure cost: £2,730

Indicative indirect cost allocation: £25,565

Total WP2 project cost: £294,703

Indicative NIA expenditure at 90%: £265,233

Total Project

External supplier cost: £343,876

Associated internal cost: £86,400

Infrastructure cost: £3,456

Indicative indirect cost: £44,078

Total project cost: £477,810

Indicative NIA expenditure at 90%: £430,029, rounded to £430,000

Project Eligibility Assessment Part 1

Requirement 1

Facilitate the energy system transition and/or benefit consumers in vulnerable situations

Please answer **at least one** of the following:

How the Project has the potential to facilitate the energy system transition:

POISE has the potential to facilitate the energy system transition by improving the efficiency and quality of early-stage project discovery and requirements gathering for electricity transmission and digital delivery initiatives.

By helping project teams bring together relevant prior knowledge, stakeholder input and early insight in a more structured way, the project can support faster and better-informed project definition. This can help reduce avoidable rework and support more efficient delivery of network modernisation and digitalisation activities that underpin the wider energy system transition.

How the Project has potential to benefit consumer in vulnerable situations:

POISE is expected to have limited direct impact on consumers in vulnerable situations because it is a transmission-focused digital and process innovation project rather than a direct consumer-facing intervention.

However, the project may provide indirect benefits by supporting more efficient project development, reducing avoidable duplication and improving the use of network investment. Over time, this can benefit all consumers, including those in vulnerable situations, by supporting more efficient delivery of projects linked to network modernisation and the energy system transition.

Requirement 2 / 2b

Has the potential to deliver net benefits to consumers

Project must have the potential to deliver a Solution that delivers a net benefit to consumers of the Gas Transporter and/or Electricity Transmission or Electricity Distribution licensee, as the context requires. This could include delivering a Solution at a lower cost than the most efficient Method currently in use on the GB Gas Transportation System, the Gas Transporter's and/or Electricity Transmission or Electricity Distribution licensee's network, or wider benefits, such as social or environmental.

Please provide an estimate of the saving if the Problem is solved

n/a

Please provide a calculation and/or description of the expected benefits of the solution

The solution has the potential to deliver net benefits by reducing the time and effort required for early-stage discovery, improving the quality of project definition and reducing avoidable duplication and rework.

The project cost-benefit case estimates an innovation project cost of approximately £477.8k and a financial benefit NPV of approximately £4.59m over a five-year appraisal period, indicating a potential benefit ratio of approximately 10.6:1. These benefits are subject to successful MVP validation, adoption and evidence gathered during the project.

Please provide an estimate of how replicable the Method is across GB

The method is potentially replicable across GB because early-stage discovery, stakeholder engagement and requirements gathering are common activities across network project delivery. POISE is being developed as a digital workflow method rather than a site-specific asset trial, meaning the approach could be adapted for other suitable electricity transmission, distribution or wider network project contexts.

The MVP will generate evidence on the governance, data quality, adoption and integration conditions required for wider replication.

Please provide an outline of the costs of rolling out the Method across GB.

The exact cost of wider rollout across GB cannot be stated at this stage. The current project budget is £477,810 and is intended to develop and validate the MVP capability within a controlled, limited subset of National Grid systems and use cases, generating the

evidence required to define any future rollout case.

Any wider rollout would require additional investment beyond the MVP and would depend on deployment scale, user numbers, integration requirements, licensing, governance and support model. A more robust rollout cost estimate will be developed only if the MVP demonstrates sufficient value and scalability.

Requirement 3 / 1

Involve Research, Development or Demonstration

Projects must have the potential to have a Direct Impact on a Network Licensee's network or the operations of the System Operator and involve the Research, Development, or Demonstration of at least one of the following (please tick which applies):

- ☐ A specific piece of new (i.e. unproven in GB, or where a method has been trialled outside GB the Network Licensee must justify repeating it as part of a project) equipment (including control and communications system software).
- ☐ A specific novel arrangement or application of existing licensee equipment (including control and/or communications systems and/or software)
- ☐ A specific novel operational practice directly related to the operation of the Network Licensees system
- ☐ A specific novel commercial arrangement

Involve Research, Development or Demonstration - Please select all that apply

- ☐ A specific piece of new equipment (including monitoring, control and communications systems and software)
- ☒ A specific piece of new technology (including analysis and modelling systems or software), in relation to which the Method is unproven
- ☒ A new methodology (including the identification of specific new procedures or techniques used to identify, select, process, and analyse information)
- ☒ A specific novel arrangement or application of existing gas transportation, electricity transmission or electricity distribution equipment, technology or methodology
- ☐ A specific novel operational practice directly related to the operation of the GB Gas Transportation System, electricity transmission or electricity distribution
- ☐ A specific novel commercial arrangement

Specific Requirements 4 / 2a

Please explain how the learning that will be generated could be used by the relevant Network Licensees

The learning generated by this project could help relevant network licensees understand how agentic AI can support early-stage project discovery, stakeholder engagement and requirements gathering in a regulated network environment.

The project will provide evidence on where AI-supported workflows can improve efficiency, consistency and traceability, and where human oversight remains essential. It will also generate learning on governance, data quality, measurement, adoption and integration considerations that may be relevant to other network licensees considering similar digital workflow improvements.

n/a

Is the default IPR position being applied?

- ☒ Yes

Project Eligibility Assessment Part 2

Not lead to unnecessary duplication

A Project must not lead to unnecessary duplication of any other Project, including but not limited to IFI, LCNF, NIA, NIC or SIF projects already registered, being carried out or completed. Networks must explicitly mention similar projects that they have considered and how these differ.

Please demonstrate below that no unnecessary duplication will occur as a result of the Project.

The project is not expected to lead to unnecessary duplication of existing innovation activity.

POISE builds on a completed internal discovery and POC definition phase, which established the problem statement, use case, value

case and high-level solution concept. This NIA project will not repeat that work; it will progress the capability into experimentation, MVP development, controlled validation and measurement.

The project team has considered existing digital tools and AI-related activity. Existing tools such as Teams, SharePoint and Copilot-style assistants support individual tasks, but they do not provide the specific coordinated, human-in-the-loop agentic AI workflow being tested by POISE for early-stage project discovery, stakeholder engagement, response tracking and insight synthesis.

No unnecessary duplication is therefore expected. The project will generate new learning on the application of agentic AI to project discovery and requirements gathering within an electricity transmission context.

If applicable, justify why you are undertaking a Project similar to those being carried out by any other Network Licensees.

Not applicable. The project is not repeating a substantially similar deployed project by another network licensee; it is progressing POISE from a completed internal definition phase into experimentation and MVP validation .

Additional Governance And Document Upload

Please identify why the project is innovative and has not been tried before

POISE is innovative because it represents a shift from AI being used as isolated task-level assistance to AI being embedded as a coordinated, agentic capability within project discovery and requirements workflows. Rather than optimising only one step, the method introduces orchestrated agents that locate prior work, identify stakeholders, help draft engagement, collect responses and synthesise insight into evidence-based outputs while retaining human review and approval. This has not been tried before within the POISE context because the required combination of agentic AI tooling, enterprise Microsoft platforms, internal data access and governance readiness has only recently become available. The innovation lies in redesigning how coordination-heavy discovery work is orchestrated so that human effort is focused on interpretation, challenge and decision-making rather than repeated manual administration and synthesis.

Relevant Foreground IPR

Relevant foreground IPR expected from the project may include documented methodology, solution design outputs, workflow configuration approaches, pilot learning, measurement framework, user guidance, implementation lessons and final project reports. The project will use existing background IPR, including National Grid systems, Microsoft platform capabilities and supplier know-how, where required to develop and demonstrate the MVP. The main foreground learning to be shared through NIA dissemination will focus on the method, findings, governance considerations, value evidence and lessons learned, rather than security-sensitive implementation detail or restricted internal information.

Any foreground IPR and related learning will be managed in line with the applicable NIA framework and project contractual arrangements, with appropriate protection for personal, commercial, security-related and operationally sensitive information.

Data Access Details

Data and learning generated through this project will be shared in line with National Grid's innovation data sharing approach and standard NIA dissemination requirements.

The project is expected to generate learning outputs such as project reports, methodology findings, success measures, implementation considerations and lessons learned. These outputs may be made available through the ENA Smarter Networks Portal and National Grid innovation channels where appropriate.

The project may also use internal project information, stakeholder engagement records, workflow outputs and pilot evidence during delivery. Raw or identifiable data from these sources will not be published where it contains personal data, commercially sensitive information, security-related information, operationally sensitive information or information subject to access restrictions.

Where data or evidence can be shared externally, it will be reviewed and, where necessary, aggregated, anonymised or de-sensitised before publication. Interested parties may request information through the ENA Smarter Networks Portal or via National Grid Electricity Transmission's innovation contact route. Requests will be assessed in line with applicable data protection, security, commercial confidentiality and governance requirements.

Please identify why the Network Licensees will not fund the project as a part of it's business and usual

activities

The project is not being funded as business-as-usual because it involves the development and demonstration of a novel agentic AI capability that is not currently established as a standard operational solution within National Grid Electricity Transmission's project delivery processes.

Although the project builds on an internal discovery and POC definition phase, further evidence is required before the capability could be considered for routine business funding or wider operational deployment. The project will test technical feasibility, governance requirements, user adoption, data quality, operational value and scalability in realistic project contexts.

The project is therefore appropriately treated as innovation activity. It will generate the evidence needed to determine whether POISE can deliver sufficient value, assurance and adoption potential to support any future business-as-usual investment decision.

Please identify why the project can only be undertaken with the support of the NIA, including reference to the specific risks (e.g. commercial, technical, operational or regulatory) associated with the project

NIA support is appropriate because the project carries technical, operational and commercial uncertainties that need to be tested before any wider deployment decision can be made.

Technical uncertainties include the orchestration of AI-supported workflows, the quality and consistency of outputs, integration with existing digital environments, and the governance controls needed for safe human-in-the-loop use. Operational uncertainties include user adoption, workflow reliability, stakeholder engagement and the ability to demonstrate measurable value in live project contexts.

Commercial uncertainty remains because the wider value case depends on successful MVP validation, evidence gathered from selected use cases, and validation of expected benefits. NIA funding provides the appropriate mechanism to de-risk the method, generate transferable learning and assess whether the capability should be refined, scaled or progressed into future business-funded deployment.

This project has been approved by a senior member of staff

☒ Yes