

Working with vulnerable households

EAS Conference
November 2024



SGN
Your gas. Our network.

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



Smell gas?

National Gas Emergency
Number

 **0800 111 999**

Our Vulnerable Customer Ambition



- Aligned to our GD2 Business Plan and our Customer Ambition

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 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

Locking cooker valve

Our free safety device

Britain's gas distribution companies are working in collaboration to fit **free** locking cooker valves nationwide.

Our simple safety device helps keep customers in vulnerable situations gas safe in their own homes.



Additional Services – delivered by our partners

SCOPE
= Equality for disabled people


wise group

**HOME
ENERGY
SCOTLAND**

 age Scotland
Love later life



Mental Health
& Money Advice

Charis

YES energy solutions
Say YES to lower energy bills

Our Safe & Warm partnership network



Our Safe & Warm community scheme



GD2 – core outputs for vulnerable customers



£44,360,648
Social Value



504,649
households
supported



1,012,221
unique services
provided



76,490
PSR customers
registered



543
Care & Repair
scheme repairs



95,959
energy advice
sessions



85,992
crisis funds
(food and fuel)



178,421
income
max checks



2,473
fuel 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



29,928
PSR customers
registered



117
Care & Repair
scheme repairs



34,390
energy advice
sessions



29,065
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

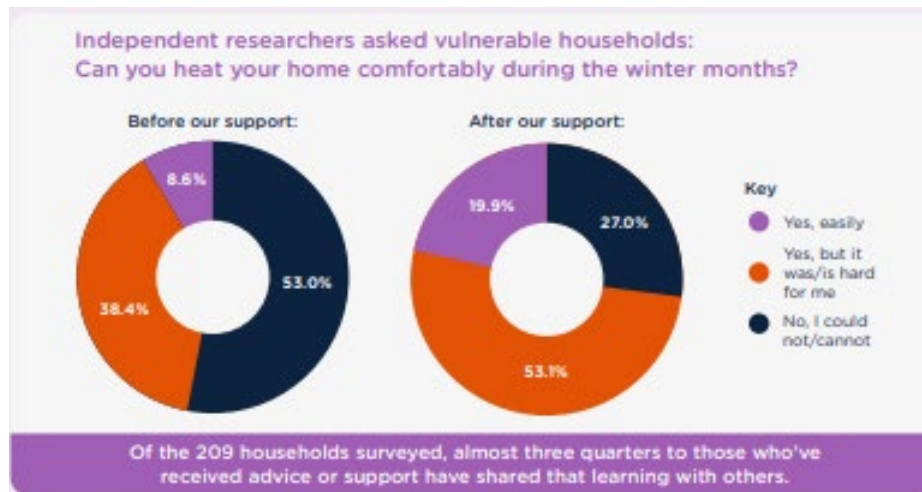


76,319
carbon monoxide
safety sessions

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
- $\frac{3}{4}$ 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



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