

Vulnerability Stakeholder Roundtable

Summary Report

October 2023



SGN

Your gas. Our network.

Event Summary

Why did SGN hold this event?

In December 2024, SGN is required to submit a business plan covering the next price control period of 2026 -2031 (GD3) to the energy sector regulator, Ofgem. This plan will document the company’s intended activities during this period and the cost associated with operating the business. SGN is committed to delivering a plan that meets the needs of all its stakeholders and customers. This event launches allows our stakeholders to share their thoughts on what is working well now, what needs to be changed and how we might reflect this in our future plans.

What did SGN share?

SGN shared information about the progress made against commitments made for the current price control period 2021 -2026 (GD2).

SGN, like many organisations, faced unexpected and unprecedented challenges since the implementation of plans in 2021. Both the Covid-19 pandemic and cost-of-living crisis put increased pressure on our customers and required us to adapt to meet new demands and changing needs. Some consideration for GD3 were then presented for discussion.

What did SGN learn?

Stakeholders were split into discussion groups and asked for their thoughts on our considerations for GD3 and SGNs role in supporting the growing number of customers in vulnerable circumstances. The key insights gained where:

Key Event Info

- 9 October 2023**
- Specialist online event**
- 36 participants**
- 30 organisations representing nationwide interests**
- Public, private and third sector representatives in attendance**

It’s important that SGN continues to invest in identifying and supporting customers in vulnerable circumstances

- The consensus was that the need for support would increase
- A range of measures would be needed to help address increased need - from improved data gathering and collaboration to the provision of a greater depth of support
- Some stakeholders felt that even if support was maintained at its current level, costs would rise

SGN should provide “first time” heating systems when other energy options, like electric, are not feasible

- Stakeholders felt that any measures to help those more severely in need would be a good thing
- Support for helping to Improve the general energy efficiency of homes in addition to providing first time heating
- Important for gas to remain an option where other systems were not as reliable or available

The Vulnerability and Carbon Monoxide Allowance (VCMA) should continue as it has had a great impact to date

- Strong support for continuing this fund, which was felt to have been of real practical benefit to many
- Examples shared highlighted the life saving impact of the Carbon Monoxide awareness programme
- The Care and Repair programme funded by VCMA was noted for its benefit to older people

VCMA be allocated on customer need rather than customer numbers, to ensure those most in need benefit from it

- Stakeholders noted the difficulties of identifying those most in need but felt that it was important to target funding to the most vulnerable, rather than allocated based on customer numbers

What did stakeholders think of the event?

Stakeholders were invited to share their views on the event through a Slido poll. In summary:



100% agreed that they were satisfied overall with the event.



100% agreed that topics discussed were relevant to their area of work.



96% agreed the event had enhanced their understanding of SGN and its activities.



100% felt the facilitation was professional and effective.



100% agreed the format was appropriate and enabled them to have their say.



100% felt confident SGN will listen and act on the views.