

Keeping our customers and communities Safe and Warm

Maureen McIntosh

Director of Customer Services

November 2023



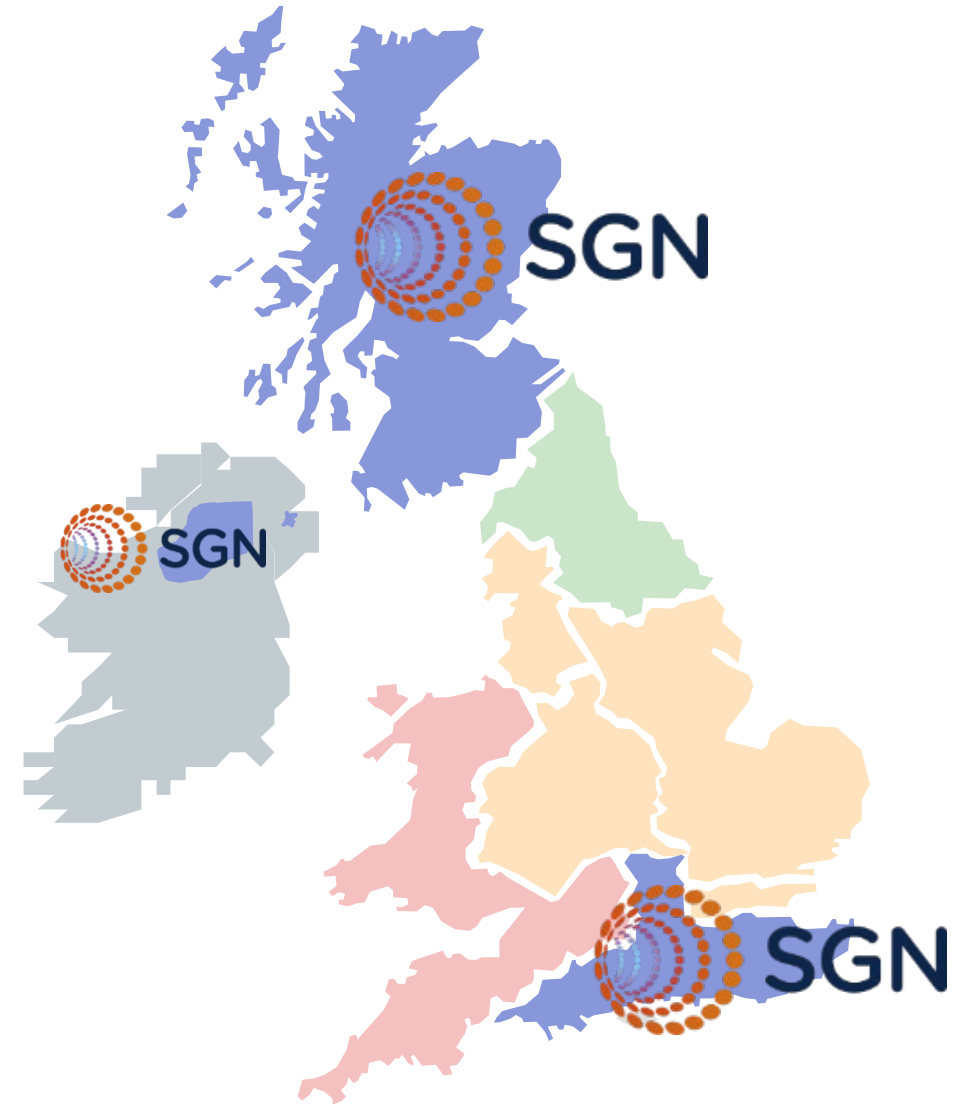
SGN

Your gas. Our network.

Our story

Three distribution networks - Scotland, Southern and Northern Ireland

- 6.0 million customers – serving 14 million people (1.14m PSR customers)
- Emergency service- attend approx 170,000 calls each year
- Replacement projects – 849km+ metallic mains replaced each year
- New Connections –1631 funded connections for fuel poor households
- Over 245,380 vulnerable customers offered assistance since April 21 of which 117,597 are in Scotland.



Supporting vulnerable customers use energy safely, efficiently and affordably



Providing direct support services to our vulnerable customers



Targeted help to people most in need – priority vulnerable customer groups

Critically ill

Disabled

Digital/ cultural
excluded

Families with young
children

Financially
vulnerable

Mental
Health

Older/Young
people

Carers



Targeting fuel poverty support to the areas of greatest need in our networks



Partnering with key organisations to help us decrease carbon monoxide (CO) harm in our communities.

Our Safe & Warm partner network




Supporting vulnerable customers stay safe, warm and well



£10,423,774
Social Value



117,597
households supported



14,247
crisis funds (fuel or food)



82
Care & Repair scheme repairs



9.58
PSR customer satisfaction



16,021
energy advice sessions




1,600
fuel poor gas connections



57,917
income max support



13,847
PSR customers registered



2,947
carbon monoxide alarms



30,300
carbon monoxide safety sessions



5,656
home safety interventions

Thank you



SGN
Your gas. Our network.