

EAS Conference November 2024



We are SGN

- We manage the gas networks that deliver natural and green gas whoever you pay your gas bill to.
- We serve 6 million homes and businesses, around 14 million people as we respond to gas emergencies & maintain our gas network
 - Emergency we attend to 177,000 calls each year
 - Replacement we replace 750km+ mains each year
 - Connections 6,300 each year, of which around 300 are funded connections for fuel poor households



Our Vulnerable Customer Ambition

Our Purpose
Our Vision

To serve our communities by keeping everyone safe and warm

Take care of our customers, especially those in vulnerable circumstances, it's part of our DNA

Our Commitments

We commit to making a positive impact in the communities we serve.

To build and maintain the skills, processes and capacity to actively identify, safeguard and support customers in vulnerable circumstances

To provide support services that help customers use energy safely, efficiently and affordably To use data and information to identify communities in need and safeguard vulnerable customers

To test, tailor and deliver inclusive Services that exceed our customers' expectations To understand existing and future needs of customers with extra care needs

Objectives

By providing a great service for PSR Customers 9 of 10 By helping 500k vulnerable households to use energy safely, efficiently & affordably By identifying and supporting eligible fuel poor Households with access our Help to Heat scheme By exceeding our stakeholders' expectations in the delivery of our Vulnerability and Carbon Monoxide programme each year as demonstrated in our reporting and stakeholder showcase

By delivering a portfolio of NIA funded innovation projects designed to help vulnerable customers By ensuring that vulnerable households are not left behind in the net zero / clean gas transition

Customer Principles

Easy to deal with

Extra Help, when needed

Information, when &
how you need it

Right First Time

Cost Efficient

Environmentally focused

Keeping our Promises

Adding Value

Underpinned by our Values



We keen people safe



We are reliabl



We innovate



We are open



We treat people with respect

And our approach

Collaborating

Building trusted partnerships

Inclusivity

Innovating

Sharing learning

Continuous improvement

How we've delivering our VC ambition



Providing direct support services to vulnerable customers

Direct 'beyond the meter' services for vulnerable households as we go about our day-to-day operational work









Supporting priority customer groups

Tailored support for 11 priority customer groups, who are most likely to need trusted help to maintain a safe and warm home











Targeting geographic communities most at risk of fuel poverty

Targeted support for customers struggling to afford energy in the most vulnerable geographical areas within our networks, identified by our Vulnerability Index data











Reducing carbon monoxide (CO) harm

A data-driven approach to increase awareness and reduce the risk of carbon monoxide harm among those groups most at risk









Supporting customers as we go about our work

Our frontline teams work in and around vulnerable customer's homes every day. We've ensured that our teams have the training, skills and resources to ensure that they never walk away from a customer in need.

We have a range of services to designed to support vulnerable customers which we either provide directly or via our extensive Safe & Warm partnership network.

Our dedicated customer triage teams





Our core safeguarding services



Additional Services – delivered by our partners















Our Safe & Warm partnership network





























































































































































Our Safe & Warm community scheme





























GD2 – core outputs for vulnerable customers



£44,360,648Social Value



504,649 households supported



1,012,221 unique services provided



76,490PSR customers registered



543Care & Repair scheme repairs



95,959
energy advice sessions



85,992 crisis funds (food and fuel)



178,421 income max checks



2,473fuel poor gas connections



55,776 home safety interventions



44,624 carbon monoxide alarms



223,271 carbon monoxide safety sessions



GD2 – Scotland outputs for vulnerable customers



£20,603,470 Social Value



213,862 households supported



479,595 unique services provided



29,928PSR customers registered



117Care & Repair scheme repairs



34,390 energy advice sessions



crisis funds (food and fuel)



96,655 income max checks



1,863 fuel poor gas connections



13,982 home safety interventions



10,480 carbon monoxide alarms



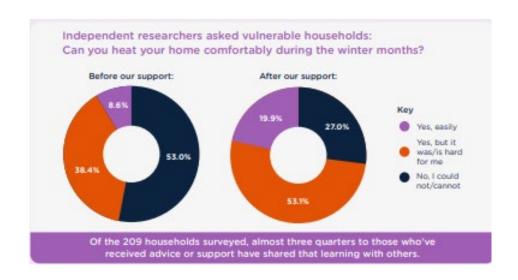
76,319 carbon monoxide safety sessions



Measuring impact on the lived experience

The NEA's **shifting the dial** study highlighted that;

- Support is getting to those *most in need* based on personal characteristics high % of disabled people
- 72% of households had a household income of less than £16,010 and 49% less than £12,000
- 92% of households found it *difficult to heat their homes* adequately over the winter months
- Support is making a difference on beneficiaries lived experience, as people felt supported by the
 partner led service and have shifted the dial on core fuel poverty indicators
- ¾ of beneficiaries *shared the advice or referred* within their community



"After my grandchild went to bed at night, I didn't put the heating on, and things like that, so the house was cold a lot of the time. When he was at nursery, during the day, I never put the heating on either. You know, so it was pretty miserable actually."

Thank you

