

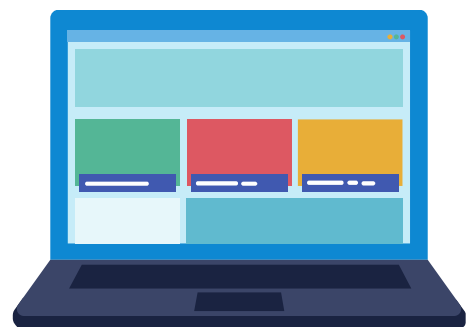
Open Data Strategy



YorkshireWater

Contents

Introduction	3
Foreword	
Nicola Shaw	4
Richard Heighington	5
Background	6
Our open data principles	7
Our commitments	9
Summary	11



Introduction

The Open Data Strategy aims to enhance transparency, foster innovation, and drive economic growth by making more of Yorkshire Water's data available to the public in a secure and ethically responsible manner.

This approach will benefit customers, industry partners, researchers, policymakers, and communities, encouraging collaboration and the development of new insights and solutions.

Our strategy outlines the principles and commitments needed for opening up our data in collaboration within the water sector and beyond.



Foreword

Nicola Shaw

At Yorkshire Water, we are committed to our strategic vision –

A thriving Yorkshire. Right for Customers. Right for the environment.

To support this, we need to continue our open data journey, fostering customer trust through transparency, and supporting innovation to better our services. We are committed and have made great strides with our peers as a key member of Stream, through the publication of our Event Duration Monitoring (EDM) map, and our collaboration with other water companies on the National Storm Overflow Hub.

Alongside this progress, we know we need to find new solutions to climate change issues and find additional ways to support our customers through the current cost of living crisis.

Open data can assist us to unlock the value in our data, support our other strategic pillars, our intervention strategies and increase innovation with our supply chain partners.

Nicola Shaw, Chief Executive Officer



Foreword

Richard Heighington

As Group Information Director, I look after all aspects of technology, data and security.

Yorkshire Water has taken significant progress in this space over the last five years, which speaks to our drive to improve services for our customers through innovation, improved data practices, process improvement and our people.

Realising the value of our data is a key part of the work we do internally, using it to gain insights, improve performance and enhance our customer experience.

This strategy serves as a commitment from Yorkshire Water to continue our open data journey, and supports our vision for a thriving Yorkshire, right for the environment, right for our customers.

To echo Nicola, we understand that we can only do so much on our own. Our involvement in Stream has supported us in combining data sets, defining shared standards and releasing data in a unified way, but we need to expand on this to fully unlock the benefits.

This open data strategy will guide the direction of open data, aid collaboration and further innovation, whilst making sure that datasets are released in a considered, safe and secure way.

Richard Heighington, Group Information Director

Background

In 2021, Ofwat launched H2Open to showcase open data's potential in tackling water sector challenges.

Yorkshire Water has since contributed to collaborative initiatives like Stream, NUAR, and the National Storm Overflow Hub while publishing EDM data and maps on its website.

Open data is an important part of our business plan, with Stream driving industry-wide standards to improve performance and resilience.

We've released datasets including drinking water quality, reservoir levels, domestic consumption, and more, demonstrating collaboration and whilst we have signed up to the water industry wide Stream strategy.

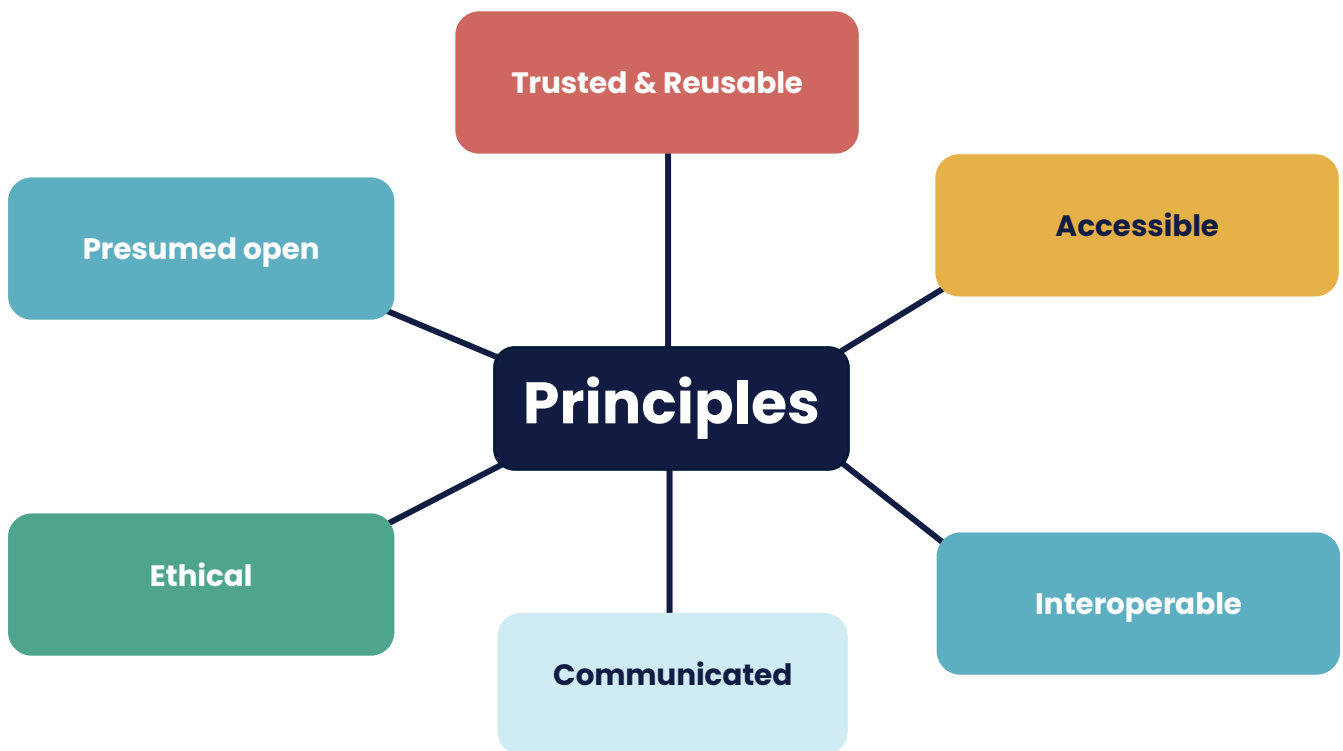
We also understand that Stream is not enough on its own and we need to innovate with other stakeholders to help solve the challenges we face as an industry.

Momentum for open data is growing, and Yorkshire Water's strategy defines its direction and timeline, ensuring benefits for the business, customers, and stakeholders.

The key to this is a solid data governance framework for ethical, secure, and trustworthy sharing. Our robust review process involves legal, governance, and security teams, and assesses data value aligned to our six capitals model. This strategy reinforces our commitment to innovation and solving industry challenges responsibly.

Our open data principles

Yorkshire Water understands that we hold a large volume of data that could be beneficial to other stakeholders outside of our organisation but in order for that data to be valuable, it needs to adhere to a set of principles.



1. Presumed Open:

Data shall be considered open by default, with the effort placed on justifying why it shouldn't be made open, and why there aren't mitigations available to make it open, rather than why it should. By framing it this way, it's easier to identify what are reasonable concerns about opening a dataset, and what could be mitigated, promoting transparency, innovation and collaboration. All data sets will be considered in a responsible and ethical way. There will be

instances where there are legitimate reasons why data cannot be made open, in line with our privacy, security and legal policies.

2. Trusted & Reusable:

All data will be managed and released through recognised and supported corporate systems, supported by governance processes to maintain the quality of the data. Appropriate data licensing makes the data more reusable.

3. Accessible:

Open data will be published via the Yorkshire Water website for the public and other sharing platforms to access and will link to from a central, internal list to enable easy access and management for our colleagues. Data will be in common formats, readable by humans and machines.

4. Interoperable:

Data shall be designed and maintained to be interoperable and comparable across our industry. This will be supported by common standards, facilitating better decision-making and innovation.

5. Communicated:

Ensuring we are communicating what we are publishing, when, and how often, and what is available for us to use from other water companies to maximise opportunities to use Yorkshire Water and external data.

6. Ethical:

We will assess the positive and negative impact of sharing data at all stages of the data lifecycle. We will capture and share these in the value assessment for each data set.

Our commitments



To achieve our vision of a thriving Yorkshire. Right for Customers. Right for the environment, we'll make the following commitments for open data:

1. **Embed open data** as a sustainable, strategic function. We will integrate open data into Yorkshire Water's corporate and technical strategy, ensuring it is sustainably resourced and aligned with business objectives. We will establish a structured data publication process, including clear governance, metadata, standard licensing, and clear decision-making processes. We will also develop processes to mitigate risks related to privacy, security, and unintended harm while maintaining transparency in our decision-making.
2. **Publish a roadmap** detailing future data releases that are valuable for our customers, society and the environment on the Yorkshire Water website by the end of 2026. We will explore the value of open data through the lens of Yorkshire Water's 6 Capitals: Financial, Manufactured, Natural, Human, Intellectual, and Social, and will aim to drive benefits to communities and businesses, but never in a way that causes harm or is otherwise illegal, unethical or irresponsible. We will do so transparently and collaboratively as part of embedding a more open culture using the most appropriate means to publish the data.
3. **Enhance accessibility** and user engagement to maximise impact by the end of 2026. We will ensure that our open data is easy to find, access, and use by providing clear documentation, metadata, and multiple formats where possible. We will engage with data users through consultations, feedback sessions, and support channels to understand their needs and improve data usability. We will also explore ways to encourage innovation, such as partnerships,

challenge funds, or events that promote the use of open data for public and business benefit.

4. **Collaboration** with Stream and the wider sector on open data and best practices. We will continue to engage with Stream and other water sector participants to advance open data publishing and standardisation. Where collective publication is more impactful, we will publish appropriate data together and collaborate on open data standards, including quality measures such as accuracy and completeness. Beyond data, we will openly share information, insights, and best practices across the sector. To support continuous improvement, we commit to publishing all non-sensitive best practice guidance under a Creative Commons licence.
5. **Upskill our teams** in open data and other relevant forms of data literacy to help create the culture that utilises open data for internal and external benefits by the end of 2026. We will leverage resources within Yorkshire Water, the water sector and beyond to create training and engagement plans that share knowledge on the value of open data, and how to approach legal and ethical considerations in the collection, use and sharing of data. We will train key colleagues such as the executives, data owners and the wider team in Yorkshire Water's approach.
6. **Monitoring, evaluation and strategy refresh**, including common metrics to Stream and other water companies by the end of 2026. We will align KPIs such as published and downloaded datasets, number of known reuses and qualitative user feedback, to measure our progress by. We will use these metrics to identify value delivered and drive continuous improvement in our activities to ensure value to customers, society and the environment. We will review the strategy and refresh the roadmap based on internal and external feedback and we will ensure continued alignment with business objectives.

Summary

To create an impactful open data strategy, it is essential to assess business priorities, capabilities, and the data culture at Yorkshire Water. Through our engagement with stakeholders, we were able to align the project with organisational goals and clarify the concept of open data.

Our open data strategy focuses on aligning organisational goals, improving data practices, and fostering collaboration. Stakeholders, including executive leaders, data practitioners, and external contributors, unanimously support open data for increased transparency, efficiency, and innovation.

Key priorities include enhancing data literacy, aligning strategy with business plans, and leveraging data for research, flood resilience, and water quality. Success relies on executive sponsorship, investment in team development, and a step-by-step approach with quick wins and long-term capacity building.

A robust framework, clearer licensing, and a data catalogue are seen as critical early steps.