

METHODOLOGY FEEDBACK REQUEST CSA 2027

Product Stewardship

DEADLINE FOR FEEDBACK:

27th November 2026

As part of the methodology development process for the 2027 CSA, we kindly invite you to review a draft proposal for new and updated questions impacting your industry.

Please review this document and provide your feedback by completing the [online survey](#).

The question texts and methodology presented may be subject to change at any time before the end of March 2027. In addition, questions may look different in the Online Assessment Tool in terms of question structure and layout



Introduction

Criterion Rationale

Advancing towards a sustainable economy means growth in employment and income are driven by public and private investment into such economic activities, infrastructure and assets that allow good quality of life for people, reduced carbon emissions and pollution, enhanced resource efficiency, and prevention of the loss of biodiversity and ecosystem services. Transforming our economy is a challenge that requires bold leadership and a strong commitment to action, yet it also provides opportunities for companies to develop sustainable products or services that satisfy a growing customer sentiment.

Managing the impacts of products throughout the full life cycle is a major concern for stakeholders.

Integration of sustainable practices into processes, products and the development of new products reflects an understanding of sustainability challenges and demonstrates the ability of the company to capitalize on market opportunities of a sustainable economy and minimize market risk at the product level.

Product stewardship processes add value to products by minimizing the risk of harm both to people and the environment, thereby reducing potential liabilities. The criterion focuses on Life Cycle Analysis (LCAs), product design, maintenance, take-back schemes (including e-waste), reuse in manufacturing processes, customer information and initiatives to promote product stewardship amongst stakeholders.

The criterion also assesses the company's resource efficiency and circularity across business operations as producing more with less material is essential for many industries affected by the increasing scarcity of natural resources. Resource efficiency and circularity can enhance companies' competitiveness through reduced costs and environmental liabilities. It can also mean companies are better prepared for future environmental regulations.

And finally, this criterion assesses companies' and industries' sustainable revenues across all business activities.

Reason for update and summary of changes

This document contains proposals under the Product Stewardship criterion.

The question *Data Center Resource Management* has been added in order to address the application of sustainable resource management practices in data centers.

The question *Smart Network Management* has been updated to enhance specificity and assess the network management programs utility companies are implementing. The name of the question has been changed from Sustainable Utility Services for End Users to Smart Network Management, and content has been updated.

New Question

Question: DATA CENTER RESOURCE MANAGEMENT

INDUSTRIES IMPACTED:

IMS Interactive Media, Services & Home Entertainment

SOF Software

TLS Telecommunication Services

TSV IT Services

QUESTION RATIONALE

The purpose of this question is to assess a company's sustainable management practices for key resources to data center operations and whether it has implemented measure to improve resource management. Data centers are resource-intensive assets that can have significant environmental impacts through electricity consumption, cooling requirements, water use, and the generation of electronic waste.

These practices provide insight into the maturity of a company's resource management approach and its ability to support long-term operational efficiency while minimizing environmental impacts associated with data center infrastructure.

KEY DEFINITIONS

Measures to improve energy efficiency: This refers to the implementation of technologies, operational practices, and infrastructure upgrades aimed at reducing the energy consumption of data center operations while maintaining or improving performance and reliability.

Waste Heat: This refers to the capture and beneficial use of excess heat generated by data center operations that would otherwise be released. The disclosure should include initiatives to recover and reuse waste heat for district heating, commercial or residential buildings, industrial processes, greenhouse operations, or other productive applications.

Third-party certification: This refers to externally certificated processes that include or focus on data center facilities.

Water-efficient cooling technologies and infrastructure: This refers to the deployment of cooling technologies, systems, and infrastructure designed to minimize freshwater consumption while maintaining safe and reliable data center operations.

Zero water use in data centers: This refers to data center operations that do not consume water for cooling, processing, or other operational activities. Facilities classified under this category operate without water-based cooling systems, cooling loops, or other infrastructure requiring water withdrawal, consumption, recycling, or discharge. As a result, data center operations have no direct operational water use and do not rely on freshwater, reclaimed water, or other water resources to maintain normal operations.

NOT APPLICABLE GUIDANCE

Companies that derive less than 5% of its revenues from data centers should mark "The question is not applicable to the company" and provide an explanation in the comment box.

DATA REQUIREMENTS

This question assesses management programs, so every option acceptable should be in the context of the company's management measures and programs. No option should be accepted based on policy-related information.

Circularity and efficiency

1. Implementation of measures to improve energy efficiency:

Acceptable:

- Measures may include the optimization of cooling systems, server virtualization, high-efficiency power distribution systems, deployment of energy-efficient IT equipment, or artificial intelligence-based workload management.

Not Acceptable:

- Company-wide initiatives not specifically applicable to data centers are not accepted.

2. Actions to recover and reuse waste heat:

Not Acceptable:

- General energy management activities or focused on waste heat not generated by data centers are not accepted.

3. Programs to reuse, repair or recycle components, equipment and materials:

Not acceptable:

- Programs not specific to data center assets, components, equipment and materials are not accepted.

4. Third-party certification of energy management practices:

Acceptable:

- Third-party certification covering data center energy management practices or facilities.
- Some examples include LEED, BREAM, ISO 14001 and ISO 51001.

Water Management

5. Implementation of water-efficient cooling technologies and infrastructure:

Acceptable:

- Examples may include closed-loop cooling systems, water recycling and reuse systems, rainwater harvesting, and the use of non-potable or reclaimed water sources. The disclosure should focus on practices that improve cooling efficiency and reduce operational dependence on local freshwater resources, particularly in water-stressed regions.

Not acceptable:

- General corporate water efficiency initiatives not specifically applicable to data centers are not accepted.

6. Activities to replenish, restore or enhance local water resources:

Acceptable:

- Evidence of water stewardship, replenishment, restoration, or enhancement activities linked to data center operations or locations.

7. Completion of water risk assessment prior to design or construction:

Acceptable:

- Evidence that water-related risks were assessed before the design, siting, or construction of data center facilities.

8. Third-party certification of water management practices:

Acceptable:

- Third-party certification covering water management practices at data center facilities. Some examples include LEED, BREAM, ISO 14001, ISO 46001 and the Alliance for Water Stewardship.

Not applicable; no water-based cooling infrastructure is used in the company's data centers: Evidence the company's data centers have no water withdrawal, no water consumption, and no water circulating in closed-loop cooling systems. Facilities operate without water-based cooling infrastructure and do not rely on freshwater, reclaimed water, or other water resources for normal operations.

DISCLOSURE REQUIREMENTS

- The document(s) attached will be used to verify the response.
- The supporting documents must be available in the company's public reports or website.
- Any response that cannot be verified in the attached public document(s) or web link will not be accepted.

QUESTION LAYOUT

Notice: *The question requires publicly available information.

Does the company implement sustainable resource management practices for its data centers?

- Yes, the company implements sustainable resource management practices for its data centers. Please indicate where this information is available in public reporting or corporate website

References (max 3 allowed, public URLs only)

Circularity and efficiency

- ☐ Implementation of measures to improve energy efficiency
- ☐ Actions to recover and reuse waste heat
- ☐ Programs to reuse, repair or recycle components, equipment and materials
- ☐ Third-party certification of energy management practices

Water management

- ☐ Implementation of water-efficient cooling technologies and infrastructure
 - ☐ Activities to replenish, restore, or enhance local water resources
 - ☐ Completion of water risk assessment prior to design or construction
 - ☐ Third-party certification of water management practices
 - ☐ Not applicable; no water-based cooling infrastructure is used in the company's data centers
- No, the company does not publicly report on sustainable resource management practices for its data centers.
 - The question is not applicable to the company.

Updated Question

Question: SMART NETWORK MANAGEMENT

INDUSTRIES IMPACTED:

ELC Electric Utilities

GAS Gas Utilities

MUW Multi and Water Utilities

QUESTION RATIONALE

The purpose of this question is to evaluate how utility companies are adopting smarter approaches to balance supply-side constraints with demand-side flexibility and identify whether they are moving beyond traditional infrastructure management by implementing advanced operational practices, technologies, and customer-oriented programs. As utility companies face increasing pressure from aging infrastructure, increasing demand, decarbonization objectives, resource scarcity, climate-related risks, and evolving customer expectations, the ability to manage supply and demand in a more integrated and proactive manner has become a critical strategic priority.

Evaluating both supply-side optimization and demand-side engagement, this question recognizes that a sustainable utility system depends not only on modernizing infrastructure, but also on enabling customers to participate in more efficient resource use. In doing so, it helps assess whether companies are strengthening resilience, improving operational performance, and aligning their business models with the transition toward a more sustainable, flexible, and resource-efficient future.

KEY DEFINITIONS

Supply-side management

Advanced digital systems for integrated network control and asset management: this aspect focuses on advanced, real-time management of current network conditions. Examples include Advanced Distribution Management Systems (ADMS) and Distributed Energy Resource Management Systems (DERMS) for electricity networks; integrated real-time network management systems for water and gas networks that use pressure, flow, quality, or other operational data to support network optimization, leakage/anomaly detection, or coordinated control of pumps, valves, and compressors. This definition includes the use of digital twins or AI tools to test and optimize operations. However, basic SCADA, remote-control, or monitoring systems are not sufficient under this definition.

Advanced modelling to predict network constraints, asset performance issues or maintenance needs: this aspect focuses on anticipating future network and asset conditions. Qualifying approaches include the use of advanced predictive, simulation, or analytical modelling to anticipate network constraints, asset degradation, or maintenance needs, and to support operational, maintenance, or investment decisions. This definition includes the use of digital twins or AI tools for forward-looking simulations and predictions. Basic forecasts

based primarily on weather, seasonality, and historical demand do not qualify under this definition, nor does routine condition monitoring.

Demand-side management

Pricing or contractual mechanisms: Measures that encourage customers to adjust the timing or volume of their consumption, such as time-of-use or dynamic tariffs or interruptible-load agreements.

Smart meters and digital monitoring: Deployment of devices that provide more frequent or granular information on customer usage, such as advanced electricity, gas or water meters, interval meters, IoT submeters, or connected sensors for monitoring consumption or leaks.

Customer advisory, audit or optimization services: Customer-facing support that helps identify and implement efficiency or demand-management opportunities, such as energy or water audits, benchmarking, efficiency recommendations, leak-reduction advice, or load-management support.

Digital platforms for usage insights, forecasting or recommendations: Online or mobile tools that give customers access to consumption or billing insights and support more informed decisions, such as customer portals, usage dashboards, peak-demand alerts, consumption forecasts, or tailored conservation recommendations.

NOT APPLICABLE GUIDANCE

Companies that do not have either transmission or distribution networks should mark "The question is not applicable to the company" and provide an explanation in the comment box.

DATA REQUIREMENTS

Supply-side management

1. Advanced digital systems for integrated network control and asset management

Acceptable

- The use of digital twins or AI tools to test and optimize operations.

Not acceptable:

- Basic SCADA, remote-control, or monitoring systems are not sufficient.

2. Advanced modelling to predict network constraints, asset performance issues or maintenance needs

Acceptable:

- The use of digital twins or AI tools for forward-looking simulations and predictions.

Not acceptable:

- Basic forecasts based primarily on weather, seasonality, and historical demand or routine condition monitoring.

Demand-side management

3. Pricing or contractual mechanisms

Acceptable:

- Demand-response contracts, or rebates for reducing usage during peak periods.

4. Smart meters and digital monitoring

Acceptable:

- Evidence the company has installed smart meters or digital monitoring devices to provide granular information on customer usage

5. Customer advisory, audit or optimization services

Acceptable:

- Evidence the company has programs or services in place to help customers identify and implement efficiency opportunities.

6. Digital platforms for usage insights, forecasting or recommendations

Acceptable:

- Evidence the company provides online digital platforms for usage insights.

If a company has no end-users among its customers, it may select “not applicable” for the demand-side management section. The supply-side management section remains applicable.

DISCLOSURE REQUIREMENTS

- The document(s) attached will be used to verify the response.
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- Any response that cannot be verified in the attached public document(s) or web link will not be accepted.

QUESTION LAYOUT

Notice: *The question requires publicly available information.

Does the company have a program in place to help customers address environmental issues?

- Yes, the company has a program in place to help customers address environmental issues. Please indicate where this information is available in **public reporting or corporate website**.

References (max 3 allowed, public URLs only)

- ☐ Helping customers generate energy and/or retrieve water using sustainable technologies
- ☐ Engaging with customers to implement circular economy solutions
- ☐ Encouraging customers to reduce energy or water consumption through demand management programs
- ☐ Supporting the implementation of community-based energy/water trading or sharing platforms
- ☐ Developing sustainable transportation options for customer use
 - ☐ Yes, the company develops sustainable transportation options for customer use
 - ☐ No, the company does not publicly report on sustainable transportation options for customer use
 - ☐ Not applicable. The company operates as a pure water utility.

Supply-side management

- ☐ Advanced digital systems for integrated network control and asset management
- ☐ Advanced modelling to predict network constraints, asset performance issues or maintenance needs

Demand-side management

- ☐ Pricing or contractual mechanisms to incentivize flexible customer consumption
- ☐ Deployment of smart meters or digital monitoring systems
- ☐ Customer advisory, audit or optimization services
- ☐ Digital platforms with usage information, forecast or recommendations for customers
- ☐ Not applicable; the company does not have end-users as customers hence cannot apply such demand-side measures

- No, the company does not publicly report on its labor practice programs.
- The question is not applicable to the company.

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