

NGED Customer Panel

15 June 2023
- held remotely on Zoom

nationalgrid



Attending

15 June 2023 – Zoom meeting

Customer Panel members	
Ellen Cox	Cadent
Richard Hellen	The Schumacher Institute
Ron Loveland	Welsh Assembly Government
Gabby Mallett	Panel Chair
Matt Neal	National Energy Foundation
Synne Nesboe	The British Red Cross
Bob Radford	Kirklington Parish Council
Kate Robbins	Wessex Water
Alex Spreadbury	B&Q
Cathy Tibbles	Customer representative

National Grid:	
Richard Allcock	Stakeholder Engagement Manager
Nicki Johnson	Stakeholder Engagement Officer

Customer Panel Agenda

09.45 Closed member session – optional for all members

10.00 **Welcome and introductions**

10.05 **Chair's update**

- SMEAP surgery update

- Spotlight report

Gabby Mallett, Chair

10.35 **Fuel Poverty programme delivery 2022/23**

Richard Allcock, Stakeholder Engagement Manager

11.05 **Terms of Reference and member refresh**

Nicki Johnson, Stakeholder Engagement Officer

11.20 **COMFORT BREAK**

11.35 **Innovation – an update from the NGED Team**

Paul Morris, Innovation Manager

12.15 **CLOSE**

Chair's update

Gabby Mallett

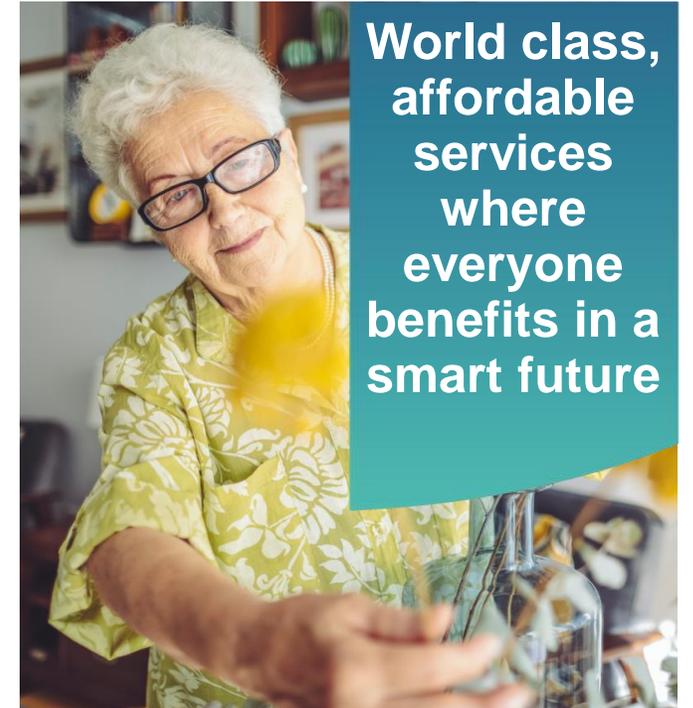
Chair feedback - agenda

- Feedback on SMEAPs surgery
- Spotlight report
- Focus on the Panel - potential changes
- Focus on the Panel - NGED interactions

Smart Energy Action Plans (SMEAPs)

- Business plan commitment
- Offer SMEAPs for 600,000 vulnerable customers per year
- No one left behind in transition to smart energy system
- Pilots by CSE

Business Plan Key outcome:



**World class,
affordable
services
where
everyone
benefits in a
smart future**

Presentation from the Centre for Sustainable Energy

- Additional training provided to advisors
- Use of internal retrofit team to provide support
- Use of Retrofit Academy Retrofit coordinator course. This may be too involved/complicated/in-depth
- Still investigating best training options, will be relevant when scaling up
- Current focus on those who call for Power Up service
- Calls can take 30 – 90 mins. Very involved
- About 40 detailed plans issued so far

Discussion points

CSE took the Panel through two complete example SMEAPS and discussion included

- Whether there were any suggestions relevant for those in fuel poverty
- Planning issues and those in conservation areas
- Whether information gathered/advice given focussed on electricity or included gas and heating information
- Specific issues in rural areas/homes

SMEAP specific feedback

- It could be overwhelming/challenging (CSE to consider reading age/easy read version), customers who's first language isn't English) and an accessibility review may be beneficial
- Images could be beneficial – there's too much writing but it was acknowledged this comes alongside CSE having a great conversation with customers
- Prioritise the document in order (e.g. “What have I agreed to?” first - the advice customer would be following/actions taken. Quick wins could appear early. Consider red/amber/green system)
- Using bite-sized chunks or infographics at the front then details at the end of the plan
- Consider targeting the plan to the customer's reason for being on the register
- The call to action isn't clear. The group wanted this at the start of the document
- There could be more information on potential costs and potential savings (e.g. '£', '£££' indicator)

Any more feedback?

The two sample SMEAPs are on Trello alongside a few examples of the factsheets CSE have created for customers.

If you weren't able to attend the surgery, but would still like to comment, please get in touch.

All comments/ideas gratefully received.

NB – notes from the surgery have now been shared with the Panel

Spotlight report

- Very busy year, main topics:
 - Support with draft determinations
 - Feedback/interviews new Responsible Business Charter
 - Winter preparedness communications
 - Surgeries (Community Energy/Connections and Local Network Investment/Social Obligations)
 - User testing – www.thePSR.co.uk
 - Support with funding – e.g. Energy Affordability Fund applications
- **Any major topics missed/specific bits members want to feed into/volunteers to support/proofread, etc.?**
- *We'd like to include some logos of the companies or organisations you represent. **Please send any relevant logos to Nicki.** [We will be clear you do not 'speak for' those organisations, but act independently/have that experience and background to refer to.]*

Focus on the Panel

- December meeting was not well attended
 - Many members just too busy/weather/transport strikes, etc.
- Summer events often pose problems due to high numbers on holiday (or busy getting up to date before going on holiday/catching up)
- **Suggestion to change Panel meeting to three meetings per year**
 - Every four months
 - E.g. February, June and October
- If we reduce number of regular meetings would look to increase number of surgeries
- Surgeries still mostly remote. Panel meetings alternating between remote and in-person

Would you prefer this approach or prefer to stay as we are with quarterly meetings?

Focus on Panel cont..

- Surgeries proving very useful. Gets right people in the room. Ability to really look in depth at single subject
- Feedback on Surgeries from NGED staff excellent
- Panel providing a very valuable critical friend facility
- Ad-hoc addition when relevant – we want to formalise a process for ‘interactions with NGED’.
 - When a Panel member has an interaction or uses an NGED service (e.g. application for a connection/charging point, power cut, planned outage)
 - Standard template where members can discuss/highlight specific interactions
 - Can be business/individual/community
 - May just be an observation
 - Relevant NGED team to review observation and report back

Focus on Panel - discussion

- **As always, please send comments to Gabby, e.g.**
 - Thoughts on reduction to three panel meetings per year
 - Thoughts on increase in number of surgeries
 - Thoughts on the 'interactions with NGED' process
 - Ideas for future surgery topics
 - Offers of help for spotlight report
 - Will listen to the 'room', but also write to all to ask thoughts

National Grid Fuel Poverty Support

Richard Allcock
Stakeholder Engagement & Social
Obligations Manager

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Stakeholder Engagement & Consumer Vulnerability submission 2022/23

- Submitted **Thursday 27 April** in line with strict Ofgem guidance
- Digital copies only this year
- We await set questions from Ofgem before we present to the panel on **12 July 2023**



Evidence that we meet Ofgem's minimum requirements



Stakeholder engagement outcomes



Consumer vulnerability outcomes

NGED Fuel Poverty Strategy

Core Mission: Priority Services Register

- Use the PSR as a foundation to deliver wider support beyond power cut resilience

Key Principles: Understanding vulnerability & address fuel poverty

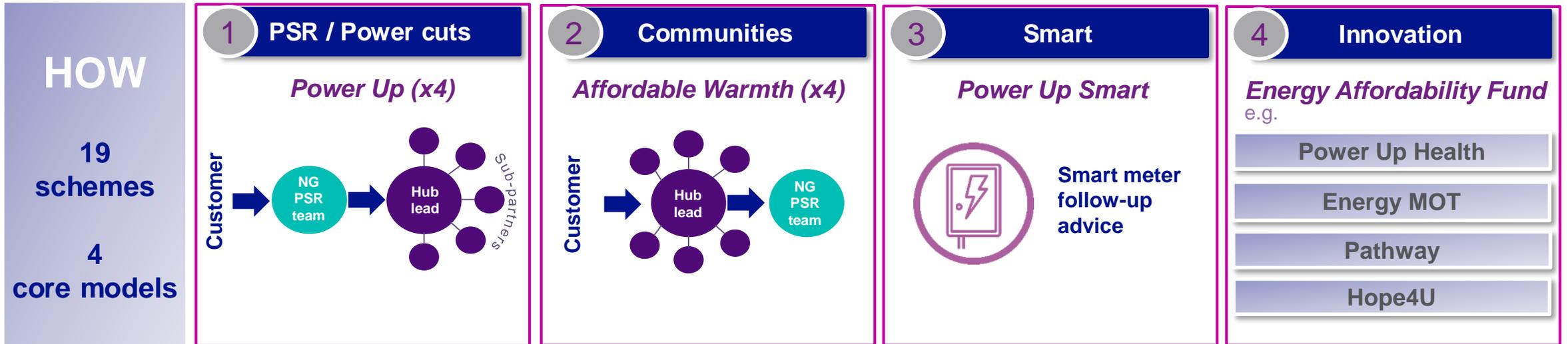
- Take the widest possible view of vulnerability including consideration of contributory factors
- Expert external training to increase staff and partners' quality and depth of knowledge
- Utilise data to locate vulnerability and target support
- Collaborate and share learning to continually improve customer outcomes
- Identify innovative approaches to deliver on customer needs

Delivery Approach: Understanding vulnerability & address fuel poverty

Partnerships and collaboration to maximise benefits to customers through one-stop-shop approach

- Collaborate with external expert partners
- Tackle root causes of fuel poverty
- Use data to target areas with the highest rates of fuel poverty
- Identify trusted local partners delivering holistic interventions with end-to-end ownership via a single customer touchpoint
- Facilitate the development and embed innovative support through pilots

Our fuel poverty services



- Schemes follow the same ‘hub’ delivery model
 - Work with one lead partner
 - Number of ‘local services/schemes’ to support delivery
- Lead partner responsible for:
 - Detailed assessment of customer’s needs
 - Coordinate support to avoid hand-offs
 - Deliver monthly reporting of outcomes

Every scheme offers nine core interventions:

- | | | |
|------------------------|--|---------------------------------------|
| 1. Income maximisation | 4. Boiler replacements and heating | 7. Befriending services |
| 2. Tariff switching | 5. Managed referrals to water social tariffs | 8. Health and wellbeing measures |
| 3. Behavioural changes | 6. Energy efficiency measures | 9. FPNES applications and CO monitors |

A record year – £20.6m savings for customers

In response to Panel feedback, DNOs collaborated to align on clear and consistent fuel poverty reporting to aid comparability, supported by a common definition of fuel poverty services and consistent, application of a social return on investment (SROI) measurement

24,463

Customers supported

The number of customers who received direct in-depth services through 19 fuel poverty schemes.



£15,202,317

Customer financial benefits

The gross financial benefits to customers supported.



£621

Average financial benefit per customer

The average gross financial benefits 'in the pocket' of each customer supported.



£1,113,097

Societal benefits

The gross benefit of additional value delivered (including health benefits and reduced carbon emissions).



£14,855,151

Net present value

The total value delivered minus costs to deliver.



£10.17

Social return on investment

The value of all benefits delivered on top of every £1 spent.



The values above measure the delivery of our entire programme of support including innovation, health and smart schemes and our core delivery models. Our holistic support model means our partners also deliver additional interventions providing home measures and wider support tailored to customer needs, e.g. accessibility rails, stair lifts, gas and fire safety visits. The combined financial benefits delivered by our entire programme this year, including these interventions was over £20 million:

£20,629,527

Customer financial benefits

The gross financial benefits to customers including additional home measures.



A record year (in detail)

24,463 customers supported to save >£20.6 million – an average of £621 per customer - our highest ever, including;

- Four core **'Power Up'** schemes supported 7,886 customers to save £2,972,941
- Power Up **Health** and Power Up **Smart** schemes supported 2,320 customers to save £1,949,901
- Four core **Affordable Warmth** schemes supported 12,243 customers to save £12,379,301
- Six innovative new **Energy Affordability Fund** projects supported 999 customers to save £740,162

Power Up!	Referrals	Savings
Auriga Services	1,946	£707,622
Coventry CAB	1,219	£581,937
Energy Savings Trust	2,182	£558,012
Centre for Sustainable Energy	2,539	£1,125,370
Power up Health Nott'm Energy Partnership	550	£237,708
Power up Smart Derbyshire CAB	1,770	£1,712,193

Affordable Warmth	Referrals	Savings
Nottingham Energy Partnership	2,458	£4,938,097
Marches Energy Agency	2,101	£834,325
Care & Repair	4,238	£5,169,164
Plymouth Energy Community	3,446	£1,437,715

Project scaled up to reach even more young families

- Financial hardship and having a young family can increase customer vulnerability, so in response, we piloted a project with **local charity Hope4U** who specifically support new and expectant mothers
- In partnership with NHS community midwives, they deliver vital support such as access to maternity benefits, housing support and essential baby equipment
- Project trialled in 2021/22 was successfully extended and embedded into our core delivery programme
- **727 customers supported to save £1,366,213** and increased PSR reach (256 referrals)

Case study

Living in a one-bedroomed flat with her husband, newborn baby and daughter aged four, Saz was identified and referred through to the project by her midwife. Communicating in English was a challenge for the family, and their home was cramped, damp and mouldy.

Our project partner gathered evidence of Saz's situation and supported her with writing letters and making phone calls to find a more suitable home for her family - bringing in additional proof and support from her GP. As a result of the support provided by the project, Saz and her family have now been rehoused to a warmer, safer, bigger property.

As a relatively new organisation, to receive the support and encouragement from NGED was invaluable. The security they provide us ensures the project can grow and as many individuals/families as possible can be helped.

Carole Arnold, Director, Hope4U



Do you need extra support in a powercut?

It can be stressful if you have a power cut or your water supply is affected, especially if you have a young family.

By joining the Priority Services Register:

- You will be provided with a direct number to call
- You will be kept up to date in the event of an unplanned power cut
- You will be informed if any planned interruptions are taking place

How do I register?
If you have children under the age of 5, the register is 100% free to join.

Contact Hope 4U to find out how we can help.

www.hope4u.co.uk
ENMInfo@hope4u.co.uk
0330 320 2140

Hope 4U
FOR A BRIGHTER FUTURE

Refreshing our membership and Terms of Reference

Nicki Johnson
Stakeholder Engagement Officer

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Customer Panel refresh

- We want to ensure the Panel continues to add as much value as possible for our customers – particularly as we begin to deliver on our RIIO-ED2 commitments and future ambitions
- This means regularly reviewing the Terms of Reference and the membership of the group; ensuring it continues to robustly represent who we as business are here to serve
- We will shortly be conducting a three-part information gathering exercise to achieve this (with your help) – collecting up-to-date information on members' areas of knowledge/expertise and stakeholder representation
- The outputs of this exercise will enable us to identify any gaps that have emerged across the group, enabling targeted recruitment where applicable
- We will also be looking at the 'Buddy' areas and considering widening the contacts
- The following slides provide an overview of our intended approach to this exercise, and our asks of you – our valued members

Part 1: Skills/knowledge matrix

- A blank matrix will shortly be shared with each Panel member, detailing the range of knowledge/areas of interest we'd like to see represented.
- Upon receipt, please can you:
 - Let us know of any new/emerging interest areas you'd like to see added
 - Find your name and apply a rating (between 0 and 3) to each knowledge/interest area based on the key provided.
 - Return the completed matrix to Nicki Johnson and Dan Blake (NGED) by the date specified

NGED Customer Panel - knowledge / interest area(s)																
Knowledge / interest area (please score 0-3 as follows): 0 - No knowledge 1 - Limited expertise/knowledge 2 - Good knowledge of topic 3 - Excellent knowledge/expertise	Member 1	Member 2	Member 3	Member 4	Member 5	Member 6	Member 7	Member 8	Member 9	Member 10	Member 11	Member 12	Member 13	Member 14	Member 15	Member 16
Customers																
Stakeholder engagement																
Customer service																
Major energy users																
Needs of current and future users																
Vulnerable customers																
Fuel poverty																
Regional / local issues																
Local government / Combined Authorities / LEPs																
Future energy systems																
Energy system transition (DSO)																
Innovation																
Future energy scenarios																
Low carbon technologies																
Distributed generation																
Energy storage																
Community energy																
Sustainability and the environment (including decarbonisation)																
Traditional energy systems																
Energy supply																
Wider utilities sector (e.g gas / water)																
Electricity transmission																
Regulation / price control planning																
Resilience																
Research, including digital inclusion																

Part 2: Stakeholder representation matrix

- An accompanying blank matrix will also be shared detailing the range of stakeholder groups we'd like to see represented.
- Upon receipt, please can you:
 - Let us know of any new/emerging stakeholder groups you'd like to see added
 - Find your name and highlight in green each stakeholder segment you feel able to represent through your role on the Panel.
 - Return alongside the completed knowledge matrix to Nicki Johnson and Dan Blake by the date specified

NGED Customer Panel - Sector Analysis																
Please place an X in the stakeholder segment(s) you represent	Member 1	Member 2	Member 3	Member 4	Member 5	Member 6	Member 7	Member 8	Member 9	Member 10	Member 11	Member 12	Member 13	Member 14	Member 15	Member 16
Customers																
Domestic																
Business																
Future																
Fuel poor																
Vulnerability																
Charity																
Consumer interest body																
Healthcare																
Parish council																
Emergency service																
Distributed generation																
Storage / renewables																
Aggregator																
Flexibility provider																
Developer																
Energy consultant																
Major connections																
IDNO																
ICP																
Non-government organisation																
Major energy user																
Trade association																
Academic																
EV charge point installer / manufacturer																
Other (please specify)																
National Policy																
Central government department																
MP																
Media																
Trade press																
Industry body																
Welsh government member																

Please note this is a snapshot list and not exhaustive. The full list will be provided when the formal request is made

Customer Panel refresh

- The results of this exercise, with any gaps identified will be reported back to the group upon completion
- Subsequently, we would appreciate your help and support in any further recruitment required. Member recommendations and suggestions will be sought and appreciated. It is our intention to also source increased membership via, for example:
 - Internal references from across the business
 - Desktop analysis exercise
 - Social media/online advertisements
- As always, any additional thoughts, comments and feedback would be welcome

Part 3: Terms of Reference review

The Customer Panel Terms of Reference were last updated in 2016 and the Panel has improved and evolved since then – with the addition of more focussed sub-groups and surgeries, the use of Trello and a new ‘Buddy’ system

At present the objectives of the Panel are as follows:

- Act as an advocate for consumers
- Provide expert advice on, but not limited to, NGED’s initiatives, customer service and operations
- Provide feedback, analysis and opinion on NGED’s initiatives
- Highlight and advise on key issues of current or emerging consumer concern to help scope and shape NGED’s approach
- Act as a “sounding board” to allow NGED to test innovation and ideas for initiatives
- Provide an environment where new ideas supporting NGED’s development can be created, shared and evolved
- Support and facilitate partnerships between NGED and consumer or specialist interest groups

Would you like to see any changes to the above objectives?

- New ToR will be shared once drafted for comment

Break



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Innovation at NGED

Paul Morris
Innovation Team Manager
(South West/South Wales)

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Electricity
Distribution

EQUINOX

The Equinox project seeks to demonstrate the benefits available to the network through smart dispatch of heat pump load.

Key Facts

The project will run from 2022 to 2025.

The first project trial took place from December 2022 to March 2023.

Over 1,000 households that have heat pumps within National Grid's distribution region will take part over 4 years.

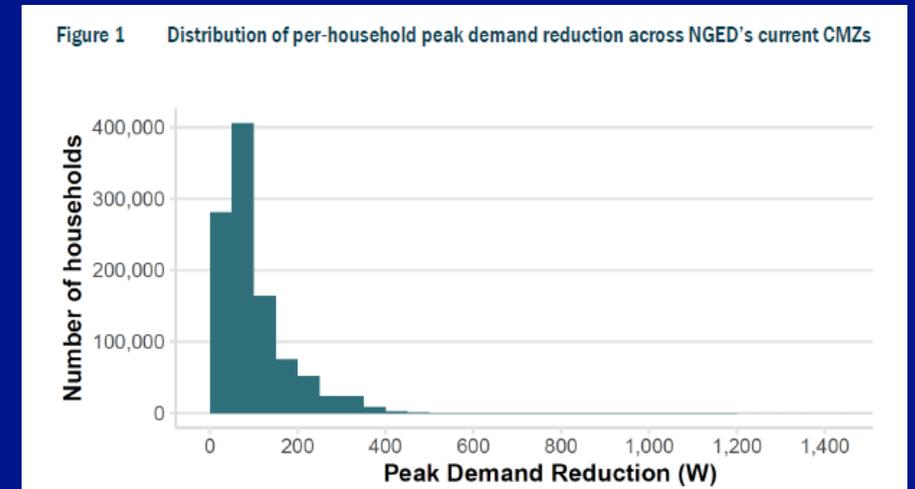
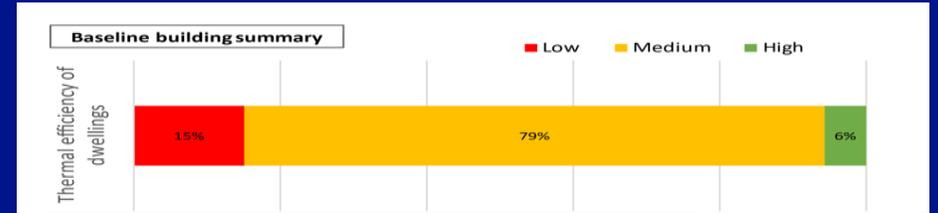
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We already know heat pumps can double the average peak demand of a home.

We investigated whether energy efficiency is an effective tool to help mitigate the load carried through distribution networks.

- We developed a tool that could model household load profiles for archetype domestic building fabric. This allowed us to explore the household peak demand based on different energy efficiency performance.
- We have learnt that the domestic energy efficiency investments make only small reductions in household peak demand.
- We have also learnt that the cost of installation of energy efficiency is high in comparison to distribution network reinforcement.



Electricity Distribution Pre-Fix

Approximately 50% of our customer disruption occurs because of defects on our High Voltage network.

We wish to be able to avoid this.

The pre-fix trial investigates this capability by developing a vendor agnostic platform.

We think this is important as it will enable us to build the capability at a lower cost to customers.

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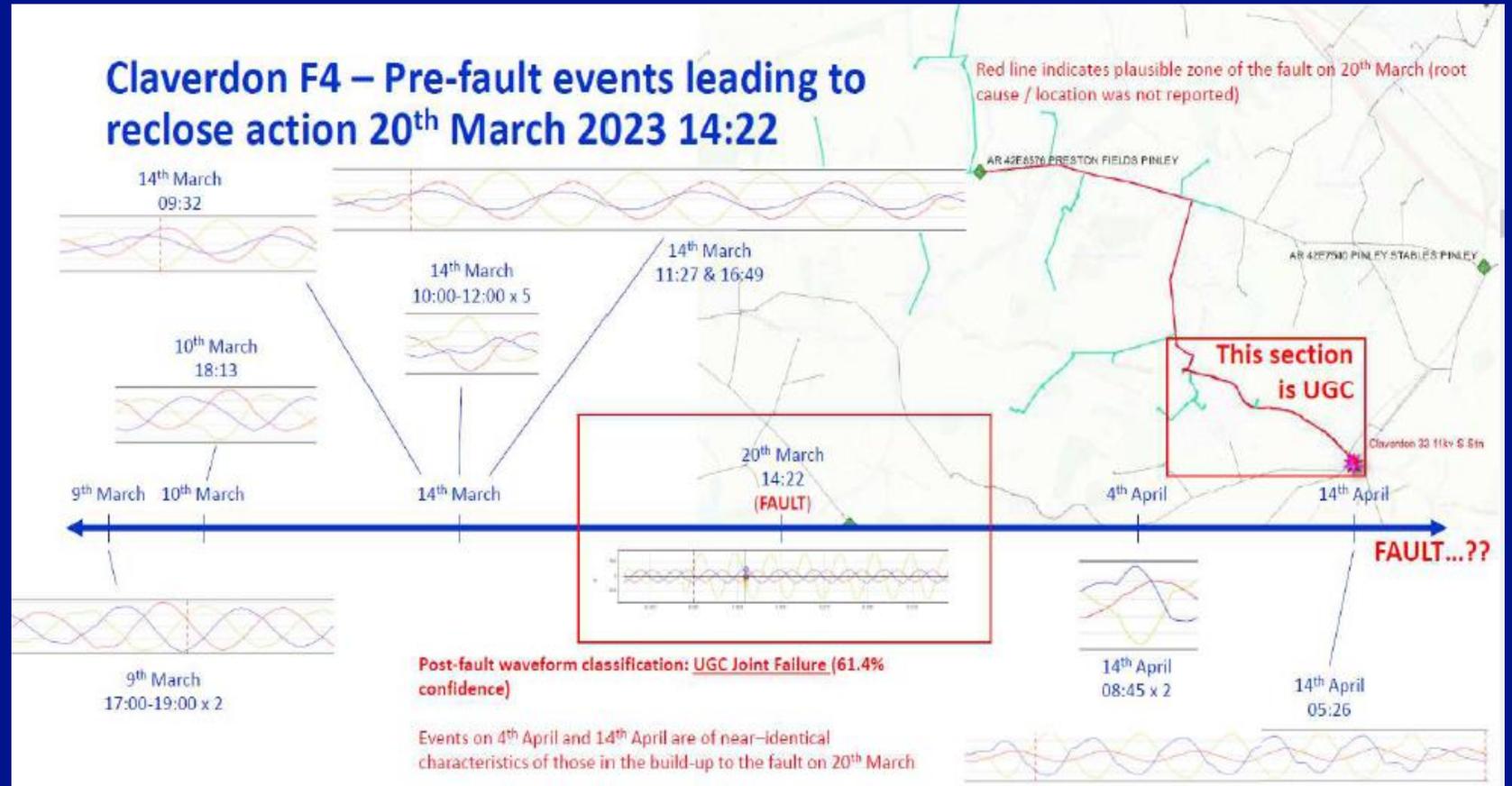


Electricity Distribution Pre-Fix

Pre-Fix technology enables visibility of brewing faults before customer disruption occurs and localisation of the cause.

The use of innovation funding is allowing us to develop these new methods.

We will be reviewing suitability for roll-out into operations later this year.



Delivery of innovation benefits

Motorway EV Charging

To service Rapid EV charger demand at motorway service stations we have developed a high power density substation.



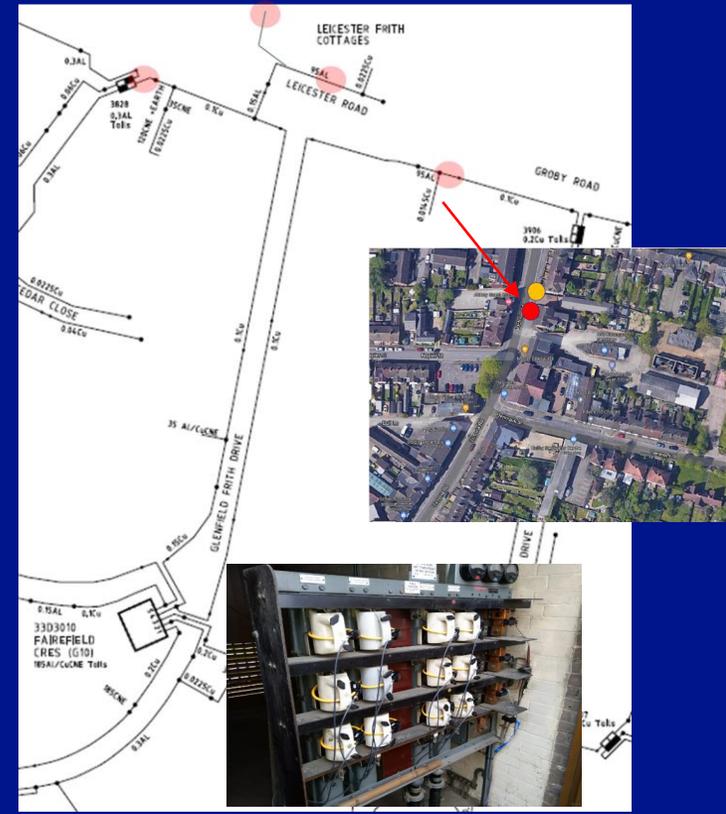
This makes it easier to connect large volumes of rapid chargers at remote locations.

LV Pre-fault

We are now developing an operating model to roll out LV-Prefault capability.

This will reduce customer disturbance.

This is implementing the learning from innovation funded projects.



Electricity
Distribution

Future Priorities

We are considering what our innovation priorities should be. These priorities should address the needs of our customers beginning at the year 2026 time horizon.

We would like your opinion on what innovation priorities should be for 2026 onwards. We have provided four draft suggestions to start discussion.

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Potential innovation priorities

We are considering what our innovation priorities should be. These priorities should address the needs of our customers beginning at the year 2026 time horizon.

We have provided four draft suggestions to start a discussion. We would like your opinion on the four ideas in terms of both scope and content.

Idea 1: Resilient Society

- Our society presently depends on several energy vectors (e.g. Gas, Electric and Petrochemicals).
- The transition to net zero expects to see increased societal dependency on electricity.
- This greater dependency means that disturbances on the electricity network will have a greater societal impact than what we experience today.
- This priority would seek to pursue insights as to what the whole society effects of greater dependency on electricity would be and seek to develop techniques to mitigate the risks associated with this greater dependency.

Idea 2: Speed of connection

- To serve the increasing needs of people wishing to adopt electricity vectors, we expect that any means that we can offer to accelerate the connection of new customers will be of benefit. (Plug and play for domestic homes).

Potential innovation priorities.

Continued.

Idea 3: Grid Carbon Outcomes

- Electricity distribution network operations will have high influence over both the carbon intensity of electricity generated and the carbon intensity of demand consumption.
- This priority would promote the development of techniques for the distribution network to improve the carbon intensity of the electricity outcomes for our customers by developing techniques that promote and align periods of low grid carbon intensity with electricity consumption.

Idea 4: Rapid Grid Transformation

- We will continue our flexibility first commitment to reinforcement.
- Despite this, by the early 2030s we are expecting to need to deliver capital reinforcement at an unprecedented rate. (The order of magnitude is potentially 100s of reinforcement projects per month).
- This priority would promote retention of a flexibility-first based network management strategy for as long as possible. This would be done by development of innovative construction techniques and logistics that allow us to have a “just in time” approach to reinforcement. This would be instead of being limited by techniques that were developed prior to declaration of the climate crisis. This priority would pursue new methods to reduce the time taken to construct infrastructure for new capacity.

Appendices

- Performance report
- Action tracker



IIS Outturn 2022/23

	NGED West Midlands		NGED East Midlands		NGED South Wales		NGED South West	
	CI	CML	CI	CML	CI	CML	CI	CML
Ofgem IIS Target 2022/23	77.3	50.3	49.8	34.9	51.5	32.0	57.1	42.1
IIS Outturn 2022/23	46.38	30.69	32.62	21.90	43.95	25.77	49.49	39.34
% Out Performance	40.0%	39.0%	34.5%	37.2%	14.7%	19.5%	13.3%	6.6%
*Potential reward (£m†)	25.40		22.56		4.83		4.28	

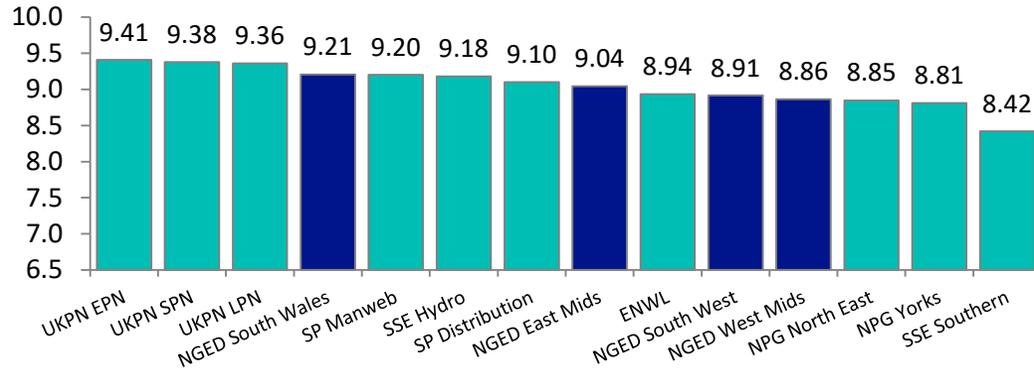
As at end March 2023

** Subject to Ofgem Exceptional Event Audit (West Midlands only)*

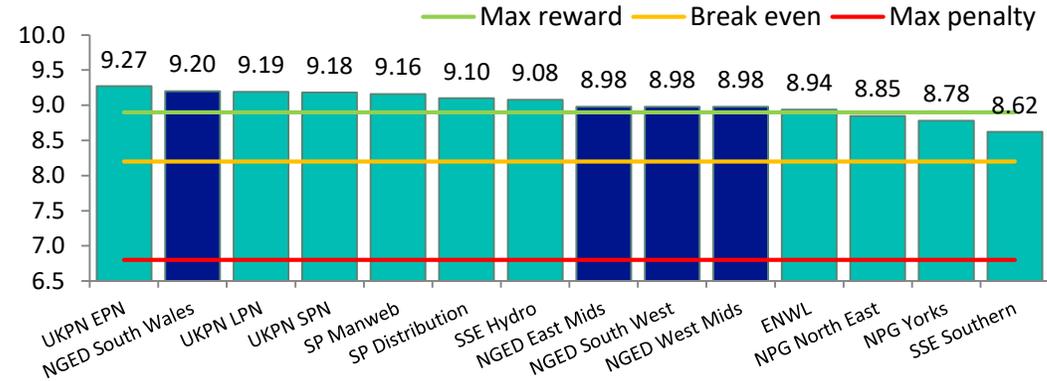
† In 2022/23 prices

Broad Measure Survey – RYTD to March 2023

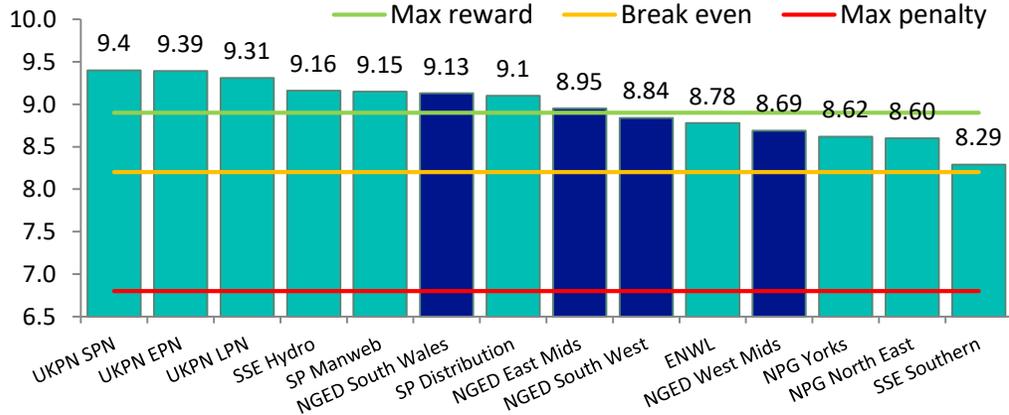
Overall Combined



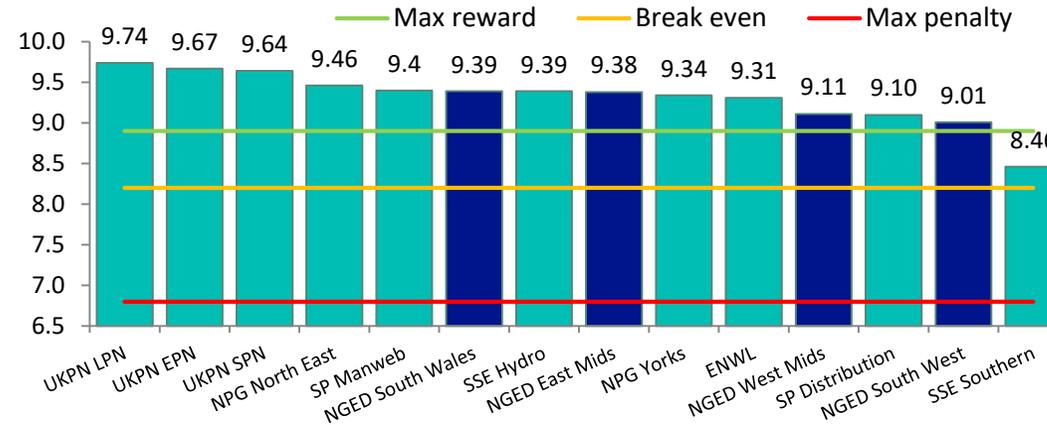
Interruptions



Connections



General Enquiries



Note: Ofgem's incentive only considers individual performance in the 3 categories. An overall score is generated for summary purposes, using Ofgem's weightings of : 30% Interruptions; 50% Connections; 20% General Enquiries

Contact Centre Performance

April 2022 - March 2023

Inbound

Service	Total calls	Average speed of response - Calls 3.8 seconds
General enquiries	251,314	Average speed of response - Twitter 3 min 46 secs
No supply	708,102	Average speed of response - Webchat 44 seconds
Calls to 105 (included above)		382,189 (53.96%)

Outbound – Proactive

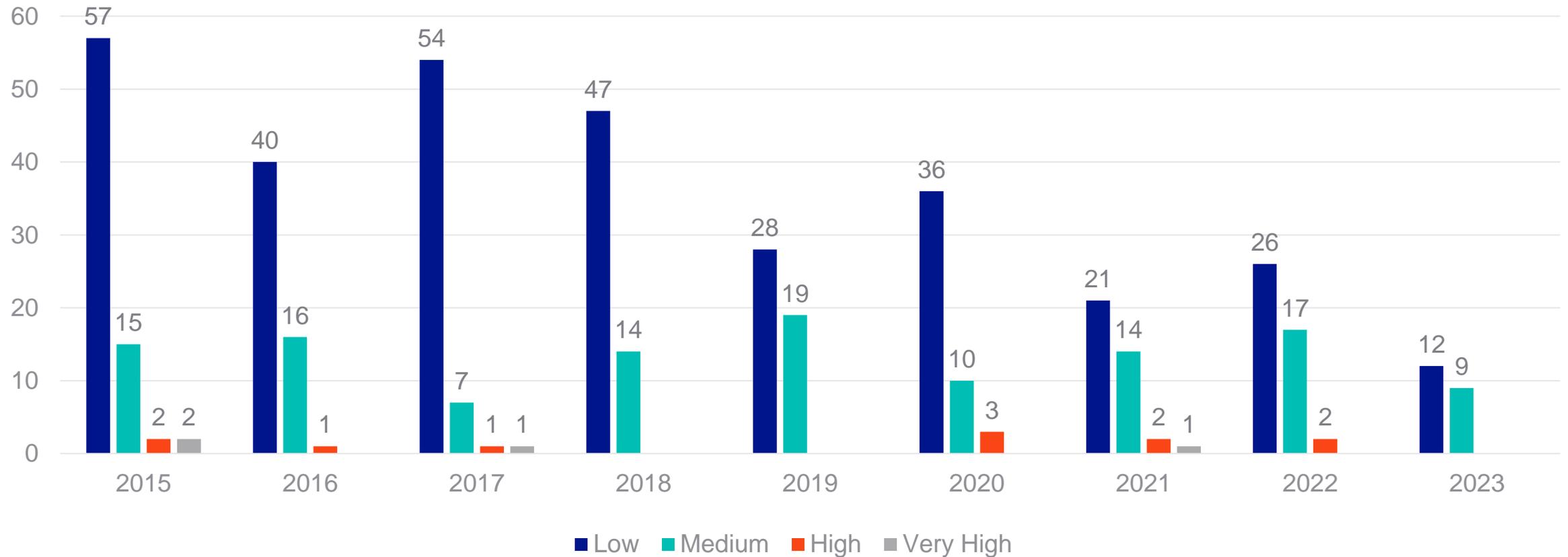
	Total call backs	Total to vulnerable customers
During fault	919,216	909,975
When ETR changes (Estimated Time of Restoration)	108,465	49,390
Post fault	276,678	122,742
Total	1,304,359	1,082,107
Total proactive text messages sent		770,298

Priority Services Register data cleanse

	Total contacts
Customers attempted to contact	931,879
Success rate	44%
Onward referrals made (e.g. for fuel poverty support)	15,445 (including 6,245 referrals to fire service)

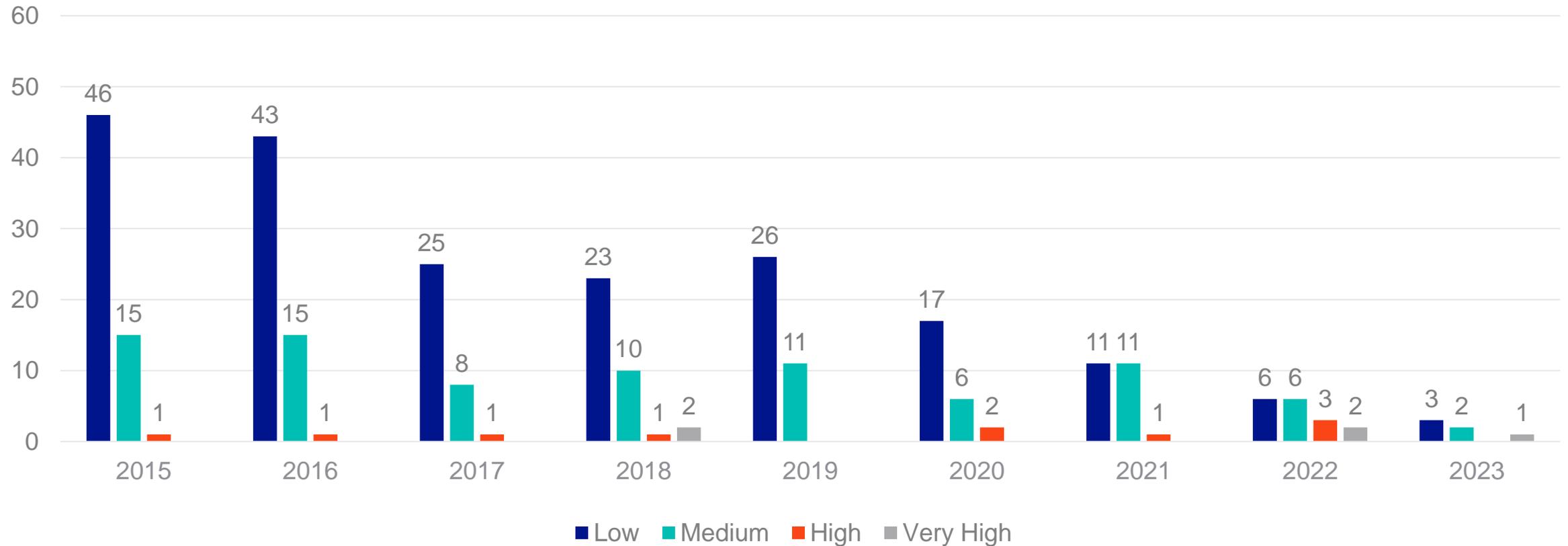
Staff Accidents

Staff Accident Category based on 'Actual' or 'Most Likely' Outcome



Contractor Accidents

Contractor Accident Category based on 'Actual' or 'Most Likely' Outcome



Action tracker – status of open actions from 2022/23

Meeting raised	Detail of action to be taken	Owner	Open/closed?	Summary of action taken
Jul-22	RA to pull together a flowchart to be assembled detailing our engagement. E.g. enduring groups/bespoke engagement	Richard Allcock	Open	The team are working on an engagement plan for the NGED intranet and will share with the Panel asap
Dec-22	Reporting pack to be changed for the next meeting to bring it more in line with internal Board reporting	Nicki Johnson	Closed	Performance slides now in line with board reporting
Dec-22	Follow up the suggestion of getting more parish councils on board as referral partners	Nicki Johnson	Open	NJ and DB working on referral partner links
Dec-22	Add notes to the contact centre pages and staff information hub on generator issues and information	Nicki Johnson	Open	
Dec-22	Provide a new organogram showing the NGED structure	Nicki Johnson	Closed	Included in June 2023 slides
Jan 23 (SO surgery)	Pull together list of potential referral partner types and share with panel	Nicki Johnson	Open	NJ and DB working on referral partner links - add to next meeting agenda?
Jan 23 (SO surgery)	Smart Energy Action Plans will be delivered by CSE and feedback can shape the enduring programme	Nicki Johnson	Closed	SMEAP surgery held
Mar-23	NGED to create a visual showing the relationship between local authorities/partners and DNOs and the link to social contract	Nicki Johnson	Open	
Mar-23	Action tracker to be developed for the panel	Nicki Johnson	Closed	This is the action tracker

This is the current action tracker – do you want to see red/green/amber or anything else?

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