

SGN Engage: Vulnerability Specialist Round Table event

Monday 9th October, 9.30am-11.30am via MS Teams

Meeting report v2



SGN
Your gas. Our network.

Welcome



Agenda

- Welcome and housekeeping
- SGN and our business planning process
- SGN progress update
- Breakout discussions
- Next steps
- Close



SGN and our business plan



A reminder of SGN

- **One of four UK Gas Distribution Networks (GDNs)**
- **Own and maintain pipes** transporting gas to nearly 6m homes and businesses
- **Purpose:** keep customers and businesses safe and warm



Respond to gas emergencies



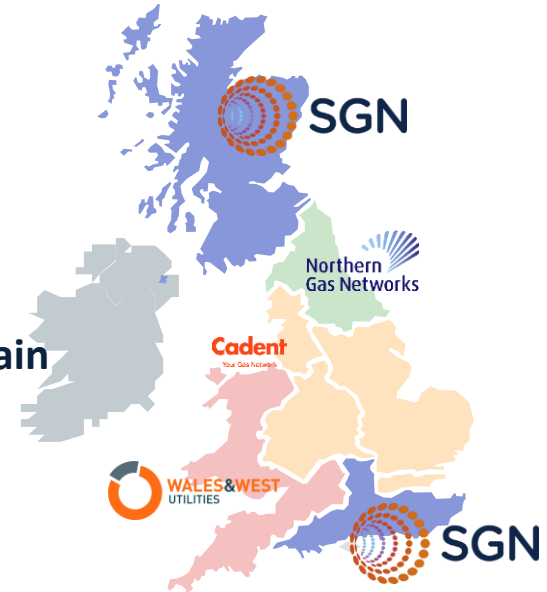
Upgrade / maintain pipe network



We have a unique window into our customers' lives



We never leave a customer in need



Preparing our business plan



5 year
planning cycle



Review and
plan



Current plan



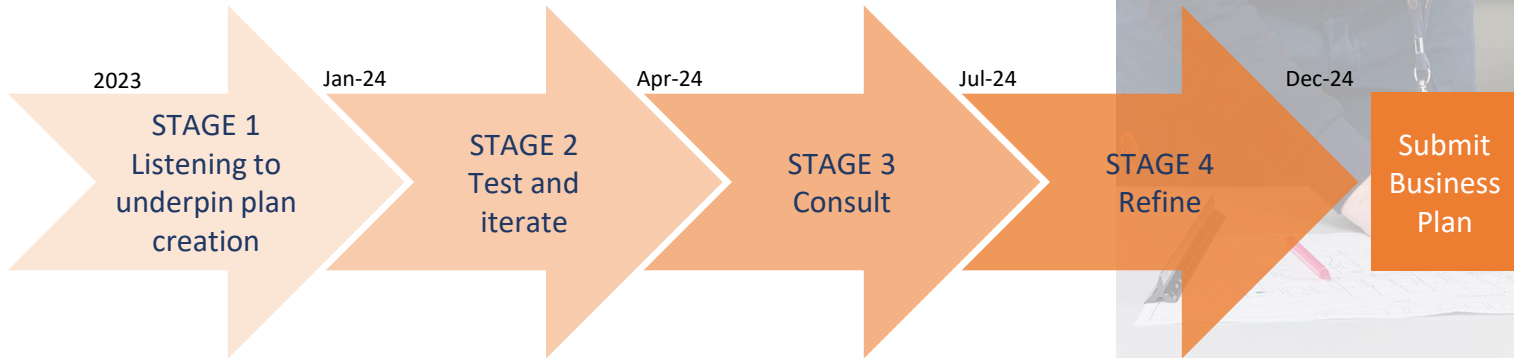
Acceptability



Next plan
submission



Four-Stage
Engagement
Process



Shaping our plans together

We face many uncertainties and dilemmas, in particular:

- Where should SGN focus their role in supporting the growing number of customers in **vulnerable circumstances** and **fuel poverty**?
- Should SGN provide the **'first time' heating system** as well as the connection for **fuel poor customers**?
- What is the future of the **Vulnerability and Carbon Monoxide Allowance (VCMA)**?



SGN Update



The three commitments we made in our GD2 business plan

Our three commitments and the seven customer priorities underpinning them, were developed in 2019 with input from our customers and stakeholders:

1. **We will make a positive impact on society**, by supporting vulnerable communities and providing excellent service.
1. **We will deliver a safe and efficient service** by acting safely keeping the gas flowing and keeping costs down.
1. **We will build a shared net-zero future** by accelerating decarbonised energy solutions and minimising our environmental impact.



Positive impact commitment

We will make a positive impact on society, by supporting vulnerable communities and providing excellent service.

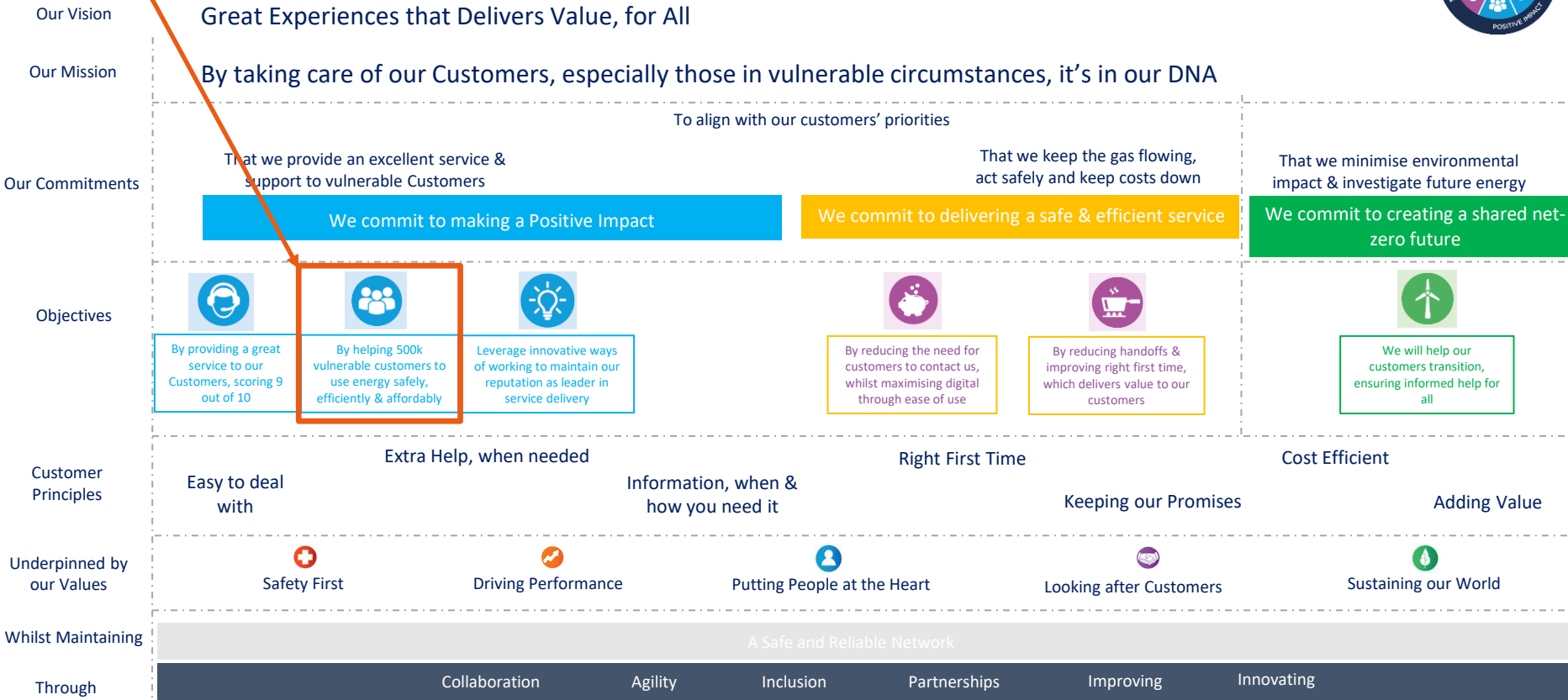
- **We will continue to provide an excellent service** for all our customers, keeping up our efforts to deliver an industry leading customer experience and achieve customer satisfaction scores higher than 9 out of 10
- **We will help 250,000 vulnerable customers** to use energy safely, efficiently and affordably. Our extra help will generate value of more than £3m each year for vulnerable households. We will help an additional 18,000 households out of fuel poverty with a free gas connection (Fuel Poor Network Extension Scheme).



Our Customer Ambition



Vulnerable Customers are a key part of our Ambition and Objectives



Supporting 500,000 vulnerable customers use energy safely, efficiently and affordably



Tier 1: 5,000 customers e.g. funding appliance repairs and servicing

Tier 2: 200,000 customers e.g. funding energy advisors for partners

Tier 3: 295,000 e.g. customer triage, identification and support services

We've made the commitment to support 500,000 vulnerable households over the next five years, using our principles of collaboration, partnership and innovation to deliver the greatest social impact, targeting support to communities most in need and ensuring maximum benefit for customers.



We're providing direct support services to our vulnerable customers



We're providing targeted help to people most in need - priority vulnerable customer groups

Critically Ill

Disabled People

Families with young children

Financially vulnerable

Digitally and cultural excluded

Mental Health

Older and Younger People

Carers



We're targeting fuel poverty support to the areas of greatest need in our networks, using data to target and co-design local initiatives



We're partnering with key organisations to help us decrease carbon monoxide (CO) harm in our communities by providing accessible alarms and tailored engagement to increase CO awareness.

Our safe and warm community partnership network



We've met challenges along the way

- Covid 19
- Doubling energy costs and a cost of living crisis
- Digitalisation of support services
- Poverty resulting in unsafe practices to keep warm
- Debt Crisis
- Net zero policy changes impacting support for those in fuel poverty



Almost 13 million adults now struggling to pay bills, debt charity warns

Cost of living crisis and rising interest rates forcing more people to become 'trapped in poverty'



GD2 - outcomes for vulnerable customers



£20,206,400
Social Value



236,199
households supported



35,535
crisis funds
(fuel or food)



385
Care & Repair
scheme repairs



9.42
PSR customer
satisfaction



36,112
energy advice
sessions



2,237
fuel poor gas
connections



81,146
income max
support



35,607
PSR customers
registered



19,138
carbon monoxide
alarms



92,657
carbon monoxide
safety sessions



24,684
home safety
interventions

Successes - outcomes for customer service



No1 network
for customer
satisfaction



Both networks
scoring >9/10



Lowest
complaint
volumes



Multi awards
winning



CCA Global
accreditation



BSI Inclusive
Service
Kitemark



Multi-channel
experience



Proactive
video
messaging



Bespoke
training
programme



Website
easier to
navigate



Insights to
help us keep
pace



We never
walk away

Some considerations for GD3



1. Providing direct support services to vulnerable customers



2. Supporting priority vulnerability groups to access tailored support services



3. Targeting geographic communities most at risk of fuel poverty



4. Reducing carbon monoxide (CO) harm

- **Continue with a Use it or Lose it Allowance (UIOLI)**, to fund the development of our people, offer additional support services, strengthen charity partnerships that help vulnerable customers with energy safeguarding services
- **Enhance our Care & Repair** to fund proactive servicing, maintenance, repair and replacement of essential gas pipework and appliances (gas fires, cookers and boilers) for vulnerable customers who can't afford it
- **Maintain our Fuel Poor Network Extension scheme and** consider additional funding for first time central heating systems and energy efficiency measures
- **Enhance our Carbon Monoxide awareness programme** by increasing the number of life saving CO alarms provided and the reach of our CO awareness campaigns
- **Ensure flexible and agile approach to support customers** through the energy transition to ensure we never leave a customer behind

Discussion

Rhuari Bennett
Facilitator, 3KQ



Forthcoming discussion & Slido survey

DISCUSSION POINTS

1. Where should SGN focus their role in supporting the growing number of customers in vulnerable circumstances and fuel poverty?
2. What are your thoughts on our considerations for GD3?

SLIDO POLLS AFTER DISCUSSION

1. SGN is developing a five-year business plan. Do you think SGN should invest less, the same or more in **supporting customers in vulnerable circumstances**?
2. To what extent do you support or oppose **SGN providing the 'first time' heating system as well as the connection for fuel poor customers**?
3. To what extent do you support or oppose the **VCMA fund continuing**?
4. Assuming the **VCMA funding** were to continue **should it be split according to...**
 - Customer numbers
 - Customer need

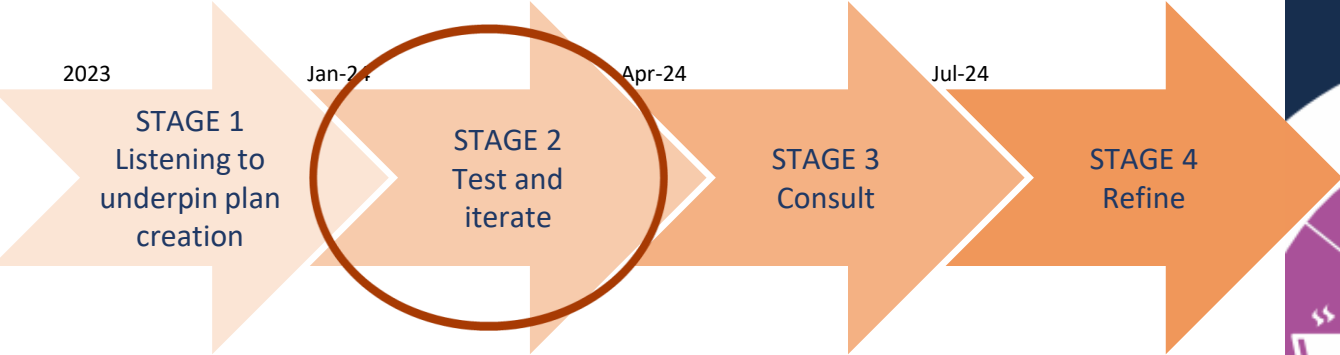
Next Steps



Next Steps



SGN Engage
Shaping our Plans Together



Thank You



SGN

Your gas. Our network.