

# Current performance: Customer vulnerability

**1.9m**

**Customers on  
our Priority  
Services  
Register**



**106**

**Partner agencies**

Delivering PSR  
referrals expert support  
for customers on our  
network



**4.3m**

**Proactive  
contacts**

To update PSR  
customers' records in  
last 5 years



**£27m**

**Saving for  
70,000**

Fuel poor customers  
supported in last 5  
years



**67**

**Datasets in  
social indicator  
mapping**

Open sourced data  
with annual innovation  
scheme



**8yrs**

**Highest rated  
company**

In Ofgem's Stakeholder  
Engagement &  
Consumer Vulnerability  
incentive



**Innovation  
development  
underway to  
ensure no  
customer left  
behind in a smart  
future**



**£750k**

**Community fund**

Support over 500,000  
customers in  
communities affected  
by the coronavirus  
pandemic



# Playback and draft outputs

## Customer Vulnerability

### What we heard from you:

#### POWER CUT VULNERABILITY

- Causes of vulnerability can be **complex and changing**
- WPD therefore needs to **keep its PSR up-to-date**
  - Its not just about data quality - also provide **advice and support**
  - Vulnerability is transient so PSR data needs to be reviewed frequently, with **enduring relationships** built with customers, tracking those on the register.
  - Ofgem requirement for **24 month contact**
- Vulnerable **customers should not be expected to register multiple times** with multiple companies (WPD, their supplier, gas company and water company)
  - WPD should **collaborate** with other agencies to share PSR data (where we have consent to do so)
  - A move towards a national PSR should be supported



### And so the outputs we are proposing:

Proactively contact our over 2 million Priority Service Register customers once every two years to remind them of the services we provide and update their records

Achieve a 'one-stop-shop' service for vulnerable customers joining the Priority Services Register so that they only have to register with WPD once and give their consent to then be registered automatically with their energy supplier, water company and gas distributor

Identify and engage over 30,000 hard-to-reach vulnerable customers each year to join the Priority Services Register

Work with expert stakeholders, including our Customer Collaboration Panel and referral partners, to annually refresh our understanding of 'vulnerability' and co-create an ambitious annual action plan

# Playback and draft outputs

## Customer Vulnerability

### What we heard from you:

#### FUEL POVERTY

- For some customers there is a correlation between power cut vulnerability and fuel poverty - **Protecting fuel poor households is a WPD obligation**
  - Greater importance as a result of Covid-19
- Some customers may not seek out support, so we need to be **proactive to identify and engage** those needing support
  - **Education and awareness** programmes are important
  - Work with a **range of partners** and existing outreach schemes
- **Treat the causes** not the symptoms
  - Help **community energy schemes** that may help counteract fuel poverty (e.g. local energy generation, insulation schemes etc)



### And so the outputs we are proposing:

Support over 75,000 fuel poor customers to directly save on average £40m over RII0-ED2

# Playback and draft outputs

## Customer Vulnerability

### What we heard from you:

#### SMART FUTURE

- It's **crucial vulnerable customers are not left behind** in the transition to a smart and flexible energy system
  - Must understand how customer needs differ so that **services are tailored**
  - Should **identify** those who might not be able to access new services and why, to avoid them being adversely affected
  - Fuel poor customers may benefit most from new services and low carbon technology
- WPD should **harness innovation** to find ways of using new technologies and services to have positive impacts for the fuel poor and power cut vulnerable
- **Help customers in vulnerable circumstances to participate** by communication and education on the opportunities and benefits of a smart network



### And so the outputs we are proposing:

Develop a model to identify the capabilities of vulnerable customers to participate in a smart, low carbon future. Use this to maximise participation, remove barriers to entry and encourage collaboration with the wider industry

Take a leading role in initiating collaboration with a range of industry participants to share best practice and co-deliver schemes to ensure vulnerable customers are not left behind by the smart energy transition

Provide vulnerable and fuel poor customers with specific support and education in relation to the smart energy transition