SSEN Distribution

CONSUMER VULNERABILITY STRATEGY

2026-27



Scottish & Southern Electricity Networks

Powering our community

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1. ABOUT SSEN DISTRIBUTION

We are Scottish and Southern Electricity Networks Distribution (SSEN). We are the Distribution Network Operator (DNO) responsible for delivering power to almost 4 million homes and businesses across central southern England and the north of Scotland.

Our network serves some of the UK's most remote communities and also some of the most densely populated. Our two networks cover the greatest land mass of any of the UK's DNOs, covering 72 local authority areas and 75,000km2 of extremely diverse terrain.

As a Distribution Network Operator (DNO), we own and operate two licence areas: Scottish Hydro Electric Power Distribution (SHEPD) in the north of Scotland – including remote island communities – and Southern Electric Power Distribution (SEPD) in south central England.

We keep the lights on and deliver electricity to around 4 million homes and businesses across our licence areas – 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 and heat.

Our customers and communities rely on us every day to provide a safe and reliable supply of electricity, this is especially true for those customers in vulnerable situations. Through our Priorities Services we help customers who may need additional support day to day and during power cuts, and partner with trusted and expert organisations in a range of initiatives to assist those living in fuel poverty. Increase in fuel costs and living expenses means the support through our partners is more vital than ever. They provide support with energy efficiency advice, income maximisation and benefits checking.

We proactively support all customers by understanding their needs, to ensure the transition to net zero is smart and fair and does not embed unfairness into the future energy system.



SHEPD

800,332 customers'
homes and businesses served.

260,535*
households registered on the PSR.

SEPD

3,157,831 customers'
homes and businesses served.

1,055,211*
households registered on the PSR.

*figures as of August 2026.

2. FOREWORD



Electricity Distribution Network Operators are a key part of the energy landscape, and have an important role to play in ensuring customers and businesses have access to a safe and reliable supply of power. We take this role very seriously, especially for people in our licence areas living in vulnerable situations.

In this fourth year of the current ED2 price control, we've undertaken a refresh of our strategy to sharpen our focus, share our progress, and to understand what changes and emerging issues we need to consider. We want to focus on these areas where our actions will have the most impact.

Our priorities to support customers on the Priority Service Register (PSR), help households in fuel poverty, and enable the low-carbon transition remain at the heart of our approach.

One of the cornerstones of the support we offer are our Priority Services. Having broken through the one million mark for the total number of households registered for support early last year, we've redoubled our efforts to find those who still aren't signed up to receive our help. Smart use of data has seen an increase of more than a quarter of a million households being registered during the past financial year, more than doubling our previous record for annual growth.

Being registered also enables us to identify customers in fuel poverty, or who'd benefit from support moving to low-carbon technologies in their home. Our focus here has seen us increase our support to customers in fuel poverty by 15%, exceeding year-on-year targets. The support we give is vital, as we continue to live in a challenging political and economic climate, that's having an effect on energy bills.

Supporting customers can never be done in isolation. Building on the success of our existing partnerships, we've forged new links with trusted charities like Asthma + Lung UK. This takes the total of partnerships we fund to 13, extending help to our customers by harnessing these charities' trusted connections to widen access to Priority Services, and Fuel Poverty and LCT advice.

These services are crucial – but far from being the only way we provide support.

We've committed to providing Power Cut Plans for all Priority Services customers. The plans deliver targeted advice for individual circumstances or conditions and have been compiled with the support of leading charities. In the past financial year, almost 400 thousand plans have been sent to PSR customers when they register or update their data with us. They're a key part in helping ensure customers remain safe and well in their own homes.

Our industry-leading home battery commitment has resulted in 9,947 units being accepted by more vulnerable customers for whom electricity is a necessity. These batteries provide an additional level of resilience if there's an unplanned power cut, helping people stay in their homes during an outage while keeping essential equipment powered. Deliveries began in February, and the response from customers has been overwhelmingly positive. We're proud to report that we're well on target to meet this flagship ED2 commitment.

Another way we support all our customers is when bad weather affects our network. Our welfare teams co-ordinate 24/7 help, online, over the phones and face to face in our communities. Whilst prioritising the vulnerable we endeavour to provide our customers with food and drink and accessible updates so on one is left in the dark about the help that is available to them.

We've worked hard to improve our services and better define our processes, to further enhance the experience customers receive. This has resulted in strong customer satisfaction results from Priority Services customers, with scores increasing to 9.17/target 9.4 As we focus on the last year of the current price control, our commitment to protect and support our customers and communities is steadfast. But we're also looking ahead to how we'll support existing and new customers during the next ED3 price control, and vulnerable customers will be at the very heart of this new strategy.



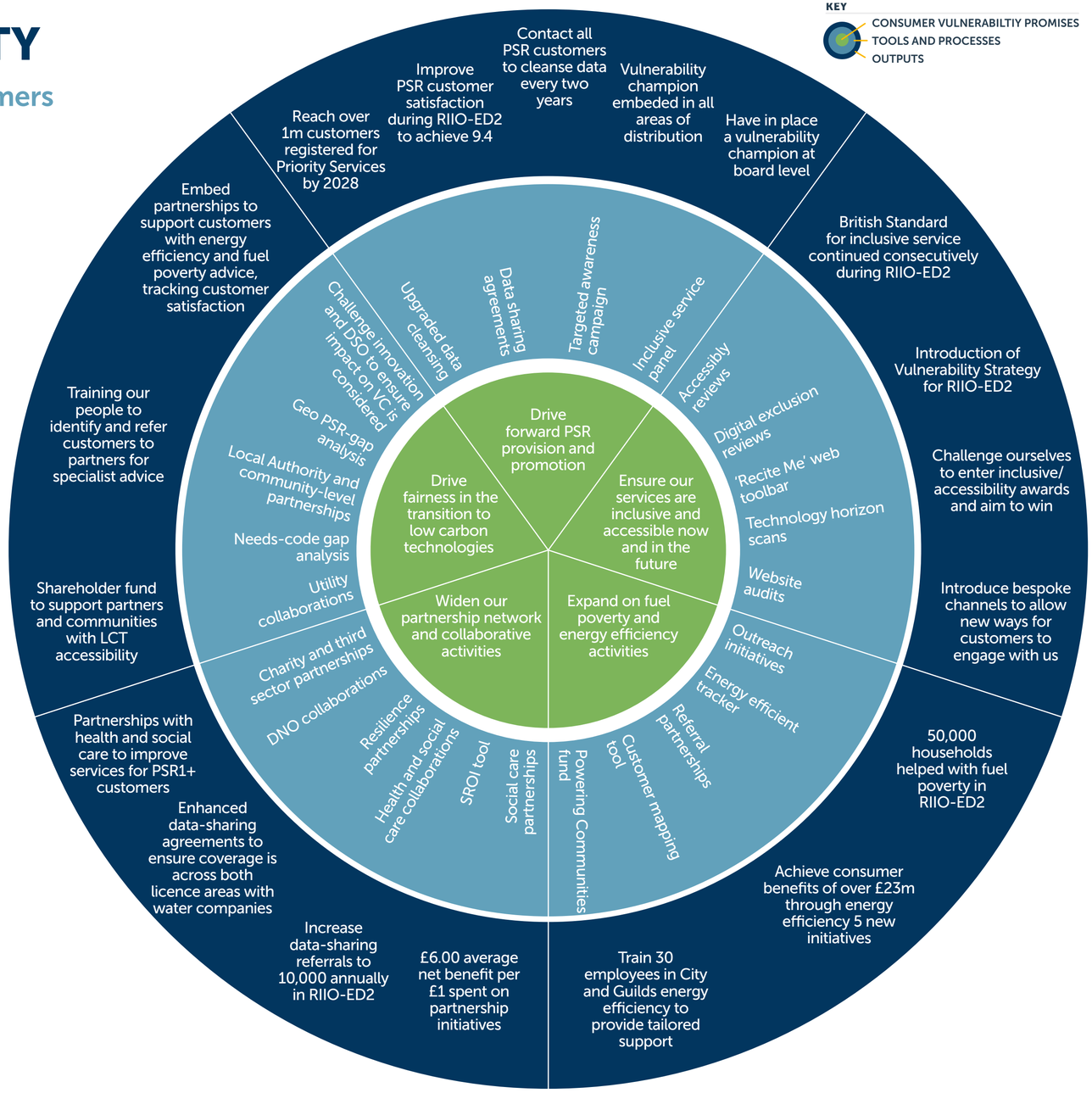
ELIANE AGGARD
SERVICES DIRECTOR

3. OUR FOCUS ON CONSUMER VULNERABILITY

Our commitment to our customers: Meet our obligations to treat all customers fairly, including those in vulnerable situations. Put in place a vulnerability strategy, to be reviewed and refreshed annually.

Customers are placing their trust in us to deliver a strategy that not only responds to their needs and expectations now but also considers what the world will look like in the future. We have worked with customers and stakeholders to update our vulnerability strategy 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.

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 vulnerabilities including those who become temporarily vulnerable. We will work in partnership to deliver a wide range of services that targets support where it is needed most in the communities we proudly serve.



4. ENGAGING OUR CUSTOMERS, PARTNERS AND STAKEHOLDERS

Our commitment to our customers: Meet our obligations to treat all customers fairly, including those in vulnerable situations. Put in place a vulnerability strategy, to be reviewed and refreshed annually.

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 independent industry experts).
- Stakeholder events.
- Broad Measure of Customer Satisfaction surveys.
- Online engagement (i.e. surveys on social media and correspondence prompted via our website).
- Local grassroots engagement.
- Distribution System Operations (DSO) Advisory Board.
- Bi-laterals with key stakeholders and organisations.

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 annually 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 below.

Having the two-year commitment to our partners has meant they can plan, prioritise and promote their support for our vulnerable customers in several ways.

- Some partners have been able to extend the contracts of their staff, allowing more customers to be supported across our licence areas.
- Projects and ideas that were in a test or pilot phase have been extended showing more results over longer periods of time. This provided more reportable evidence in areas of fuel poverty and energy efficiency measures.
- The joint partnerships have created increased awareness in local communities, meaning better collaboration and an enhanced level of trust.
- We have expanded our support of enabling funds in the north and south where more households could be helped to access grants and ensure they no longer had cold damp homes.
- Regular contact with our partners provides us with further invaluable insight from customers which allows us to quickly review, and improve the support available, which meets the rapidly changing energy climate.
- Social Return on Investment is a calculation used to identify the effectiveness of each partnership to ensure we are investing in the right areas.

OUR CONSUMER VULNERABILITY PROMISES

Drive forward Priority Services Register provision and promotion	Ensure our services are inclusive and accessible now and in the future	Expand on fuel poverty and energy efficiency activities	Widen our partnership network and collaborative activities	Drive fairness in the transition to low carbon technologies
PSR provision and promotion	**Inclusive and accessible services**	**Supporting fuel poverty**	**Evolving our partnerships**	**Fairness in low carbon technology**

OUR PARTNERSHIP FRAMEWORK

Our partnership framework is based on the belief that partnerships can deliver better outcomes than if we acted alone and is underpinned by the following principles:

Developing partnerships that are purposeful and in line with the needs, wants and requirements of our stakeholders.	**Strengthening relationships with partners who share our values and aims** and understand that our aims must deliver tangible outcomes.	**Working closely with our partners throughout** to monitor and quality assure outputs so that services and provisions are consistent for all.	**Regularly evaluate the partnership relationship** to ensure it continues to deliver in line with stakeholder feedback.

5. OUR KEY HIGHLIGHTS

We have made strong progress towards delivering our commitments made to customers in vulnerable situations over the last year, especially with the positivity that our battery project has created.

Increasing the number of households registered on the PSR is critical, as it means we can support more customers during power cuts and storms. We saw our first Extreme Heat weather warning in June, reminding us that resilience is not just about extreme winter weather that challenges our customers and our network. Another key highlight was enabling more households to access essential support, resulting in a higher financial gain, across what continues to be a challenging winter for our customers impacted by the global energy crisis and the removal of the winter fuel payment. We have pulled out some key highlights for the financial year 2025/26, up to August 2026. More information on year round work can be found in our Annual Vulnerability Report 2025/26.

- 1M+ households registered on PSR.
- 84.4% PSR Reach, SHEPD 94.4% SEPD 82.2%.
- Increased customer satisfaction for PSR customer experiencing a power cut to 9.17/10
- Over 3K households supported to date with fuel poverty, energy efficiency and low carbon technology advice.
- 57 communities supported with LCT and resilience projects with funding provided through our Powering Communities to Net Zero Fund. Over £683K awarded.
- 18 colleagues achieved City & Guilds qualification in Energy Efficiency and LCT.
- Delivered £7.899m Net Present Value through our partnership programme.
- Sent over 400k Personal Resileince Plans to PSR customers.
- Top 3 for accessibility ranking for our website.
- Introduced two new partnerships to deliver energy efficiency, low-carbon technology advice, and targeted support to customers facing fuel poverty.



6. PREPARING FOR EXTREME WEATHER

Previous years has seen several large storms impact our customers and our networks. As our climate warms, we take huge steps to ensure we are prepared to support our customers and communities who are likely to be affected, especially those in vulnerable circumstances.

We are:

Sharing the knowledge and tools customers need in Power Cut Plans helping households be prepared and understand the steps they can take, for their needs, before, during and after a storm.

Working in our communities, with charities and Parish, Local and City Councils, to raise awareness of our home emergency plans, priority services and our welfare support.

Delivering multi-channel comms strategies so our storm updates reach all customers, including those that are digitally excluded or isolated because of geography or other factors like the Public Switched Telephone Network (PSTN). By doing this we ensure our voice reaches all customers and communities in a way that works for them

How we support:

- Over the phones, text, WhatsApp and social media to warn and inform before, during and after.
- In our communities with our colleagues and volunteers door knocking and coordinating third party resilience support.
- After 12 hours customers can claim or be provided free food and drink from mobile catering vans or local businesses.
- Evouchers for those that need extra support to feed their households.
- Direct households to local resilience centres or hotel accommodation when the duration of a storm means wider support is needed.
- Reimbursement for food, drink, emergency heat and resilience items to value of £30 per person.

Customer and stakeholder feedback after every storm tells us, where possible, we should be supporting local economies and understanding the needs of what individual communities require and it's this that drives us to continually improve our storm response every year of ED2 and beyond.

This continuous improvement also means we must ensure all our colleagues are trained and supported in their storm role so we can scale up quickly and efficiently to support the changes our climate gives us. In 2025 we trained or ran:

- 555 colleagues on call handling.
- 413 advisors in our overflow contact centre.
- 293 colleagues on social media.
- 76 storm helpers with specific PSR training.
- 51 colleagues to provide door to door support for customers.
- 19 colleague to support with welfare distribution.
- Launched our Resilience Portal, running 5 training sessions for resilience groups.
- 3 winter readiness webinars, in collaboration with NESO, on winter plans for elected members and resilience groups.
- Engaged with Local Resilience Forms (LRFs) in England and Local Resilience Partnerships (LRPs) in Scotland to share our plans for the winter and engage in exercises to test our response.

Supporting customers when they need us most remains an increasilngly important priority, but we invest equally in helping our communities be more preapred and stay safe and well in their own homes.



7. INNOVATIONS MAKING A DIFFERENCE

Innovations already making a difference for customers facing vulnerability

Last year, in this strategy, we spoke about two projects, Vulnerability Identification Via Informative Data (VIVID) and Vulnerability Future Energy Scenarios (VFES). These groundbreaking innovations help to identify less resilient customers and communities and prioritise network infrastructure and upgrades. This year, we have started work combining the best factors from both projects into a new, multimillion pound Strategic Innovation Fund Beta project, which will be adopted GB wide in our next ED3 price control. This innovation is called VERIFY, standing for Vulnerability Evaluation for Resilience Investment and Flexibility.

VERIFY

VERIFY takes dozens of social and vulnerability indicators from multiple sources to provide DNOs and GDNs with the richest view of consumer vulnerability ever. VERIFY is also collating data about how suitable households are for Low Carbon Technologies (LCTs) and the reliability of their gas and electricity networks. Combining these factors will:

- Ensure that households eligible for the PSR know about, and receive, additional support.
- Enable faster and more collaborative help during power cuts and other emergencies.
- Allow energy networks to take the needs of customers and communities into account when planning network reinforcements vs flexibility programmes.
- Know which households could benefit from LCTs quickest, and which would need more help.
- Provide information about the capability's homes need before adopting LCTs, and critically, to advise on, or offer, the measures required.

VERIFY will of course do far more than this, it should unlock better communication, improved service levels, and greater collaboration between the energy industry, Local Authorities, our third sector partners, and, in time, even emergency services.

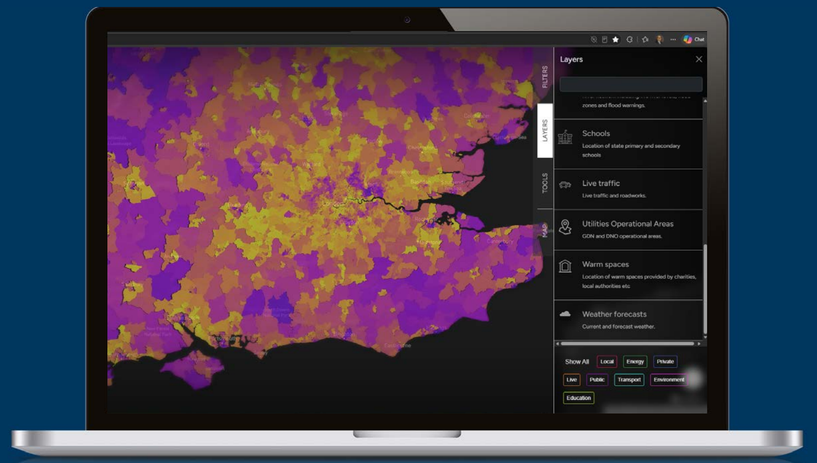
Other new projects this year include:

Open Maps

Open Maps – Open Maps is a utility wide collaborative mapping tool highlighting factors which lead to consumer vulnerability and reduced resilience GB wide for the first time. It allows the energy networks, for the first time, to see consistent datasets, across network boundaries, using common sets of terminology, and real time weather and traffic information. In turn, amongst other benefits, this supports faster more targeted response for customers during outages, helps to direct resources to areas of need, and to make partnerships and outreach initiatives more effective with less waste.

Roaming MPANs

Roaming MPANs aims to redress where people without driveway, or other off-street parking find it near impossible to own an electric vehicle (EV). This means they miss-out on more economical, greener, travel, and the opportunities to use off peak charging rates and cheaper E electricity tariffs from their energy supplier. 40% of homes will find the transition to an EV difficult because of these factors. Roaming MPANs brings together a Charge Point Operator, CENEX (the Centre of Excellence for Low Carbon and Fuel Cell Technologies), EDF as one of the most progressive suppliers for EV tariffs, and the smart meter Data and Communications Company. Together, we aim to provide low-cost EV charging, close to homes without driveways that can be charged directly to customers domestic energy tariffs and take advantage of off-peak flexible charging too.



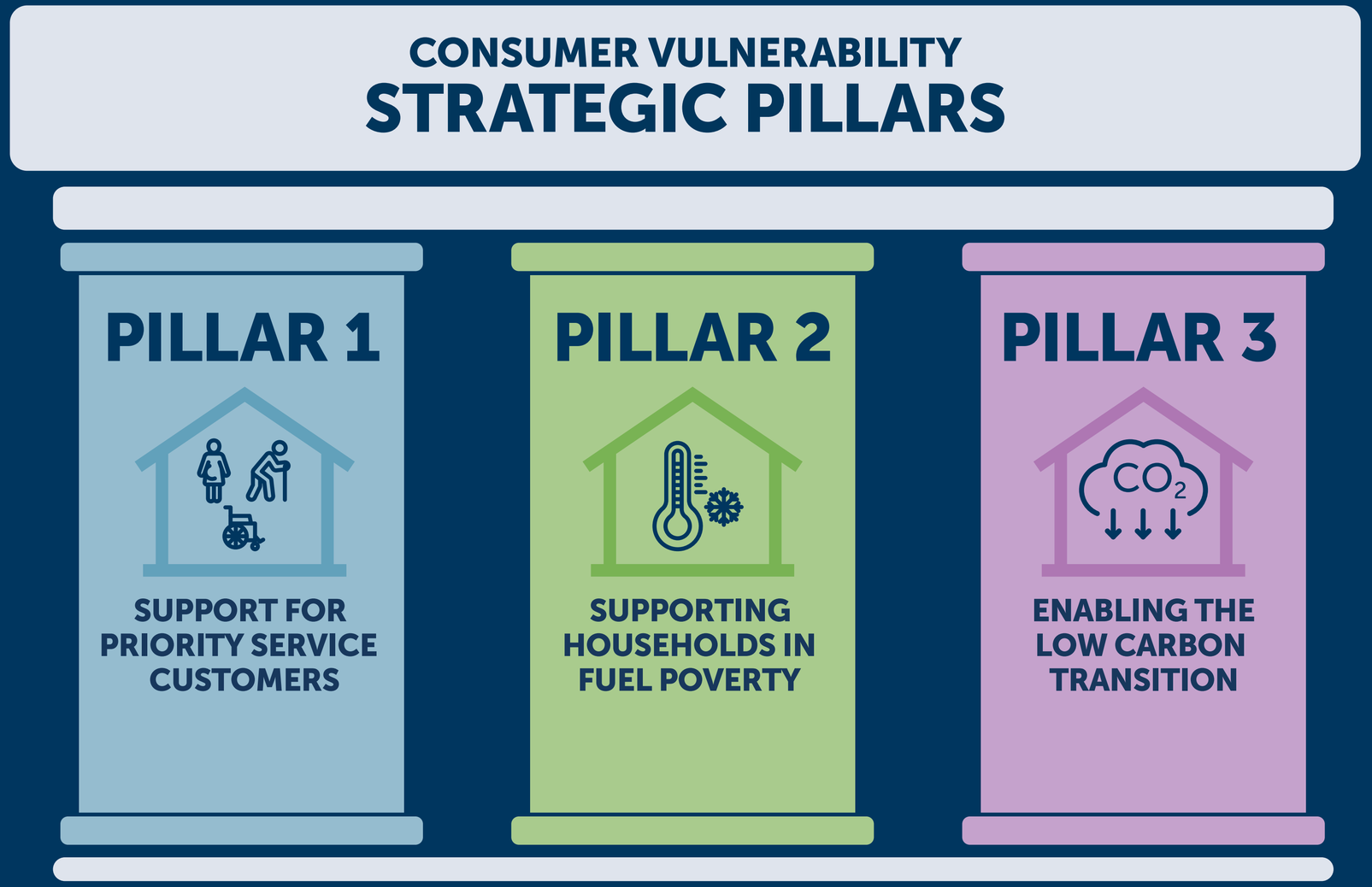
Open Maps Innovation Project.

VFES Vulnerability Future Energy Scenarios

VERIFY

8. COMMITMENTS

Our three strategic pillars of support for Priority Service customers, supporting households in fuel poverty and enabling the Low Carbon Transition (LCT) remain, and here we explore the commitments within those pillars, their performance and priorities as we move into the last two years of RIIO-ED2.

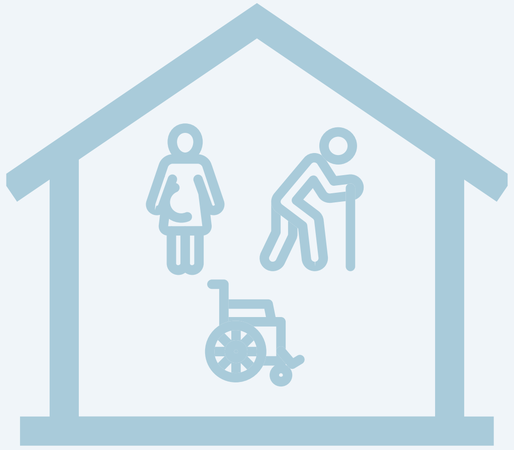


STRATEGIC PILLAR ONE

SUPPORT FOR PRIORITY SERVICE CUSTOMERS

We have five commitments to our customers and three innovation projects (page 9) that all contribute to our strategic pillar of support for Priority Service customers.

1. Training and development - Introduce 200 Vulnerability Allies across the business from the start of ED2.
2. PSR Customer Satisfaction - Improve PSR customer satisfaction scores to 9.4
3. Personal and Social Support Packs – Deliver 5,000 power cut resilience packs to PSR customers.
4. PSR gap analysis – Reach over 1 million PSR registrations by 2028, refreshing our data every 24 months.
5. Customer Value Proposition (CVP) - Provide PSR customers a Personal Resilience Plan. Give 20,000 medically dependent PSR customers a back up battery.



PERFORMANCE:

Vulnerability Allies at SSEN challenge the business to act inclusively, helping shape services and attitudes that meet all customer's needs. The group has grown to 85 members, and their highlights include raising awareness, encouraging a culture of inclusion, and supporting and reviewing our Annual Vulnerability Report (AVR), vulnerability e-learning and marketing plans.

Customer satisfaction is driven by our continuous improvement across colleague training. Our new channel management solution ensures our customers can use their channel of choice and customer satisfaction is recognised by our British Standards accreditation and our website is in the top 3 for digital accessibility.

This year we've been giving power cut packs in the communities we serve and ahead of winter. The packs help our vulnerable customers be more resilient and understand measures they can take to be prepared if a power cut effects their home. So far, our Customer and Community Advisors have given out 920 packs containing, hats, gloves, socks and a single glow in the dark device which is a torch and a USB charger.

Having met our commitment to reach over 1 million customers already, we continue to focus on closing the gaps identified by insights gathered from commissioned research. These have been embedded into the summer and winter campaigns and includes our targeted digital marketing campaign, designed to reach customers through the trusted voices of social media influencers within their own communities. Through carefully tailored messaging, codesigned content and accessible formats, we have been able to reach people who may not previously have been aware of the PSR and help ensure they receive the support they need.

A further contribution to our growth, we are proud to be leading the way, in partnership with Policy in Practice. This first-of-its-kind partnership turns routine benefit checks into more than a financial safety net, by proactively identifying households eligible for PSR. This approach removes the administrative burden from the customer, turning a routine benefit check into an enhanced programme of assistance.

Our data cleanse process ensures we hold accurate data on our customers, and we continue to keep our 100% commitment to maintain this every year for PSR 1+ (those medically dependent on electricity) customers and every 24 months for everyone else.

Our Personal Resilience Plans provide customers with simple, practical guidance to help them feel prepared before, confident during, and supported after a power cut. New Priority Services customers receive theirs within their welcome pack, while existing PSR customers are issued theirs through our data cleanse process. Each plan contains easy to follow tips, safety reminders and essential contact details designed to help households know what to do when it matters most. Since its launch, nearly 400,000 Power Cut Plans have now been delivered across our licence areas, marking a major milestone in strengthening customer resilience

Following our 6-month battery backup trial, in February 2026 we officially launched the Customer Value Proposition (CVP) Battery Programme, with 1,700 of our most vulnerable customers accepting the free EcoFlow Delta 3 emergency batteries. By the end of August 2026 this has grown to 9,947 accepted batteries, demonstrating sustained and strong demand. These devices support customers in keeping essential equipment powered during outages.

PRIORITY FOR 2026 ONWARDS:

Within this strategic pillar our focus will be on promoting the Vulnerability Allies internally to ensure our purpose remains true and drives a cultural shift, whilst continuing to listen to our Allies, driving engagement and enchancing the role they play within SSEN.

Our embedded customer service improvements must continue to drive improvements, and our aim is to over deliver and excel in reassuring and supporting our customers who are experiencing power cuts.

Whilst our PSR has grown there is still an estimate of over 243K households eligible for the PSR if we are to reach 100% of our customer base by the end of ED2. Our immediate focus for this FY close is a growth of 36K in SEPD only as we have already exceeded our target in SHEPD. This means we need to find the most effective ways of raising awareness and providing the right support so the value of the PSR is clear, accessible and relevant. We will do this using data and insight to target and close the gaps in the most meaningful way possible.

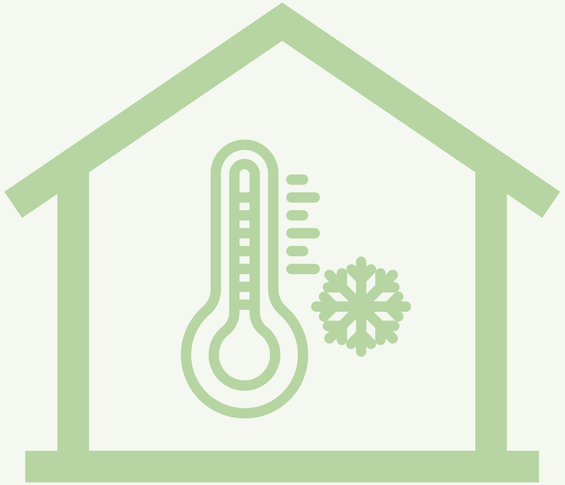
Our power cut packs and plans will continue to be distributed and will make vulnerable customers more prepared and resilient in a power cut. Our PRPs effectiveness has been measured, and the insights will inform further iterations to ensure we meet the diverse needs of our customers. To ensure targeted allocation of battery packs, we continue to use PSR data and fault history to identify those most likely to benefit from an emergency battery in their own home.

STRATEGIC PILLAR TWO

SUPPORTING HOUSEHOLDS IN FUEL POVERTY

We have three commitments and two innovation projects (page 9) that contribute to our strategic pillar that focuses on delivering fuel poverty support to those households that need our help the most.

1. Personal and Social Support Packs - our commitment to deliver 5,000 energy efficiency packs to fuel-poor households, by 2028.
2. Fuel Poverty support – our commitment to support 50,000 households (equivalent to 114,000 customers) with fuel poverty support and advice by the end of 2028.
3. Training and Development – our commitment to train 30 employees to the City & Guilds energy efficiency qualification in ED2.



PERFORMANCE:

Our energy efficiency packs will help customers make effective steps in their own homes to lower their bills and we're working with our partners to create these packs so customers who are already interested in making a positive change can insulate more doors and windows in their home free of charge. Working with our newest partner, Changeworks, we will start distributing these in winter 2026.

Ten colleagues have graduated with their level 3 City and Guild Energy Efficiency, a full review of their experience, the practicalities and onwards use of their skills has meant we have selected an alternative course for the FY 2026/27. Level 2 City and Guild Introduction to Domestic Renewable Low Carbon Technologies was selected and 9 colleagues have passed to date.

Fuel poverty support to households is delivered through our partnership programme by funding 13 national partnerships which operate across our north and south licence areas, as well as local partnerships which support customers in specific regions. Through these trusted and respected channels, we can deliver real value. In August 2026 this NPV stood at £6.98m to date.

PRIORITY FOR 2026 ONWARDS:

By collaborating with our partners, we will target customers already interested in saving money so we can ensure our packs are put to good use. The groundwork has been done to ensure we have the right products in place to make the practical difference our customers need. The focus for the last years of ED2 is to ensure these energy efficiency packs are well received by our customers, make a helpful difference and are adapted where needed.

As the number of households in fuel poverty is set to increase we must broaden our partnership portfolio to ensure we are represented in our communities where the need is greatest, using the trusted voice of our partners to deliver, or signpost support that delivers real value.

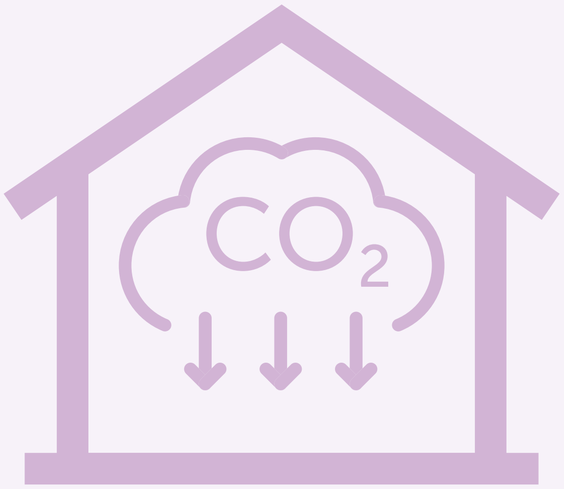
Review the success of the new City and Guild course and complete commitment by training the last cohort in the closing out of the price control.



ENABLING THE LOW CARBON TRANSITION

We have one commitment and two innovation projects (page 9) that contribute to our strategic pillar that focuses on enabling the Low Carbon Transition (LCT) with those households that need our help the most.

1. Shareholder fund – Our commitment to 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.



PERFORMANCE:

As part of our ED2 commitments, we have established a £2.5 million fund to support community organisations in improving resilience and adopting Low Carbon Technologies (LCTs). The fund is open to not-for-profit and community groups across our North and South licence areas, with at least £1.25 million allocated to each region over the course of ED2.

This year, over £650,000 was awarded to 57 projects across the north of Scotland and central southern England. Of these, 20 projects were supported under the Low Carbon Technology category, receiving £318,000 (£189,000 in the North and £129,000 in the South), enabling communities to decarbonise their operations.

PRIORITY FOR 2026 ONWARDS:

To continue supporting our communities with the shareholder fund. It's a critical step in supporting not just the projects and causes, but demonstrating to a much wider demographic the benefits of low carbon technologies.

We will also work with those successful applicants to see how they can widen the support they give their communities by promoting the PSR and its benefits in terms of safety, planning and resilience.

Alongside this investment our City and Guild trained colleagues will give energy efficiency and LCT advice to our customers helping them to save money, whilst we look to increase the number of front-line colleagues who can benefit from similar training.



9. SUMMARY OF COMMITMENTS

This table provides a summary of our commitments, their milestones and progress up to August 2026.

RED – At risk and likely to not meet ED2 target.

AMBER – Delayed but likely to meet ED2 target.

GREEN – On track to meet ED2 target.

Vulnerability strategy Commitment	Description	RAG status	Status update
Vulnerability Strategy	Meet our obligations to treat all customers fairly, including those in vulnerable situations. Put in place a vulnerability strategy, to be reviewed and refreshed annually and our performance incentivised.	GREEN	• Every year we speak with customers and stakeholders to ensure the targets within our commitments continue to deliver value to the ever-changing needs of customers in vulnerable situations. We publish an updated strategy, to reflect the views of customers and stakeholders, we published the latest version in October 2025 which included an update on performance for ED2 so far. • We have scheduled the next updates of our strategies for October 2026 and 2027 to ensure we meet this commitment.
PSR Gap Analysis	Reach over 1 million PSR customers by 2028, refreshing our data every 24 months.	GREEN	• Through research with external experts and analysis of social data, we are expanding the reach of the PSR to ensure more customers receive the support they need. Strong progress has been driven by a combination of sustained activity and targeted initiatives, including a digital marketing campaign, a first-of-its-kind partnership with Policy in Practice, and community outreach. • As the number of households on Priority Services continues to grow, it is essential we have accurate data so we can provide the right support customers need. Our data cleanse process is embedded across our business, proactively contacting customers to confirm their details alongside confirming details on every call. • We are on track to meet this commitment, with the number of households registered for Priority Service to remain above the 1 million mark and data cleanse to remain at 100%.
PSR Customer Satisfaction	Improve PSR customer satisfaction scores to 9.4.	AMBER	• Customer communication has been a key focus across 2025-26, to ensure we are providing customers with the updates they need in a clear, accessible format. Our customer touchpoints in each interruptions journey, help our teams ensure they meet customer needs, providing key updates around power cuts, including updates during and follow up calls after a power cut. We are continuing to identify enhancements within our customer journeys to improve service to customers in vulnerable situations. • Whilst we have made significant improvement in our Customer Satisfaction scores, we are not expecting to meet the target of 9.4 by the end of ED2.

Continues overleaf

Vulnerability strategy Commitment	Description	RAG status	Status update
Fuel Poverty Support	By 2028 support 50,000 households (equivalent to 114,000 customers) with fuel poverty.	GREEN	• Through our partnership programme we have helped 38,661 households to date with fuel poverty support, energy efficiency advice and in transitioning to low carbon technology and brought together a mix of national and local organisations operating across both our North and South licence areas. This blended model reflects the diversity of our network areas and ensures support is equitable, accessible and responsive to local need. • We are expecting to come in above the ED2 target of 50,000 households helped, with this target likely to be reached by the end of March 2027.
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 ED2.	AMBER	• SSEN's Vulnerability Allies programme has grown to 85 members. This has been driven by a focus on meaningful growth through internal advocacy, promotion and colleague recommendations, alongside increased engagement and collaboration across the network, with members actively contributing ideas and actions. • Allies have supported community events, promoted Priority Services, amplified campaigns, and accessed learning on topics including digital inclusion, healthy ageing and inclusive service design. • 10 colleagues have achieved the City and Guilds energy efficiency qualification. Following feedback from our colleagues, the course was reviewed and a further 10 have just taken the City and Guilds LCT level 2 and to date 9 have passed. We are expecting to complete further rounds of training in 2026 and 2027. • Staff turnover has resulted in the number of allies across the business dropping but we are confident we will meet this commitment by the end of ED2.
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.	GREEN	• 854 Power Cut Packs given to customers, low number due to fewer storms across winter 2025. Energy Efficiency Packs to start delivery in winter 2026.
Personal Resilience Plans	Proactively provide PSR customers with PRPs containing specific advice tailored to a customer's individual needs, helping them know what to do during power cuts. Provision of 20,000 battery backups to customers who depend on electricity for medical reasons.	GREEN	• In April 2025, we launched our Power Cut Plans (also known as Personal Resilience Plans). New Priority Services customers now receive a personalised plan within their welcome pack, while existing PSR customers are issued with their tailored plan as their records are updated through our data cleanse process. • Each plan contains easy to follow tips, safety reminders and essential contact details designed to help households know what to do when it matters most. Since its launch, nearly 400,000 Power Cut Plans have now been delivered across our licence areas, marking a major milestone in strengthening customer resilience. • Following our 6 month battery back up trial, in February 2026 we officially launched the Customer Value Proposition (CVP) Battery Programme, with 1,700 of our most vulnerable customers accepting the free EcoFlow Delta 3 emergency batteries. By the end of August 2026 this has grown to 9,947 accepted batteries, demonstrating sustained and strong demand. These devices support customers in keeping essential equipment powered during outages. The programme is estimated to generate an NPV of around £5.3m and an SROI of £1.92m, delivering positive social value while supporting progress towards ED2 delivery targets.
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.	GREEN	• The fund has two aims; firstly, to support groups who are looking to cut the carbon from their activities through the adoption of solar panels, battery storage, Electric Vehicle (EV) chargers and heat pumps. And it also seeks to help communities become better prepared ahead of severe weather which may affect the local electricity network and cause the power to go off or have other impacts. • Successful applications across central southern England and the north of Scotland funded similar community focused projects, including solar panels, energy efficient or low carbon heating, and equipment to support emergency response such as flood kits, training sessions, and winter-weather gritters. Together, these grants strengthen local resilience and support sustainable upgrades in community buildings. • Since the introduction of the fund in 2024, we have provided a total of 75 community organisations with over £1,601,367 in funding, with the remaining £898,633 being available in 2026 and 2027.

10. OUR STAKEHOLDER FEEDBACK

Reviewing our refreshed consumer vulnerability strategy with stakeholders that work with and represent our customers is a vital part of our process. In September 2026 we held an online event where we received feedback on the areas that mattered most to them.

Where our focus should be for last 2 years of the price control:

Through stakeholder engagement, we heard that vulnerability is often complex, temporary and not always recognised by those experiencing it. Many customers who could benefit from support do not seek help, making trust, targeted engagement and working through carers, families and community organisations essential.

Stakeholders supported our targeted marketing, partnership working and community engagement, recognising the value of trusted local organisations in raising awareness, identifying hidden needs and improving access to support.

For the remainder of ED2, we will strengthen our partnership-led approach, improve how we identify and support customers with both permanent and temporary vulnerabilities, and maintain accurate customer information so support remains relevant as circumstances change. We will continue to empower trusted partners to improve customer outcomes and help communities build resilience before, during and after power interruptions.

Stakeholders also encouraged us to think beyond immediate crises. In response, we will continue working with partners to address wider challenges such as energy affordability, fuel poverty, severe weather resilience and access to trusted advice, while supporting advocacy, aftercare and longer-term interventions that deliver lasting benefits for customers.

We 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, you can contact our customer vulnerability team using the email address below:

networkscvteam@sse.com



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