

Supporting customer resilience during the cost-of-living crisis

1 November 2023

nationalgrid



Housekeeping

In the room	Remote delegates
<ul style="list-style-type: none">• There are no planned fire alarms• If you have any questions during the presentations, please raise them during the breakout sessions• After each presentation, we will facilitate roundtable discussions (feedback will be anonymised)• We may record today's workshop and take photos. If you are not comfortable being recorded/photographed, please let your table facilitator know	<ul style="list-style-type: none">• Please mute yourself during presentations• Please turn your camera on during the discussions (if your internet allows)• If you have any questions during the presentations, please raise them during the breakout sessions• After each presentation, you will be moved to breakout rooms for discussions which will start/end automatically (feedback will be anonymised)• We may record today's workshop and take photos. If you are not comfortable being recorded/photographed, please message Vincent Luxmoore at EQ in the chat

Agenda

SESSION 1: Our strategy and today's objectives	10.00 - 10.45
<ul style="list-style-type: none">• Presentation• Discussion - delegate introductions and sharing your challenges this year• Electronic voting	NGED All
SESSION 2: Our delivery model and hearing from our partners	10.45 – 11.30
<ul style="list-style-type: none">• Presentations• Partner showcase – Power Up and Affordable Warmth partner case studies• Discussion and plenary feedback	NGED Citizen's Advice/CRCV All
11.30am coffee break	
SESSION 3: Smart energy showcase	11.45 – 12.25
<ul style="list-style-type: none">• Presentation• Partner showcase – CSE talk about their smart energy action plan pilot• Feedback and discussion on new smart energy action plans	NGED CSE All
SESSION 4: Winter preparedness	12.25 – 13.00
<ul style="list-style-type: none">• Presentation• Feedback and discussion on increasing PSR reach	NGED All
13.00 close and lunch (provided for those in the room)	

Our strategy and today's objectives

Richard Allcock

Stakeholder Engagement Manager

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National Grid Electricity Distribution

The UK's largest electricity distribution company

- We distribute power to **25 million customers in 8 million homes & businesses**, covering the East and West Midlands, South Wales and South West England
- Our vision is to enable net zero, while continuing to safely operate a reliable network that is affordable for our customers



We are responsible for performing five core tasks. These are to:



Keep the power
flowing



Maintain
equipment



Fix the
network



Connect
customers



Operate a smart
system

Supporting customer resilience during the cost-of-living crisis

The ongoing cost of living crisis presents a significant ongoing challenge for our customers and for the organisations providing direct support

The purpose of today's workshop is to understand how we can continue to expand the support we can provide to customers in collaboration with our support partners

Objectives for today

Supporting Customer Resilience During the Cost-of-Living Crisis

Work with you to:

- Gain your insights to review and update our customer vulnerability strategy
- Identify:

**Emerging and priority
issues**

Areas of best practice

**How to better target
and enhance support**

- Provide an opportunity for open and honest feedback to be shared, relationships to be formed and partnerships strengthened – to build on our success to date

Our approach this year – shaped by stakeholders

Focus areas

1. How to help those in immediate crisis and move them forward
2. How to increase the reach of our Priority Services Register (PSR) to help those most vulnerable in the event of a power cut and refer them onward for additional support
3. How to help those who are 'just about managing' but at risk of falling into fuel poverty
4. How to ensure everybody can access and benefit from the transition to net zero

Our approach this year – shaped by stakeholders

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3. How to help those who are 'just about managing' but at risk of falling into fuel poverty.
4. How to ensure everybody can access and benefit from the transition to net zero.

Objectives

Increasing PSR awareness and understanding

“The sheer volume of people needing help now makes it difficulta lot of people don't know what support is available.”

Tackling reduced income and energy costs

“We're encountering people in our areas who have to choose between fuel and food”

Tackling the impacts of living in a cold home

“People are not only arriving from cold homes but they are also hungry. It's quite shocking”

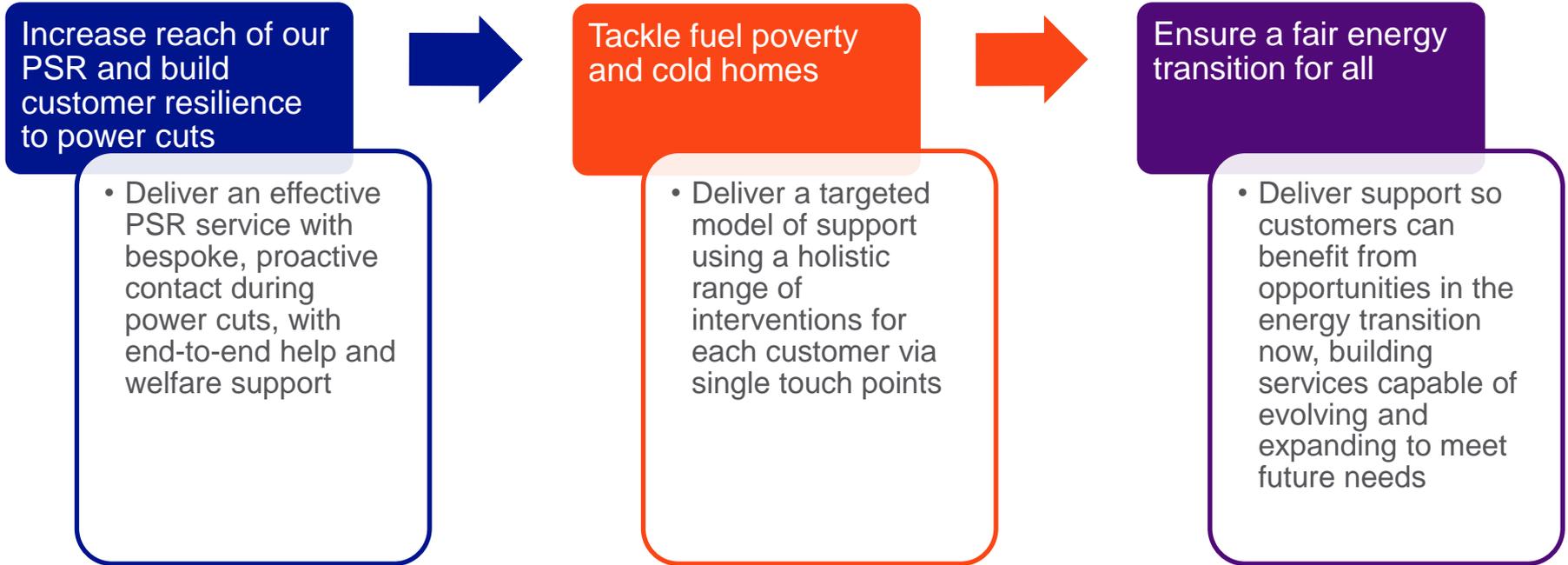
Supporting customers in immediate crisis

“We have seen an increase in the number of people that self-disconnect”

Addressing mistrust in new technologies

“When you start to mention smart energy to vulnerable people they often panic. There are a lot of myths around it”

Our customer vulnerability strategy



Helping to enhance our support

Today's workshop will provide an opportunity to explore the three elements of our strategy in more detail

- You'll have the opportunity to learn about our delivery models and performance, hear from our partners, share best practice and discover more about our Smart Energy Action Plan pilot
- Considering your experiences of the past year, we want to understand if our areas of focus and the objectives to deliver as a result are still valid, or are there others which have emerged/gained importance?

Session one – breakout

- Introduce yourself and the organisation you represent
- What are the immediate challenges facing the people and communities you work with?
- What do you see as the most important focus areas for NGED and our partners in supporting customers?
 - What should the focus areas be for this year?
 - What about over the next few years / longer term?
- What, in your view, should NGED's key objectives be for the year ahead?

Introductions and discussion



Electronic voting

- ***What three words would you use to describe the immediate challenges facing the people you support***
- ***What three words would you use to describe the immediate challenges facing you/your organisation?***

Our fuel poverty delivery model and performance

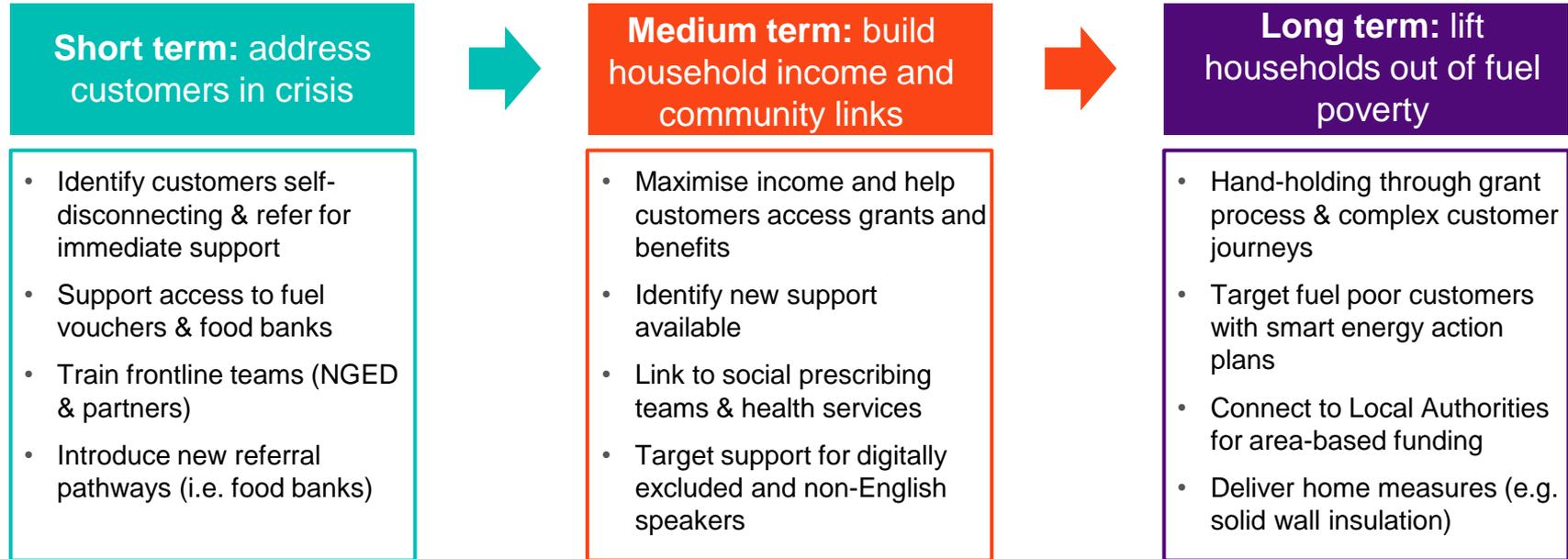
Nicki Johnson
Stakeholder Engagement Officer

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Fuel poverty: responding to the cost of living crisis

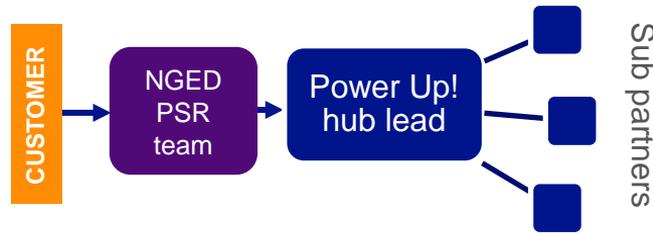
Approach: support those in crisis now, while building long term support pathways to break the cycle of fuel poverty



Our fuel poverty services

19 schemes, following these core models

PSR customers referred to **‘Power Up’** schemes by our Contact Centre following data cleanse/power cut



‘Affordable Warmth’ schemes generate their own referrals in their local communities



Core interventions offered by every scheme:

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

A record year – £15.2m savings for customers

Established partnerships have delivered more than ever before

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.



Our holistic support model means our partners go beyond energy affordability outcomes, delivering additional interventions providing home measures and wider support tailored to customer needs, e.g. accessibility rails, stair lifts, gas and fire safety visits.

£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 over £20.6 million

- Four core **'Power Up'** schemes **7,886 customers saved £2.9m**
- Power Up **Health** and Power Up **Smart** **2,320 customers saved £1.9m**
- Four core **Affordable Warmth** schemes **12,243 customers saved £12.3m**
- Six innovative, new **Energy Affordability Fund** projects **999 customers saved £740k**

Today we want you to share and take away ideas and best practice so we can continue to provide, and improve on, benefits and savings for customers

Julia Folland

**Care and Repair
Cardiff & the Vale**

nationalgrid



Care & Repair and National Grid South Wales Affordable Warmth Partnership



What we do

- 11 agencies working in partnership across South Wales.
- An affordable warmth scheme to identify and support hard-to-reach customers in vulnerable situations, who are unlikely to be known to NGED.
- Targeted work reaching out to those most in need of support and advice by a local agency with local knowledge. Specific targeted work across the region with GP's, farmers, people with sensory impairment, people with dementia etc
- Sign up eligible people to PSR and also offer support and advice with income maximisation, heating solutions, Energy Use, Smart Energy Advice and health and wellbeing (including adaptations, fire safety, rails, blue badges etc)

Progress so far in 23-24

- **Over 2,000** People supported through the partnership in the first 6 months
- Average of **9.31 score out of 10** for customer care
- Value of outcomes totalling **£2.5 million**

Case study – Mandy



Our client

- Mandy lives alone in her own home and has had several serious health issues in recent times which have caused her to become vulnerable. She has lost a lot of weight and is sleeping downstairs.
- She had a good relationship with family and friends but had isolated herself. This has greatly affected her mental health along with her physical health. She has sight loss, anxiety, depression, hearing loss and a neurological condition which meant she had dizziness and balance issues.

The problem

- Mandy was struggling to look after herself due to her disabilities. She was struggling to prepare food due to her sight loss and would struggle to take her medication. She was also becoming very depressed sleeping on the sofa. She was also missing callers to her home due to her hearing loss.
- Her home was cold, and it was apparent a lot of draughts were coming from the front and back doors.

What we did

- Mandy was visited and supported by a specialist Managing Better Caseworker who made several referrals including to the rehab officer for a visual assessment and a referral to Cardiff Council's Adult Social Services team to assess and provide any extra help that may be needed for Mandy's wellbeing.

Case study - Mandy



- A C&R grant was used to fit a flashing doorbell and telephone sensor and move the telephone closer to the sofa so that Mandy could pick this up easily. Rails were also fitted in several areas of the house including the stairs.
- The caseworker supported Mandy to complete her blue badge form and helped her to apply for Attendance Allowance. She was granted the higher rate of £101.75 a week.
- Mandy had support from the Care & Repair Technical Officer to obtain quotes and fit a new front door.
- The caseworker arranged to have meals on wheels delivered 7 days a week.
- Mandy was added to the National Grid Priority Services Register due to her vulnerability.

Summary

Mandy is safer and warmer in her home now due to the small adaptations and new door. She is also financially better off by £5,291 a year. She will also now have ongoing support for her wellbeing so she can manage to live independently at home for longer. She will also be identified as a vulnerable customer in an emergency ensuring she gets the full support she needs.

Susan Noori

Coventry Citizen Advice

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Coventry Power Up!



Customer is retired in receipt of State Pension; has ill health and limited mobility. Customer is concerned about energy costs and benefit from any financial help available. Customer is also concerned about falling down stair lift and enquired about putting a lift in their property.

Advice and action taken

- Attendance Allowance
- Pensioner Cost of Living and Winter Fuel Payment
- Energy efficiency measures
- Signposting for additional financial assistance

FINANCIAL BENEFITS

- | | |
|--|-----------|
| • Attendance Allowance | £3,541.00 |
| • Pensioner Disability Cost of Living | £600.00 |
| • Behavior change energy efficiency measures | £253.00 |

TOTAL FINANCIAL SAVING £4,394.00

SIGNPOSTS

- Attendance Allowance Helpline
- Local Council Independent Living Team
- Act on Energy
- Age UK
- WMFS Safe & Well Visit

Scanning the Horizon

Nicki Johnson
Stakeholder Engagement Officer

national**grid**



Horizon Scan: understanding the support landscape

Objectives

1. Identify service providers operating within NGED's area supporting customers in vulnerable situations
2. Understand more about service providers, e.g.: geographical coverage, range of services, referral networks, capacity and appetite to expand
3. Understand more about the quality and impact of services offered and changes since 2018
4. Identify gaps or 'thin spots' (both geographical and type of vulnerability support)
5. Review opportunities for NGED to work with and/or actively support these services

Approach

Using CSE's capability lens to understand different aspects of customer need, and how they fit into the broader context of vulnerability, e.g. age, personal and social factors, housing, energy, economic and digital factors.

The study included desk-based research, an online survey and online interviews

Key findings

In total, 349 organisations were identified. Survey responses were received from 54 organisations, of which 10 were interviewed

The sector's resilience to changes in funding is precarious

70% provide services in single and multiple local authority areas, 15% at regional scale

Staff levels not increasing at the rate of demand – affected by low pay and flexible working limitations

There is a gap in provision of smart energy advice and installations

Referrals from health and social care have proportionately increased since 2018

The sector is in 'crisis response' mode, focusing on income maximization and emergency support

Capacity is unable to keep up with increasing demand – funding and staffing are key challenges

There is appetite to scale up – sector needs more funding, certainty of funding duration and staff training provision

“Systemic challenges faced by the advice sector require strategic intervention to reduce the root causes that are exacerbating inequalities and customer vulnerability”

Recommendations

What more can NGED do to support service providers and reach customers?

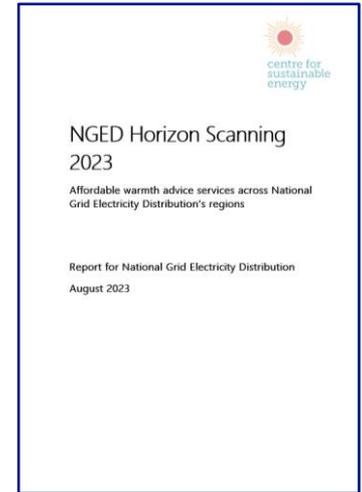
Recommendations	What are we doing now?
Assess areas of high fuel poverty/PSR gaps – establish priority areas and orgs for intervention	Use open-sourced social indicator mapping to reveal gaps and target services
Increase PSR awareness , support promotion and strengthen referral pathways	Network of 180 PSR referral partners, and established fuel poverty referral routes
Promote a single point of contact approach to advice delivery	Lead partner manages ‘one stop shop’ in each licence area, supported by a pool of sub-partners
Tackle the complexity of client support , e.g. with direct funds for household equipment	Supporting partners to increase time with clients, partnership with the Good Things Foundation to donate devices and mobile data
Build referral pathways with energy efficiency and home improvement agencies	Good practice in our Affordable Warmth partnership, e.g. Nottingham Energy Partnership referrals to Nottm Healthy Housing
Encourage/trial smart energy advice and installations	Smart Energy Action Plan service now live, working with fuel poverty partners to expand reach
Increase local resilience provision to facilitate support in emergencies situations	Community Matters Fund provides grants for grassroots support – including warm hubs and emergency provisions
Advocate to Ofgem, UK & Welsh Government & decision makers on strategic interventions to support fuel poor customers	Using our voice and reputation as part of the National Grid Group to advocate for customers in vulnerable situations

Sharing the outputs of the report

We want to make sure this research is open and as useful to as many support providers as possible

We will

- Publish online the detailed horizon scan report including the data and findings on the landscape of service provision in our region
- Publish online a spreadsheet detailing more than 300 organisations identified through this research providing support across our regions
- Incorporate the data from the research into NGED's social indicator mapping to help identify gaps in service delivery and opportunities to improve reach to underserved communities



In summary

We continue to place great importance on our work with fuel poverty partners and acknowledge the sector is in ‘crisis response’ mode

- The extensive range of interventions they provide can support customers with the immediate challenges facing them as winter approaches
- BUT there’s more to do in understanding high poverty areas and PSR gaps
- In addition, we are doing our best to support customers in the future by helping them transition to a low carbon, smarter way of using energy where possible (more about that later)
- We want to grow awareness of your organisations and our projects and continue to expand the number and type of collaboration opportunities
- So now we are going to have a breakout session on best practice and the support NGED can provide for customers and partners

Session two – best practice sharing

- Do the findings of our ‘horizon scan’ fit with your current experiences?
 - What is unique to your clients or the areas you serve?
- Do you have any suggestions for how NGED (or our partners) can act on the report’s recommendations?
- What more can we do in partnership with others (e.g. utilities, charities, local authorities) to help meet the needs of people living in crisis?
 - Now: To address the immediate crisis?
 - Longer term: What could we do to build stronger support pathways?
- Can you share any best practice undertaken by your organisation?

Discussion

Best practice sharing and NGED support for customers and partners



Plenary

Best practice sharing



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Coffee Break



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Our smart energy showcase

Richard Allcock

Stakeholder Engagement Manager

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Smart energy transition: our commitment

We must support the evolving needs of customers in times of crisis. Vulnerable situations can impact customers' ability to adapt to change

- We want the transition to net zero to be fair and inclusive
- We must extend our definition of vulnerability to reflect the capabilities needed to engage in smart energy offers, understand the potential disadvantages a future network could create and deliver positive interventions to widen participation
- We have therefore developed stretching targets to ensure customers in vulnerable situations receive comprehensive support and advice and are supported to participate in the smart network

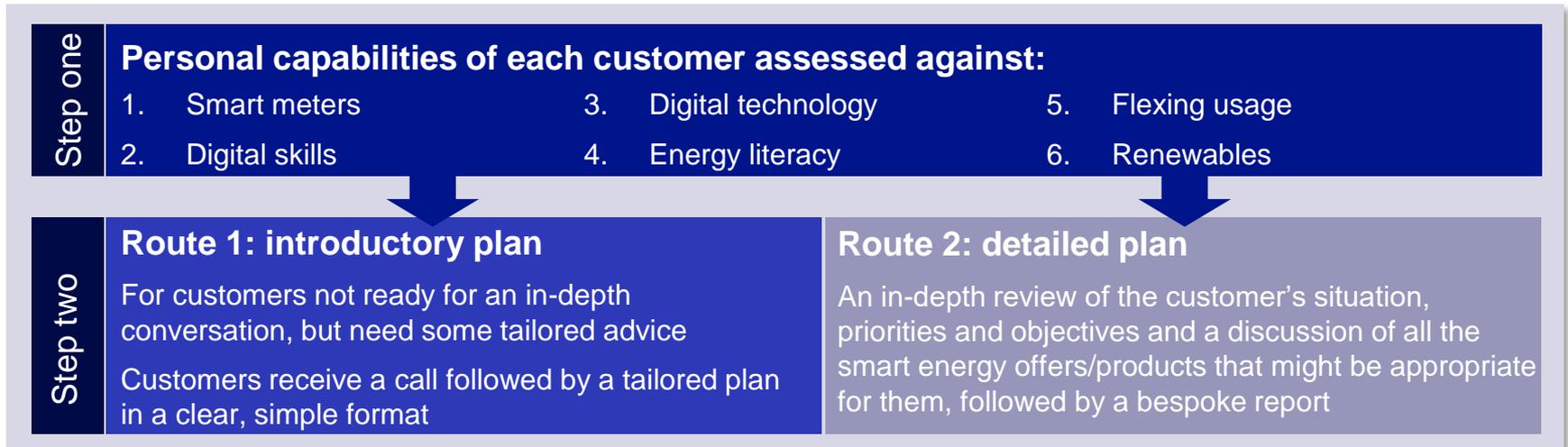


Offer 600,000 PSR customers a bespoke 'Smart Energy Action Plan' each year

Smart energy transition: piloting new services

We are shaping our plans to meet the needs and expectations of our customers as technology evolves and a low carbon future emerges

- 379 customers supported via the smart energy action plan pilot
- 300 received an introductory plan, 79 received a detailed plan



- We will now hear from Karn Shah, on how CSE piloted Smart Energy Action Plans for customers



Smart Energy Action Plans

Karn Shah, Senior Project Manager

1st November 2023

We help people change the way they think
and act on energy.

cse.org.uk



The context: a changing energy system

- To hit net zero targets cost effectively our energy system needs to become smarter and more flexible to accommodate high volumes of renewable energy.
- Risk of many customers getting left behind in the transition due to increasing complexity and costs to participate.
- CSE's Smart and Fair? Programme looked at all the capabilities, characteristics and attributes of consumers needed to 'keep up' in a smarter system





Piloting Smart Energy Action Plans (SmEAPs)

Since November 2022, CSE has been delivering a pilot for NGED to look at how we can best support PSR customers to participate in the changing energy system.

We have focused on:

- Testing different ways of offering smart energy advice tailored to the customer's needs
- Training and upskilling energy advisors
- Developing new tools and resources for customers and advisors
- Evaluating our tools and approach



Introductory plans

For those who are not ready for an in-depth conversation, but are open to improving their understanding of the smart energy transition, or need some tailored advice on a specific offer or option, e.g. on smart meters, renewables.

This includes a review of the client’s “core capabilities” and advice on how to improve any gaps in these capabilities. Typically, advice topics include:

- smart meters,
- access to digital technology
- digital skills
- understanding energy usage,
- experimenting with flexing their usage
- thinking about renewables



Detailed plans

For those who are interested in an in-depth review of how they can best participate in and benefit from the smart energy transition. The detailed SmEAP call entails:

- Assessment of the customer's personal situation, priorities and objectives – via a questionnaire
- Exploration of how this impacts their participation in the smart energy transition – what are the key barriers or opportunities both now and in the future?
- Discussion of all the smart energy products or services that might be appropriate



Detailed plans

Topics of advice have been split into three categories:

Capabilities:

- Smart meters
- Digital skills
- Digital technology
- Energy usage
- Flexing usage
- Intro to renewables

Low/no-cost offers/products

- **Time of use tariffs** – static and dynamic
- **Demand shifting schemes**
- Timer plugs and smart plugs
- Smart heating controls
- Export / **Smart Export Guarantee** (SEG) tariffs
- Home Energy Management Systems

High cost/longer-term offers/products

- **Heat pumps**
- **Solar photo-voltaic (PV) panels**
- PV diverters
- Electricity storage
- Heat storage
- Smart hot water tanks
- Electric vehicles and related offers



Detailed plans

Following the call, customer is sent their tailored SmEAP, which includes our Getting Smarter with Energy factsheet and any other relevant factsheets.

Getting smarter with energy

A changing energy system means changing our energy habits ...

Our energy system is changing. In 2010, almost all of our electricity was generated in power stations from fossil or nuclear fuels. By 2021, almost 40% was generated by renewables. This is great for reducing carbon emissions – essential for tackling climate change. But renewable energy generation varies over time and is difficult to predict. Solar and wind farms are located all around the UK and sometimes the grid can struggle to cope with too much electricity being generated in one place, when the demand for it is somewhere else.

As we move away from using fossil fuels for heating and transport, for example with heat pumps, electric cars and E-bikes – more of our household activities will use electricity. This makes balancing the demand and supply of electricity even more crucial and means we need to shift our electricity use in time to make use of the cheapest, greenest available energy.

Smart energy use

We're already experts in shifting our electricity use to reduce our costs. We might wait for a sunny day to do our laundry and avoid using a tumble drier, or batch cook food to avoid using our oven every evening. Some households are on Economy 7, a tariff which has a cheap off-peak rate for electricity at night and a higher standard day-rate. Economy 7 is an example of a time-of-use tariff – where the cost of electricity varies according to the time of day you use it. If you're not on a time-of-use tariff, you

by | home energy advice | 2023

www.cse.org.uk/advice/leaflets



best from your solar PV panels

panels you may consume maximise the benefit.



dinner, watch TV, and often put on the dishwasher, washing

Questions asked during the call	Your responses		
Do you own or rent your home? Would you be willing/able to get permission to make changes to your home?			
Are you planning on staying in your current home for at least 5 years? How many people normally live in your home?			
Do you have Wi-Fi at home and mobile data?			
Do you have a device (e.g. smartphone, tablet, computer) you can use to access the internet? How confident do you feel using the internet? For example, using an online account or apps?			
What are your main energy priorities at the moment? (Rank from 1-4, 1 being highest priority, 4 being lowest priority)	Comfort, security or convenience	Saving money	
	Better use of existing energy kit	Going greener	

Smart heating controls

Devices that let users easily control their space and water heating remotely, usually through a smartphone app.



Costs	£60 to £500	
Savings	£10-£100 a year	
Running cost risk	Small	●●○○○
Effort to implement	Small	●●○○○
Carbon savings	Small	●●○○○

Best if your priority is ...

 Comfort, convenience or security

Benefits

- Control your heating remotely – whether you're at home or out and about.
- Some models can learn your heating needs or allow multi-room control.
- Save on your heating bills, especially if you are a high user.

What you need to take up this offer

-  Permission to make changes
-  Wi-Fi
-  Non-electric heating
-  Okay with sharing energy data

What helps you maximise savings from this offer

-  Okay with machine learning
-  Smartphone or tablet
-  High heating usage
-  Confident using apps



Referral routes and engagement routes

- NGED Contact Centres
- Fuel poverty services – e.g. CSE Power Up! team, casework teams, NGED Affordable Warmth delivery partners and Energy Affordability Fund grantees
- Retrofit services – e.g. through CSE’s work on the Home Upgrade Grant Scheme in Bristol
- Engagement hooks vary depending on referral route – focus on saving money for fuel poverty routes, and making most of newly installed technology for retrofit routes.



Key outcomes/findings from the pilot

- Importance of tailoring breadth and depth of advice to customer's circumstances.
- Need to upskill the team and to develop new resources for advisors and for customers.
- Need to constantly monitor new offers and products on the market and assessing their suitability.
- Significant barriers remain for participation – smart meter rollout, complex tariff offers, cost of living crisis.
- Opportunities presented by Demand Flexibility Service and grant-funded retrofit installations.
- **Progress to date: 79 detailed plans, 300 introductory plans**



Case study – Mr Hussein

- Pensionable age and legally blind, living in rural Cornwall. Has computer and smart phone with internet access. Not overly confident on the internet. Wants to improve comfort and ‘go greener’. Can flex consumption and has accessible IHD.
- As well as advising on renewables such as solar PV and air source heat pumps, our SmEAP advisor explored connecting his Alexa voice control with smart plugs and smart lightbulbs, and both smart and non-smart options for accessible heating controls.



Session three – Smart Energy Action Plan pilot feedback

- What are your experiences of discussing these topics with customers?
- What barriers are you facing and what can NGED do to help you?
- What would help you to better engage customers on these topics?
- What would help you to be able to better support and advise customers on these topics?

Discussion



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Winter Preparedness & support for PSR customers

Richard Allcock
Stakeholder Engagement Manager

nationalgrid



Context

Our PSR provides the foundation for reaching those people most in need and ensuring they receive the appropriate support

- Knowing our customer needs ensures we can keep them informed and supported
- We continue to increase our reach and build resilience for customers

The winter season brings with it increased risk of power interruptions as a result of inclement weather and storms. Given this increased risk, we need to continue to educate and inform customers and stakeholders about:

- Potential causes of power interruptions and what we are doing to prepare resources/our network
- How we respond when interruptions occur and how customers can be prepared
- The support we offer vulnerable customers and how they can access it

What being on the PSR means for our customers

The PSR helps us to:

- Proactively contact PSR customers during power cuts to assess their needs and provide information, advice and reassurance
- Arrange for warm meals, drinks and crisis packs, as well as emotional/welfare support (e.g. from The British Red Cross)
- Provide bespoke notices (e.g. a telephone call to a partially sighted customer, rather than a standard letter) before planned outages
- Offer a dedicated PSR telephone number so users get straight through to a call handler, bypassing messaging systems
- Run a password scheme for security and peace of mind – so we can quote a customer's chosen password when we visit their property

Tailored
communication

Support during
a power cut

Being as proactive
as possible with
advice and
information

You can find information on the PSR and power cut advice on our website at www.nationalgrid.co.uk

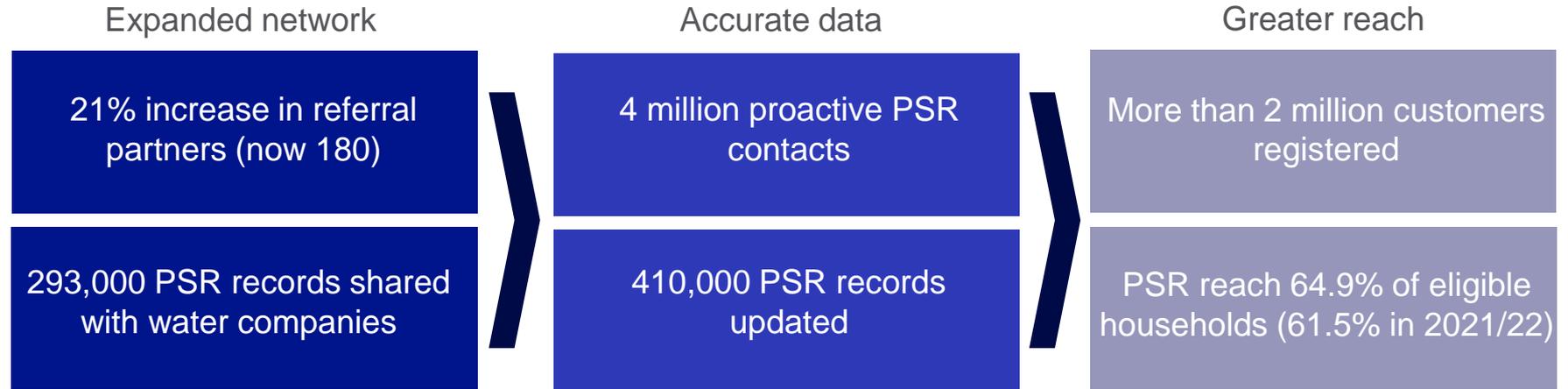
Plans for this winter and how we can help

The Winter outlook for 2023/24 is more favourable than last year, with less concern about margins and rolling blackouts. However, there is a continuing need to increase awareness and customer resilience, as well as ongoing challenges in the cost-of-living

- Last year's winter preparedness campaign delivered significant reach and impact
- Written communication, digital advertising and social media contributed to a 'reach' in excess of 6.2m million customers
- This year we will build on this and consider new broadcast and online opportunities, ensuring:
 - Colleagues are informed - they are our most effective brand ambassadors
 - Messages are balanced, informative and do not cause panic
 - We are clear, simple, and to the point



PSR: increasing reach and building resilience – 2022/23 delivery



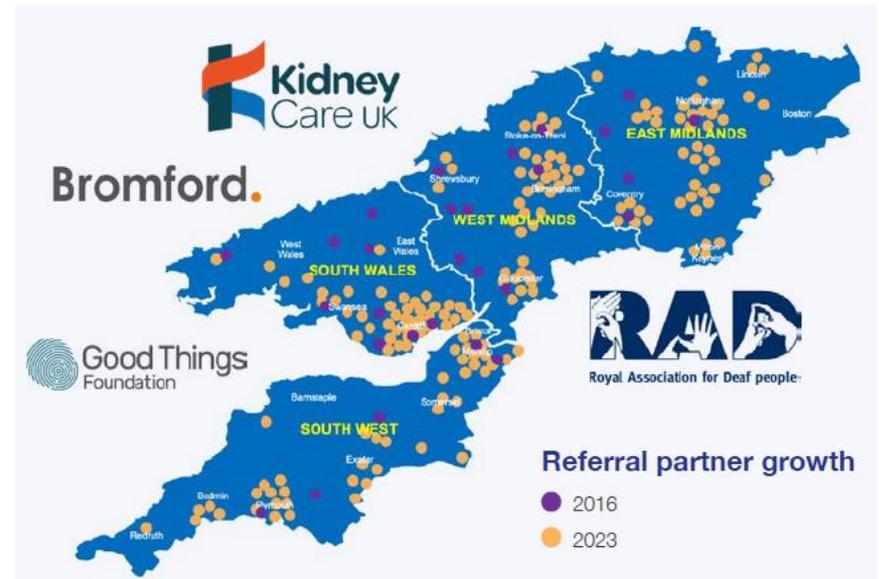
PSR referral partners

Our network of over 180 referral partnerships covers a broad spectrum of vulnerability focus areas. While seeking to expand these partnerships to address geographical gaps in our reach, we also consider the types of organisation in our partner network

Our approach of horizon scanning and engagement with expert partners has enabled us to target and develop key partnerships including organisations supporting:

- Digitally excluded customers
- Customers with specialist medical equipment or communication needs
- Social housing tenants

The work you already do is vital to us. Let us know if you can help us register your customers/clients on the PSR



Increasing our PSR reach through collaboration

Expanding the reach of our PSR ensures customers in vulnerable situations get the support they need

- We want to build on our successful partnership model and expand the breadth of our referral partner network, targeting specific organisations who interact with underserved communities
- Our goal is to reach as many eligible customers as possible to ensure we can provide targeted support:



Expand the reach of our Priority Services Register to at least 75% of total eligible customers and 80% of customers with critical medical dependencies

Session four – improving our PSR reach

- What can NGED do to help you prepare your service users for potential power cuts this winter?
- How can we work with you (and collaboratively with others), to expand our Priority Services Register, so that we can reach more customers in vulnerable situations?
- Do you want to be a referral partner, helping us sign up customers to the PSR?

Discussion



Wrap up and next steps



Our Community Matters Fund to tackle fuel poverty this winter is now offering £5 million

Charities, councils and other grassroots organisations can apply until 10th November for a grant of up to £10,000 from the fund

- Over 900 community groups have received funding to support community projects since the fund's 2021 launch
- **If you're running a project to deliver any of the following, apply now!**
 - ✓ Helping people to get energy tariff advice, support accessing funding schemes like winter fuel discounts or social fund schemes
 - ✓ Providing energy efficiency or heating solutions to people living in fuel poverty (e.g. operating a 'warm bank' or improving energy efficiency in a community building)
 - ✓ Providing warm packs to vulnerable households, such as radiator foil, blankets or curtains to exclude draughts
 - ✓ Other innovative approaches to combat fuel poverty



Next steps: how your input will inform our plans

The feedback you have provided today will:

- Update our customer vulnerability strategy so we can ensure we are tackling new and emerging priorities facing customers and support partners this year
- Enable us to develop new actions to support customers facing immediate crisis or fuel poverty this winter
- Help us share best practice amongst partners to improve reach and support for customers
- Help us build long term pathways to allow customers to participate in a smart future
- Drive new partnerships for further collaboration

From today's events, slides and reports will be posted on:

<https://yourpowerfuture.nationalgrid.co.uk>

Thank you for attending

Please take a moment to fill out a feedback form about today's event



We would appreciate feedback on any of the areas discussed today. Please contact:

Richard Allcock, Stakeholder Engagement Manager

Email: rallcock@nationalgrid.co.uk

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