

SSEN Distribution

CONSUMER VULNERABILITY STRATEGY

January 2024



Scottish & Southern
Electricity Networks



FOREWORD BY ANDREW SCOTT

Electricity distribution network operators are a key part of the energy landscape across the country, and have an important role to play in ensuring customers and businesses have access to a safe, resilient supply of power. We take that role seriously, especially for those in our licence area who are in, or are experiencing, vulnerable situations.

I'm very proud to lead the team responsible for delivering our consumer vulnerability strategy during RIIO-ED2, a strategy that builds on the strong foundations and successes of the past eight years of RIIO-ED1 and propels us into the next five years.

In writing our plan for RIIO-ED2, we engaged more widely and more deeply than ever before, which enabled us to co-create a plan that has our customers and communities at its very heart. Through that process of working closely with our customers, stakeholders and industry experts, we developed a strategy that ensures that the service we provide recognises and supports the individual needs of our customers, offering tailored solutions when needed, whilst also delivering value, convenience and inclusivity for the diverse communities we serve.

This year we've undertaken a refresh of our strategy, to refine our scope of focus, understand any changes and emerging issues that we need to take into account, and really zone in on those areas where our actions are able to have the most impact.

Our three strategic focuses of poverty support, supporting the Low Carbon Transition (LCT) and providing and promoting the Priority Services Register

We were delighted that the work that we led on the PSR-signposting website is now being rolled out industry-wide through the ENA's [ThePSR.co.uk](https://www.the-psr.co.uk), with the UK Government now further recognising the benefits and actively exploring wider sector collaboration to support customers. We're taking the learnings from these projects and applying them to other initiatives, and through our RIIO-ED2 Vulnerability Customer Value Proposition (CVP) we're now working with partners to ensure we have the right support in place, for those who can benefit most from this.

We've commenced this new price control period with a firm ambition to build on our strong foundations, continue to deepen our engagement activity and utilise innovation and our partnerships to ensure that our activities are smart and impactful.

Our commitment to protect and support our customers and communities remains steadfast, and I look forward to driving forward our strategy and furthering our collaborative work to ensure that we continue to deliver the best we can, for those that need us most.



Andrew Scott
Director of Customer Service SSEN Distribution

WHO WE ARE

We keep the lights on and deliver electricity to over 3.9 million homes and businesses across central southern England and the north of Scotland including remote island communities, whilst playing a pivotal role in the transition to a lower-carbon economy.

We are doing this by providing the critical national infrastructure which will enable the ongoing shift to a decarbonised energy system and electrification of transport.

We own and operate two electricity distribution businesses: Scottish Hydro Electric Power Distribution (SHEPD) in Scotland and Southern Electric Power Distribution (SEPD) in England.

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OUR FOCUS ON CONSUMER VULNERABILITY

We understand the crucial role we play in providing power to homes, businesses, and local communities. It is a role we take very seriously as we understand that our actions have a direct impact on the lives of those who live in the communities we serve, and in particular protecting those who are in vulnerable situations.

We see the passion and dedication our teams have for the customers and communities they serve, which creates a solid foundation to build upon during the next price control, RIIO-ED2.

We have adapted and evolved as consumer vulnerability has changed and become more of a focus, not just for Distribution Network Operators (DNO), but across society.

You are placing your trust in us to create a strategy that not only responds to your needs and expectations now, but also considers what the world will look like in five years' time.

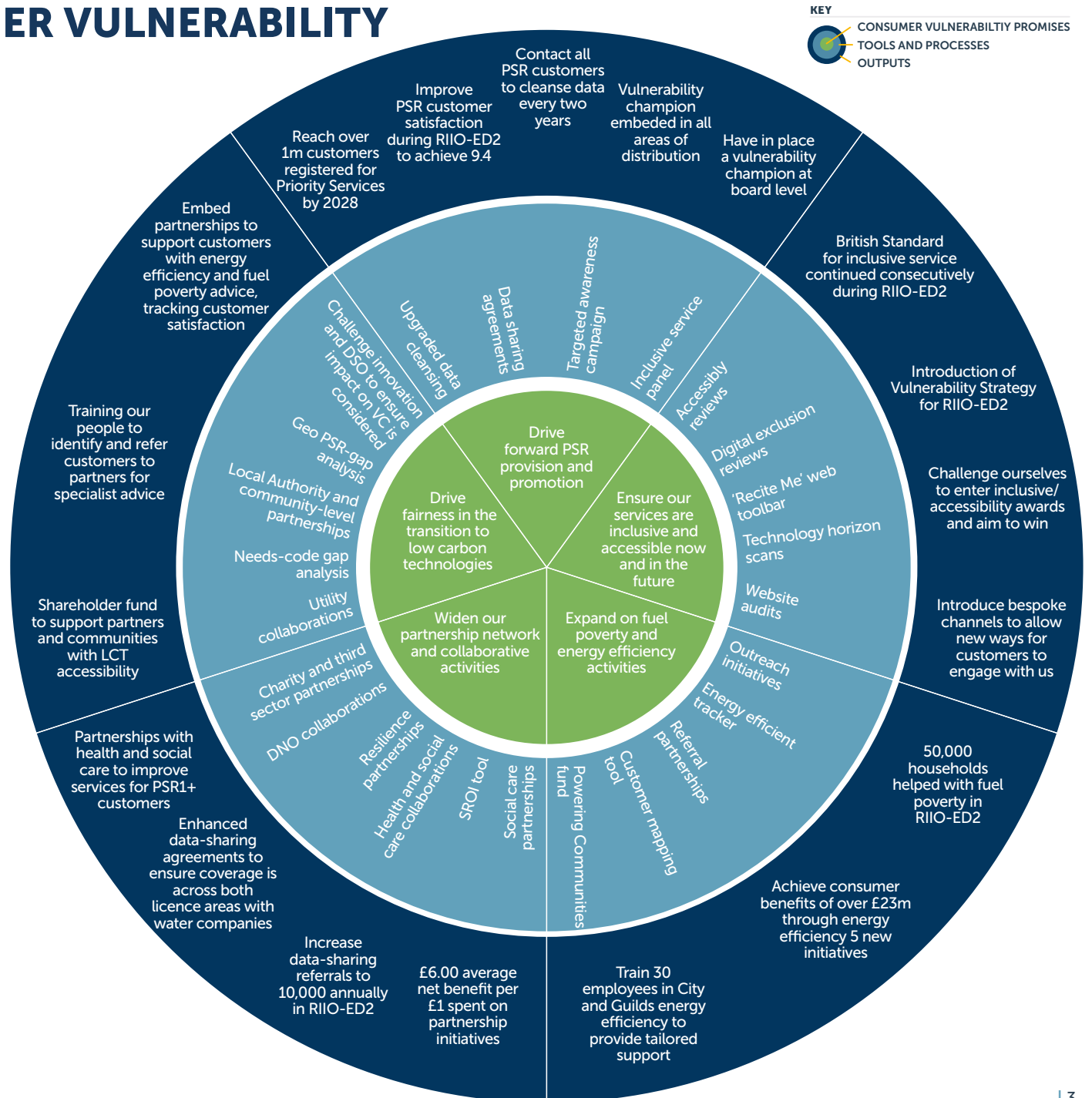
We have worked with customers and stakeholders to update our vulnerability strategy goals and to better understand what the transition to low-carbon technologies means for those in more vulnerable situations. As such we have introduced a fifth promise to ensure that we "drive fairness in the transition to low carbon technologies so that we can concentrate on doing everything possible, to ensure that no customers are left behind".

There are five consumer vulnerability promises at the heart of our consumer vulnerability strategy and these are demonstrated in our strategy wheel.

CONSUMER VULNERABILITY WHEEL

The wheel provides a clear view of the outputs we want to achieve to meet Ofgem's Principles/baseline standards and the extra work we will be doing to meet our own consumer vulnerability promises and go further in safeguarding our customers.

We are committed to engaging with customers in vulnerable situations, and the trusted organisations who represent them, to deepen our understanding of complex vulnerability including those who become temporarily vulnerable. We will work in partnerships to deliver a wide range of services that targets support where it is needed most in the communities we proudly serve.





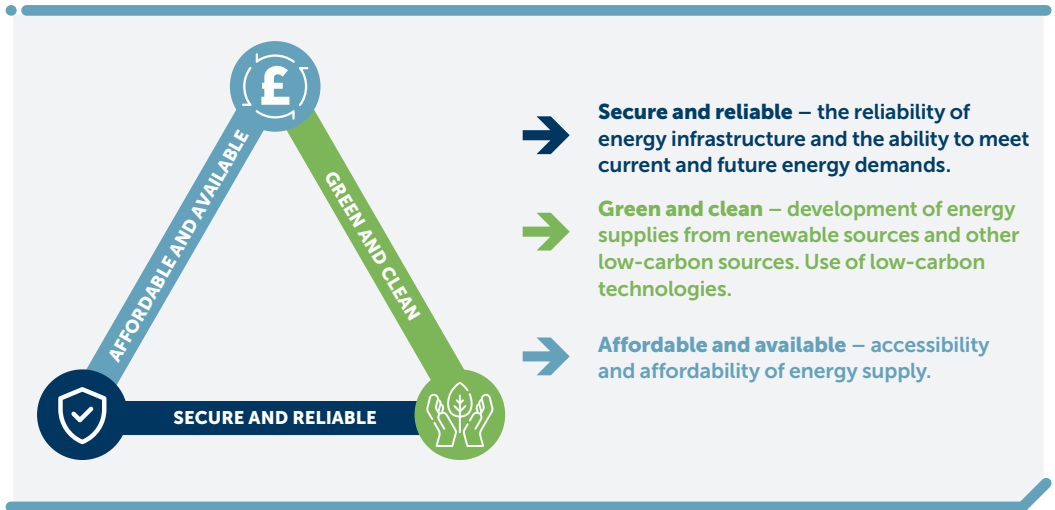
THE ENERGY TRILEMMA

Staying with our fifth consumer vulnerability promise of driving fairness in the transition to low carbon technology, we know that climate change is generally expected to disproportionately affect low-income and vulnerable customers and communities.

The Energy Trilemma describes the balance between secure energy supplies, social impact and environmental sensitivity. Three vital, but often competing, policy outcomes must be delivered:

- **Decarbonisation** – carbon and other greenhouse gas (GHG) emissions from energy supply and use must be reduced in order to reduce climate change impacts.
- **Security of supply** – an adequate security of energy supply must be maintained, including resilience to both short-term and long-term challenges.
- **Cost** – the cost of energy must be affordable for customers.

We will work with our communities, our partners, and across all areas of our business to ensure no customer is left behind in the transition to net zero.



OUR VULNERABILITY ACTIVITIES SO FAR

- Continue to grow our numbers on Priority Service Register (PSR) - we have over 850K households on our PSR which equates to 55% of eligible customers reached
- We have data-sharing agreements with water companies so customers can benefit from only registering once but being added to both PSRs
- 24-hour helpline with experts on hand to support every day and in an emergency. The team ensures that our PSR customers are prepared ahead of a weather event, keep them updated and support with any escalations and welfare to keep them safe
- Number of engagements in the community – 50,408 stakeholders engaged through SSEN Distribution-led events
- British Standards Inclusive Service Kitemark (ISO 22458) for Consumer Vulnerability
- Our website is built to meet industry accessibility standards (WCAG AA) with enhanced accessibility tools (Recite me) to further support customers. To ensure we meet 100% accessibility at all times, our website is scanned weekly (SiteMorse), and any issues raised are fixed
- Led project which successfully launched ThePSR.co.uk website

- Better Words are proudly used to ensure that all our communications are reviewed to ensure they are clear and concise
- Our Power Track app also complies with our accessibility standards and has a colour blind overlay added
- Developed key partnerships to further our understanding and reach

Some of our partners

Partners shown include: Centre for sustainable energy, Home & Well, citizens advice scotland, Proudly supporting MAGGIE'S, and Kidney Care UK. Two large blue arrows point downwards from the top right towards the partner logos.

OUR ANNUAL VULNERABILITY REPORT

Our Annual Vulnerability Report (AVR) will be published to provide our customers, partners, stakeholders and Ofgem with an update on our performance and progress against our vulnerability commitments.

Our strategy covers our five-year price control running from April 2023 through to March 2028. A lot can change in five years, especially when it comes to challenges which impact our customers and communities. We have committed to reviewing and refreshing our strategy annually to ensure we are delivering for those customers and our efforts remain effective.

Our approach to consumer vulnerability is based on the following principles:

1. Understanding the needs of our customers
2. Using data to deliver tailored support
3. Partnership and collaborative working to help deliver services
4. Embedding knowledge and learnings and sharing best practice
5. Tracking performance against Key Performance Indicators (KPIs) to ensure our efforts remain effective

Each year our consumer vulnerability strategy is reviewed by our strategic panels to ensure it continues to meet the developing needs of our customers.



Refreshed strategy published

February 2024

Engagement on consumer vulnerability strategy

April 2024

Refreshed strategy published

July 2024

2023/24 AVR published

February 2025

Engagement on consumer vulnerability strategy

April 2025

Refreshed strategy published

July 2025

2024/25 AVR published and two-year performance review

February 2026

Engagement on consumer vulnerability strategy

April 2026

Refreshed strategy published

July 2026

2025/26 AVR published

February 2027

Engagement on consumer vulnerability strategy

April 2027

Refreshed strategy published

July 2027

2026/27 AVR published

July 2028

2027/28 AVR published

The above timeline does not include future engagement activities on the next price control which we are expecting to start in 2025.



ENGAGING OUR CUSTOMERS, PARTNERS AND STAKEHOLDERS

Our engagement plan

Engaging with our customers, partners and stakeholders is fundamental to delivering our consumer vulnerability commitments. We have identified key stakeholder feedback sources:

- Inclusive Service Panel (our panel of industry experts)
- Stakeholder events
- Powering Communities to Net Zero Group
- Broad Measure of Customer Satisfaction surveys
- Online (i.e. surveys on social media and correspondence prompted via our website)
- Local grassroots engagement

We will continue to engage using the above methods as well as seeking out new sources to challenge and/or shape our service offering.

We will engage with stakeholders on our strategy at least once a year to ensure we are delivering for those customers and communities who require additional support. As our stakeholders can often have multiple demands on their time, we will collaborate across our internal teams, with other DNOs and with our partners to carry out joint engagement activities where possible to reduce stakeholder fatigue and increase collaboration opportunities.

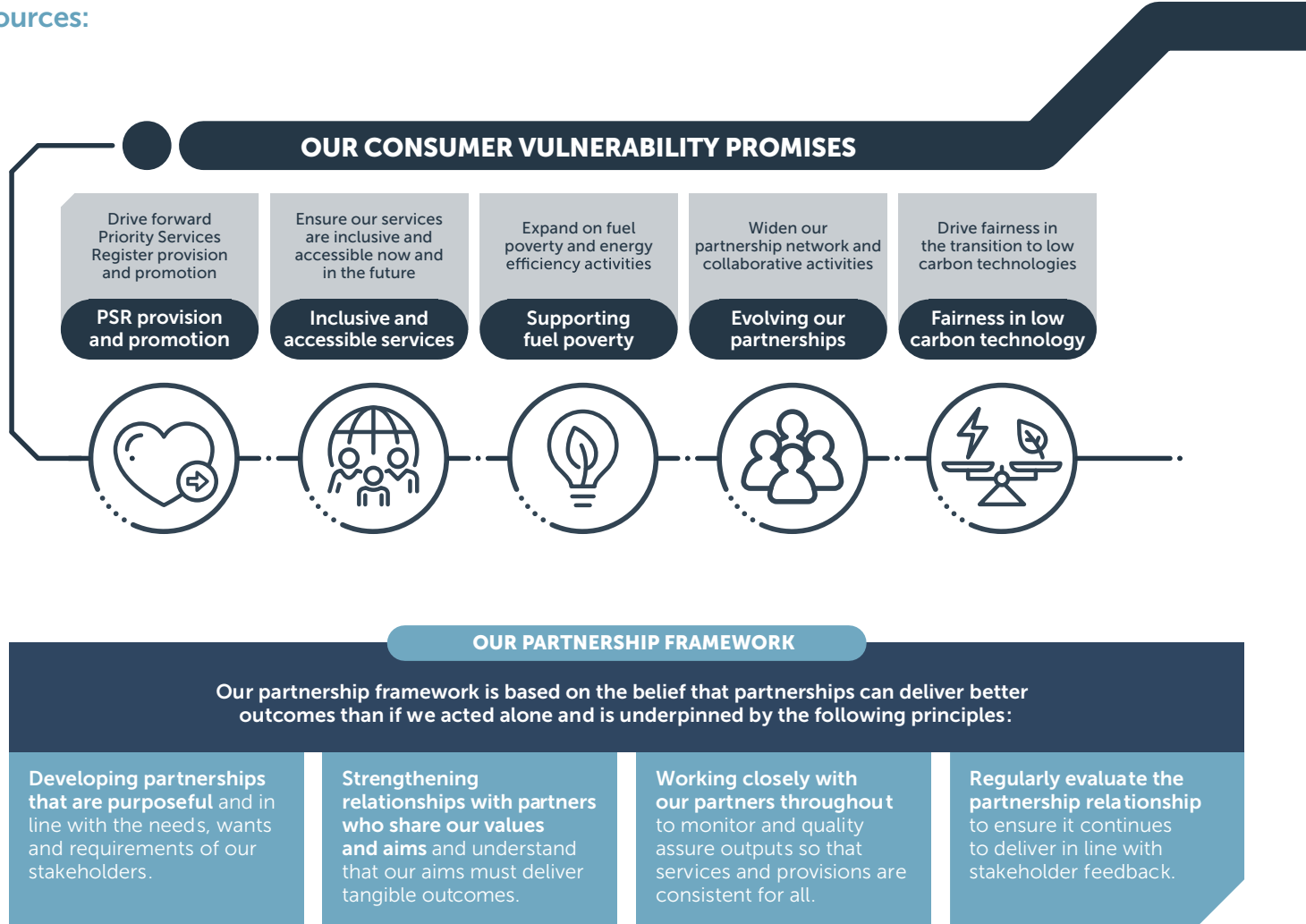
Our approach to partnerships

Partnerships are key to the successful delivery of our vulnerability strategy and ensuring we are providing support to those customers who need it most. Our embedded approach to consumer vulnerability is underpinned by our stakeholder-led consumer vulnerability promises.

Our partnership framework builds on our consumer vulnerability promises and is based on the belief that partnerships can deliver better outcomes than if we acted alone and is underpinned by the following four principles to the right.

We will continue to strengthen and enhance our existing partnerships whilst striving to forge new ones, sharing best practice and knowledge, and identifying fresh innovative ways to support those who need it most.

Using data provided by Centre for Sustainable Energy (CSE) along with our own customer information, we will conduct analysis to identify where we need to focus partnership support. Through the use of metrics, such as Social Return on Investment (SROI) and PSR reach, we will work with our existing partners to maximise support and onboard new partnerships to ensure we fund initiatives where they will have the biggest impacts on our customers, in the communities where the need is greatest. Our ambition is to deliver £23m in consumer benefits as a direct result of the targeted investments we will make.

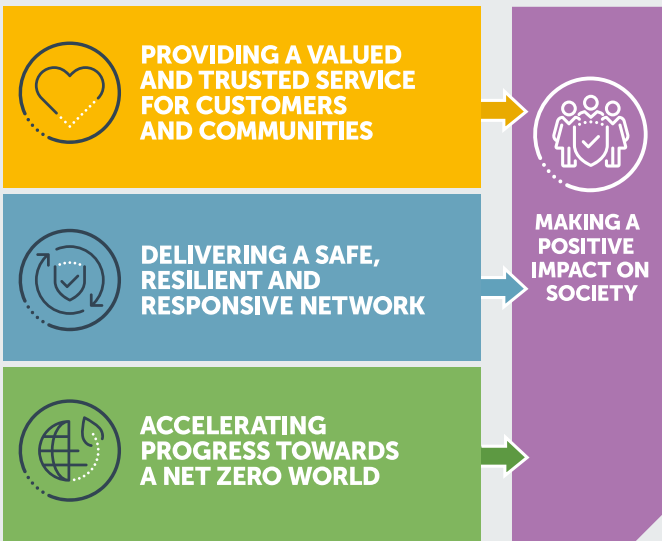


A CONNECTED VULNERABILITY STRATEGY

Our consumer vulnerability strategy hasn't been written in isolation. We have connected its development across our other customer facing strategies to ensure we progress across the whole customer experience and align our plans so we deliver successful outcomes for our customers.



Our RIIO-ED2 business plan has been agreed with our regulators Ofgem and commits us to deliver our four key goals:



We have explained how we will deliver our strategic objectives in separate strategies with each providing extra detail and explaining what you can expect:



You can track our progress and outputs through our website, social media and through our Annual Vulnerability Report (to be published in July 2024)

- 1 Our website [ssen.co.uk](https://www.ssen.co.uk)
- 2 Our social media accounts can be found under [ssencommunity](#)
- 3 Annual Vulnerability Report **Coming soon in 2024**



USING INNOVATION TO DELIVER FOR OUR CUSTOMERS

Consumer vulnerability is a key component of our innovation strategy, where we will be looking to further develop our capabilities and build upon the progress we have made with previous projects such as Equal EV and Smart and Fair. Working with our Future Networks team and our stakeholders, we will continue to utilise our innovation funding to co-create projects with stakeholders to address the following issues:



Achieving a just and fair transition, looking at the potential unfairness that could occur in a low carbon energy system as the UK transitions to net zero. We'll also assess the impacts this could have on vulnerable customers and the risk of negative social impacts on the net zero transition. By doing this, we will devise methods to ensure inclusivity so that nobody is left behind.



Improving understanding and developing new services and solutions for customers in vulnerable situations. Understanding what the future landscape could look like and how this will impact our customers, stakeholders and wider society has enabled us to create a plan that can respond flexibly to the changing needs and requirements of our customers now and in the future.



The changing nature of vulnerability as we move to net zero. Customers become more reliant on electricity for heat and transport, and so a secure supply of electricity also becomes more important. Similarly, we need to respond to the changing needs of our customers, driven by wider demographic and societal changes, including challenges from an ageing population. We will need to innovate to deliver the understanding these new challenges present and develop solutions.

Current consumer vulnerability projects in our innovation portfolio

PROJECT	DESCRIPTION	EXPECTED BENEFITS
Vulnerability Visualisation Tool	There are currently several systems for capturing and measuring vulnerability for a geographical area and these are used by many external stakeholders and partners for decision-making, product creation and resource allocation. Innovation is required to integrate multiple public data sets to create a single point of reference for everyone.	Improved identification of vulnerable customers across geographic boundaries. The use of data and new technology will enable predictions of solutions required to meet vulnerable customer's needs.
Vulnerability Future Scenarios (VFES)	The objectives of the VFES project are to explore how the use of new fore sighting techniques, along with data analytics and expert validation can be used to identity and forecast consumers in vulnerable situations as we move toward net zero. The project will produce a report detailing how far, and how accurately, foresighting and machine learning can predict network requirements based on customer, community, and wider societal factors.	A combined report detailing how far, and how accurately, fore sighting, machine learning, and expert validation/stakeholder engagement can predict network requirements based on customer and community factors.
Vulnerability Identification Via Informative Data (VIVID)	Vulnerability Identification Via Informative Data will develop new techniques to use smart meter and public data sets to identify which consumers would most benefit from timely, relevant and free offers of practical and financial support from their local authority, reputable charities and responsible energy companies.	The project forecasts a cost-saving per annum on energy bills for customers. Reductions in the cost of operating the network is also forecast, alongside carbon reduction.

WHAT OUR CONSUMER VULNERABILITY STRATEGY DELIVERS FOR YOU

We have made the following commitments to provide additional support to our most vulnerable customers and communities:

COMMITMENT	SUMMARY	PAGE
Personal Resilience Plans (PRP)	Proactively provide PSR customers with Personal Resilience Plans containing specific advice tailored to a customer's individual needs, helping them know what to do during power cuts	10
PSR gap analysis	Reach over 1 million PSR customers by 2028, refreshing our data every 24 months	11
PSR customer satisfaction	Improve PSR customer satisfaction scores to 9.4	12
Fuel poverty support	By 2028 support 50,000 households (equivalent to 114,000 customers) with fuel poverty advice and referrals	13
Training and development	Train 30 employees to the City & Guilds energy efficiency qualification and introduce 200 vulnerability champions across the business from the start of RIIO-ED2	14
Personal and social support packs	By 2028, deliver 5,000 energy efficiency packs to fuel-poor households, and 5,000 power cut resilience packs to PSR customers, tailored to their needs	15
Shareholder fund	Introduce a shareholder-financed £500,000 annual 'Powering Communities to Net Zero' fund to support LCT accessibility initiatives for those in vulnerable situations, and community-led environmental and resilience schemes	16



PERSONAL RESILIENCE PLANS

This commitment is made up of two initiatives, with the first being to proactively provide PSR customers with Personal Resilience Plans (PRP) containing specific advice tailored to their individual needs, helping them know what to do during power cuts. Secondly, this commitment includes the provision of 20,000 battery backups to customers who depend on electricity for medical reasons.



Customer segment: Household



What you've asked of us:



Customers want proactive support that is tailored to their needs.



How you've asked us to deliver your needs:

- Provide customers with additional information, personalised to their specific situation
- Additional support to customers with the most significant needs, where a continuous supply of electricity is vital
- Be more personalised in the way we support customers
- Offer practical and proactive measures to help customers be more resilient
- Work with occupational therapists, experts and charities to build tailored advice



The products and services we plan to deliver:

Our early focus

- We will test and embed our Personal Resilience Plan process, working with experts to ensure advice is tailored to customers' needs
- We will carry out a pilot of our battery roll out programme, working with experts to ensure the batteries are fit for purpose

Our plans longer term

- We will create a Personal Resilience Plan for our most vulnerable customers (c.60,000) with the ambition to provide all customers on our PSR with a Personal Resilience Plan
- We will provide 20,000 battery packs to customers

Internal investments we're making:

- Building wider infrastructure and supplier bases, as well as the processes behind them
- Investment for frontline training in service provision
- System improvements that will improve our customer journeys
- Allocation of resources, ensuring customers get the right support when needed



What we need from you:

- Continue to give feedback on your experience and how we could improve the service we provide you
- Register your channel preferences
- Let us know if you have any specific needs so we can tailor our service to you



PRP provided to new PSR customers and available to existing customers. Battery tender agreed and continue community engagement

Battery distribution and continue community engagement

2023/24 > 2024/25 > 2025/26 > 2026/27 > 2027/28

PRP and battery pilot, learnings and community engagement

Battery distribution and continue community engagement

Battery distribution complete and all PSR customers offered a PRP

PSR GAP ANALYSIS

Reach over 1 million PSR registrations by 2028, refreshing our data every 24 months.



Customer segment: Household



What you've asked of us:



Increase support for PSR customers and increase partnerships to get more customers on the PSR.



Internal investments we're making:



- Continually making improvements to our systems to make it easier
- Enhanced vulnerability training for our customer-facing teams
- Making it possible for customers to use their preferred choice of channel when speaking with us



How you've asked us to deliver your needs:

- Raise awareness of the PSR
- Ensure our service is accessible with no customer left behind
- Ensure your data is up to date
- Support you during a power cut



The products and services we plan to deliver:

Our early focus

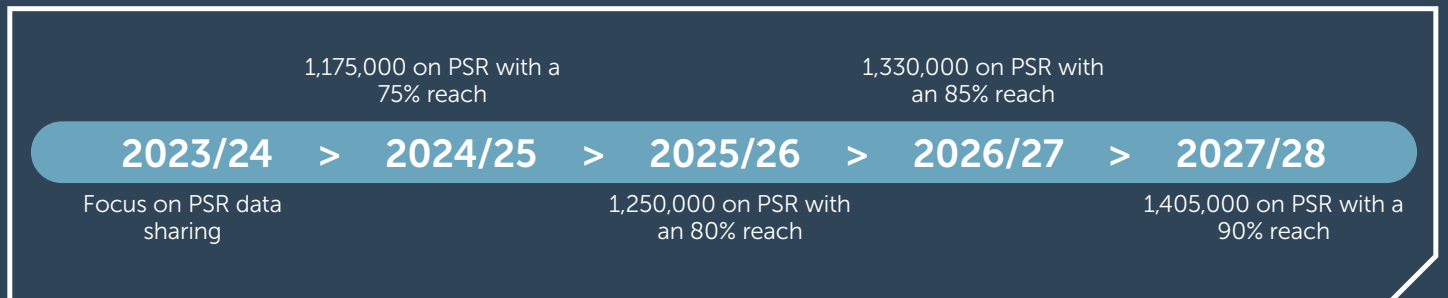
- We will conduct regular gap analysis on our PSR data to ensure we are putting our focus where it is needed
- We will continue to promote the PSR in our communities, focusing on our PSR gaps
- Make it easier for our customers to register through ThePsr.co.uk and psrscotland.com
- We will grow PSR to over 1 million households by the end of March 2025

Our plans longer term

- We will increase PSR reach to 90%
- We will continue to proactively contact our PSR customers every 2 years to ask them to update their data increasing to 1 year for those who are medically dependent
- We will continue to train all staff to ensure the PSR data is checked and updated on every telephone call, when appropriate
- We will continue to be involved at industry level to find a standardised and centralised approach to data sharing

What we need from you:

- Continue to give feedback on your experience and how we could improve the service we provide you
- Register your channel preferences
- Let us know if you have any specific needs so we can tailor our service to you



PSR CUSTOMER SATISFACTION

Improve PSR customer satisfaction scores to 9.4.



Customer segment: Household



What you've asked of us:



Improve staff training and support as this is crucial for better PSR service.



How you've asked us to deliver your needs:

- Provide timely, accurate, clear and simple updates
- Tailored advice and support when needed
- When things go wrong – empathy and timely support to put things right.



The products and services we plan to deliver:

Our early focus

- We will extend our current Empowered to Care training for all employees
- We will create specialised training packages across a range of vulnerability challenges
- We will create tailored resilience plans to PSR customers who are medically dependent on power

Our plans longer term

- We will improve PSR customer satisfaction scores to 9.4
- We will create tailored resilience plans for all PSR customers, starting with those who are medically dependent on power
- We will supply social and personal resilience packs to fuel poor and PSR communities
- We will train and embed 200 vulnerability champions across the business
- We will have a Board-Level member representing vulnerability

Internal investments we're making:

- Enhanced vulnerability training
- Improving our customers resilience by giving practical and proactive help and advice
- Making it possible for customers to use their preferred choice of channel when speaking with us
- Enhanced training for our colleagues to give better understanding of the lived experience of the customer



What we need from you:

- Continue to give feedback on your experience and how we could improve the service we provide you
- Register your channel preferences
- Let us know if you have any specific needs so we can tailor our service to you



FUEL POVERTY SUPPORT

By 2028 support 50,000 households (equivalent to 114,000 customers) with fuel poverty advice and referrals.



Customer segment: Household



What you've asked of us:



Consider providing advice and information to PSR customers about the benefits of installing a hybrid, solar or battery storage system.



Internal investments we're making:

- Updating the customer mapping tool with additional data sets as new vulnerability trends emerge to help us target areas where additional support is required
- 'Powering Communities to Net Zero' fund availability
- Partnership strategy to extend fuel poverty and low carbon technology support



How you've asked us to deliver your needs:

- Connect me to experts who can help me afford the energy I use and help me identify ways to be more energy efficient



The products and services we plan to deliver:

Our early focus

- We will partnership with Yes Energy Solutions to give free energy efficiency and income maximisation advice, and support in accessing low carbon transition services
- We will utilise outreach initiatives to help customers use less energy and lower their bills
- We will build partnerships with appropriate organisations that can provide effective services to customers experiencing fuel poverty

Our plans longer term

- We will continue to share the customer mapping tool with external partners to add value to their own offerings and our ability to collaborate
- We will continue to engage and hold focus groups with partners such as National Energy Action, Energy Action Scotland, Citizens Advice, Citizens Advice Scotland, YES Energy Solutions and Centre for Sustainable Energy to signpost and refer customers needing energy efficiency advice
- We will train 30 employees to be energy efficiency advisors to help directly and refer to other agencies when necessary

What we need from you:

- Continue to give feedback on your experience and how we could improve the service we provide you
- Register your channel preferences
- Let us know if you have any specific needs so we can tailor our service to you



Review partnerships alongside customer mapping and set up two year agreements

Review fuel poverty partnerships alongside customer mapping and set up two year agreements

2023/24 > 2024/25 > 2025/26 > 2026/27 > 2027/28

YES Energy Solutions in place for two years and annual partner review

Biannual partnership review and gap analysis

Partnership review ahead of next price control

TRAINING AND DEVELOPMENT

Train 30 employees to the City & Guilds energy efficiency qualification and introduce 200 vulnerability champions across the business from the start of RIIO-ED2.



Customer segment: Household



What you've asked of us:



Source dedicated bespoke fuel poverty and energy advice training for customer facing staff.



How you've asked us to deliver your needs:

- We will adapt and introduce new training as we learn more from our partners and customers lived experience to ensure we can always recognise and respond to a wide range of vulnerabilities and safeguard customers during power loss
- By focusing on energy efficiency, this will mean our customer facing colleagues will be qualified to identify a customer who is living in cold or damp conditions or fuel poverty and, as qualified energy advisors, they can provide energy efficiency support



The products and services we plan to deliver:

Our early focus

- We will identify candidates for City & Guilds training across different customer facing teams
- We will identify candidates for the role of vulnerability champion across non-customer facing teams
- We will train the first cohort and review effectiveness and impact after three months
- We will identify metrics needed for City & Guild and vulnerability champions so we can track our effectiveness

Our plans longer term

- We will agree metrics for City & Guilds and vulnerability champions so we can track our effectiveness
- We will have vulnerability champions who will challenge internal teams and colleagues to ensure our decision making is inclusive of all customer's needs
- We will promote the 'Powering Communities to Net Zero' fund to communities and partners across our license areas
- We will drive awareness of the PSR and increase fuel poverty referrals

Internal investments we're making:

- Enhanced training for our colleagues to give better understanding of the lived experience of the customer
- Better empathy and understanding of our customers' needs across the wider business



What we need from you:

- Continue to give feedback on your experience and how we could improve the service we provide you
- Register your channel preferences
- Let us know if you have any specific needs so we can tailor our service to you



Ten City & Guilds trained colleagues & 80 Vulnerability Champions in place

A further the City & Guilds trained colleagues (total 30 trained) & 150 Vulnerability Champions in place

2023/24 > 2024/25 > 2025/26 > 2026/27 > 2027/28

Twenty Vulnerability Champions in place

A further ten City & Guilds trained colleagues and 100 Vulnerability Champions in place

A total of 200 Vulnerability Champions in place



PERSONAL AND SOCIAL SUPPORT PACKS

By 2028, deliver 5,000 energy efficiency packs to fuel-poor households, and 5,000 power cut resilience packs to PSR customers.



Customer segment: Household



What you've asked of us:



Increasing our work with the community is crucial - education is the best way to help customers with the smart energy transition.



How you've asked us to deliver your needs:

- Help us understand how we can be resilient in our own homes, so we are prepared when a power cut happens
- Help us reduce our energy consumption so we can lower our consumption, cost and carbon footprint



The products and services we plan to deliver:

Our early focus

- We will design the pack contents using customer insight
- We will identify and onboard a supplier providing packs with reusable items
- We will identify and test distribution of social and support packs, seeking customer feedback

Our plans longer term

- We will provide 10,000 total by end of year 2028, split equally between energy efficiency packs and power cut packs

Internal investments we're making:

- Changes to our systems to enhance reporting of what support is available, what customers have been offered and what has been received
- Widening our supplier base to ensure our products for customers are reusable



What we need from you:

- Continue to give feedback on your experience and how we could improve for you
- Register your channel preferences
- Let us know if you have any specific needs so we can tailor our service to you



SHAREHOLDER FUND

Introduce a shareholder-financed £500,000 annual 'Powering Communities to Net Zero' fund to support LCT accessibility initiatives for those in vulnerable situations, and community-led environmental and resilience schemes.



Customer segment: Communities



What you've asked of us:



Lack of funding is one of the key barriers to take up of low carbon technologies.



How you've asked us to deliver your needs:

- Focus on community initiatives that either deliver, promote or enable low carbon technologies to benefit community members in vulnerable circumstances
- Fund to open across both our regions with vulnerability mapping used to help us promote the fund in areas where its more relevant
- Extend the scope to environment and resilience



The products and services we plan to deliver:

Our early focus

- We will define the scope of the fund, using guidance from our partners and stakeholders
- We will promote the fund in targeted communities
- We will provide support to those who want to apply
- Work with partners to deliver the fund

Our plans longer term

- We will report and share the success of the grant
- We will continue to seek feedback from stakeholders and applicants of the fund to ensure the fund meets the needs of our communities

Internal investments we're making:

- Updating the customer mapping tool with additional data sets, including universal credit data, to help us target areas where additional support is required
- Partnership strategy to extend fuel poverty and LCT support



What we need from you:

- Continue to give feedback on your experience and how we could improve for you
- Register your channel preferences
- Let us know if you have any specific needs so we can tailor our service to you



THE INVESTMENTS WE ARE MAKING IN OUR BUSINESS TO DELIVER OUR CONSUMER VULNERABILITY STRATEGY

Our ambition beyond RII0-ED2

We have seen in the last few years how quickly vulnerability can change, and so we need to ensure we are responding to the challenges facing our customers and communities. We need to ensure we are identifying and reacting quickly to any new challenges which arise, which is why we will go over and above our consumer vulnerability strategy. Our commitments have been developed with customers and communities to help support those who need extra support, and whilst we remain focused on these commitments, we believe we can (and should) do more during our price control and beyond.



Making it easier for customers to join the Priority Services Register by continuing to promote [thepsr.co.uk](https://www.thepsr.co.uk) and [psrscotland.com](https://www.psrscotland.com) alongside working with other utilities on a universal PSR registration service, ensuring customers only need to sign up once.



Meeting the needs of small / medium businesses by introducing a Business Support Register. We will continue to build on our relationship with Be The Business to support small businesses' access to valuable resources.



Tackling digital exclusion by exploring how we can work with our partners to ensure no customer or community is left behind, enhancing support for those customers who need it most.



We will continue to utilise our innovation funding to co-create projects with stakeholders to address a just and fair transition, changing requirements of our customers and the wider societal changes of an ageing population, net zero and a secure supply now and in the future.



Energy Efficiency Enablement Programme to reduce barriers to the installation of energy efficiency measures. We will work with partners to enhance support for customers who face challenges when installing energy efficiency measures.



Accessible communication is something we pride ourselves on, but we know there is always more we can do to. Ensuring we are responding to the changing needs of all customers, utilising new technologies whilst remaining committed to improving traditional communication methods is essential to ensuring we are there for our customers when they need us.



PRIORITY SERVICE REGISTER AND ENERGY EFFICIENCY ADVICE

We all rely on electricity day to day, but for some people a power cut can be worrying or difficult. That's why we offer extra help and support on the rare occasions the power is off. Registering for our Priority Services helps us to help you when you need it most. All our priority services are free.



Emergency power supplies - if you use medical equipment/aids reliant on electricity, we aim to provide extra support during prolonged power cuts.



Proactively contacting you - when we are aware of an unplanned power cut affecting your home, you will receive proactive updates 24 hours a day.



Safety advice tailored to your needs - when requested, we'll offer you advice on how to prepare for a power cut in a format that suits your needs, e.g., braille, textphone, easy read, audio CD, or language other than English.



Peace of mind - we offer a service where you can agree on a password to use when dealing with the staff of Scottish and Southern Electricity Networks. That way we can look after your personal safety and home security.

Priority Services Register

If you require extra support during a power cut, please contact us:



FREEPHONE
0800 294 3259



TEXTPHONE
0800 316 5457



FOR MORE INFORMATION
ssen.co.uk/psr

Or email the Priority Services team via
networks.priority.services@sse.com

About YES Energy Solutions

YES Energy Solutions' is a community interest company on a mission to save people money on their energy bills. Our partnership with them allows you to access their expert advice centre for free.

With Yes Energy Solutions you will receive:

- A free introductory energy saving pack in the post with gadgets to help you reduce your bills
- Top tips to save money by reducing your energy use
- Assessments on your eligibility for grant schemes to improve the efficiency of your home
- Income maximisation checks to ensure you're claiming all the benefits and financial support you're entitled to
- Mental, physical and wellbeing support

YES Energy Solutions' services are free and confidential.

Contact YES Energy Solutions



YES ENERGY
ssen.co.uk/yes



YES ENERGY ADVICE LINE
03301 359 110

OUR STAKEHOLDER FEEDBACK

Engaging with stakeholders is essential to ensuring we are delivering the service our customers need. This is especially important when supporting customers in vulnerable situations.

We know that continuous engagement with subject matter experts allows us to identify new challenges and take the right action for our customers. Therefore, reviewing our refreshed Customer Vulnerability Strategy with key stakeholders who work with and represent our customers eg vulnerability experts, has been a vital part of our process.

In December 2023 we held an online engagement event focussing on our Vulnerability Strategy. During the event we received feedback on the areas that mattered most.

Key callouts from our stakeholders

- Tell people they are eligible, not vulnerable
- Target organisations that help the customers we want to support
- Integrate with trusted organisations to blend your support in with theirs
- Be present in peoples homes to remove the effort and educate as you step through what's required
- Target customers who are at risk of going into fuel poverty – give breathing space and take small steps

We have incorporated the feedback received into our strategy and would like to thank our partners and stakeholders for the time they took to review, discuss and debate our customer vulnerability strategy. Joining the discussion helps us to provide the service and support our customers need.

Your feedback matters

We want to hear from you, and you can contact our customer vulnerability team using the email address below:



EMAIL US

networkscvteam@sse.com

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Website

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**Scottish & Southern
Electricity Networks**