



**Electricity
Distribution**

Annual Vulnerability Report 2025/26

nationalgrid

1. Welcome

Leading the Customer Excellence Directorate at National Grid Electricity Distribution (NGED) is something I am genuinely proud of.

Our team is committed to delivering inclusive, accessible services that put customers first, and this year that commitment was recognised through our achievement of the BSI Kitemark for Inclusive Service.

We now have around three million customers on our Priority Services Register (PSR). Behind the scenes, we have already begun shaping our Business Plan for the next price control period, which starts in 2028. That work includes roundtable discussions with stakeholders and conversations in community settings such as supermarkets, because our plans should be shaped by the people who live and work in the communities we serve.

We will keep listening as we continue to support customers through power cuts, help them keep their homes warm and their bills affordable, and make sure they can benefit from the move to net zero.

This year, I am incredibly proud of the difference we have made, reaching more customers than ever before.

In this annual report you will read about our PSR, which now covers 88% of eligible customers in our region. This means we can provide meaningful, tailored support to those who need it most.

Our fuel poverty partnerships have also delivered real results. This year, they supported 25,860 customers in fuel poverty to save £25m, providing practical advice and support with debt, benefit applications and energy efficiency. In addition, drawing on their expertise and community presence, partners helped 10,565 customers save £4m through smart energy advice and grants for technologies such as solar panels and heat pumps.

Our customer excellence work continued to move forward this year too. Updated technology provides a better experience for both customers and colleagues. The system automatically identifies PSR customers so our colleagues understand individual needs from the outset. Combined with bespoke training and targeted support tools, this helps our team respond with empathy and care every time. Our new knowledge centre, Watt, gives colleagues one consistent, up-to-date source of information, with an easy-to-use search function that supports better customer conversations.

We have also launched a new customer portal, giving customers a single, straightforward place to manage their interactions with us. Alongside it, we have introduced an AI-powered assistant that can answer common questions, help customers find the right information and point them towards additional support, at any time of day. This means customers spend less time searching for help and more time getting it.

During severe weather events, and particularly Storm Goretti when we received 80,000 calls to our contact centre and made almost 100,000 proactive contacts to PSR customers in seven days, every member of our team played a vital role. Engineers worked in difficult conditions. Agents updated records and handled enquiries. Colleagues provided support in local communities. Together, they not only got the lights back on, they also kept customer data accurate, delivered timely updates and provided valuable welfare support.

We are not complacent, though. The cost-of-living crisis and wider political uncertainty continue to put pressure on households, with some customers facing difficult choices between heating their homes and meeting other essential needs.



At the same time, the transition to a low carbon future is bringing new and emerging vulnerabilities.

In response, we will continue to strengthen partnerships, build on our research and work with experts to make sure customers in vulnerable circumstances are not left behind. Our commitment to a clean, fair and affordable energy future remains at the heart of everything we do.

Emma Pamplin
Director of Customer Excellence



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2. An introduction to National Grid Electricity Distribution

We are the nation’s largest Distribution Network Operator (DNO) by geography, powering homes and businesses across England and Wales.

With 220,000km of electricity network spanning the East and West Midlands, South West, and South Wales, we connect over 20 million people to the power they need via eight million meters.



Our network serves

20 million

customers via eight million meters.



There are

3 million

customers on our Priority Services Register (PSR).



We cover a

55,000km²

service area and employ over 7,000 colleagues.

Our main responsibilities to our customers:

- 

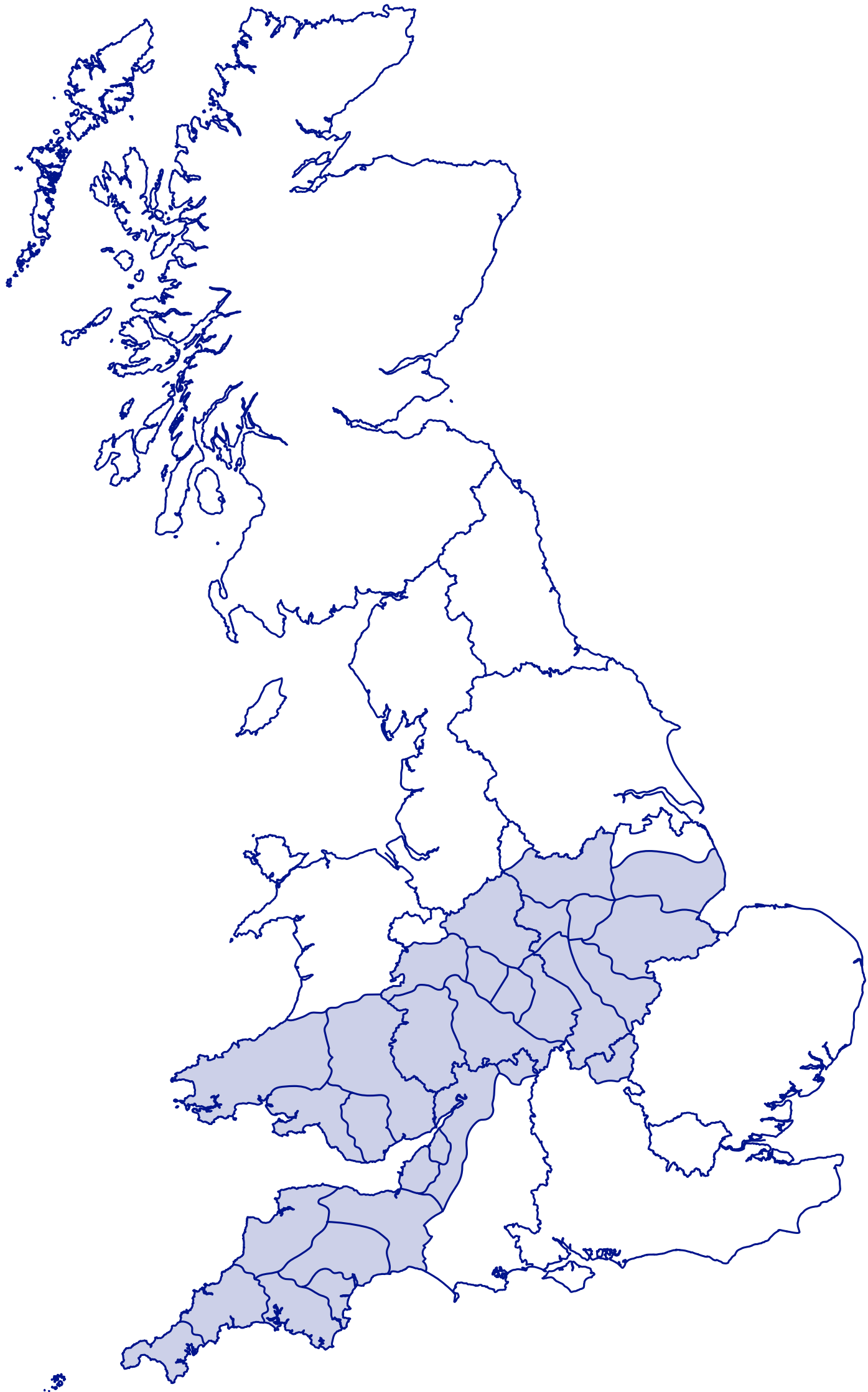
Keep the power flowing by operating and protecting our assets.
- 

Maintain equipment to ensure our network remains reliable.
- 

Fix the network if equipment becomes faulty or damaged.
- 

Connect customers by using existing capacity, upgrading or building new networks.
- 

Operate a smart system by managing two-way power flows and flexibility services.



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3. 2025/26 at a glance

In April 2023 our regulator, Ofgem, introduced the Consumer Vulnerability Incentive to ensure Distribution Network Operators deliver key vulnerability priorities to:

- protect those whose wellbeing is most at risk during a loss of supply
- help those in, or at risk of, fuel poverty
- support customers at risk of being left behind by the energy system transition to net zero.

As part of this incentive, this Annual Vulnerability Report will provide our customers and stakeholders with an overview of the support services NGED has delivered for customers in vulnerable situations during the year 1 April 2025 to 31 March 2026.

This report covers the four licence areas of National Grid Electricity Distribution:

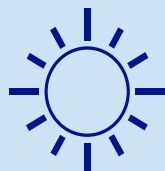
- East Midlands
- West Midlands
- South West
- South Wales

Key achievements this year:



BSI Kitemark accreditation validates inclusive service

Our commitment to supporting customers has been recognised through accreditation with the BSI Kitemark for Inclusive Service. A rigorous audit examined our support for customers who need extra help, for example in a power cut or when communicating with us, to ensure our services are fully inclusive and accessible to all.



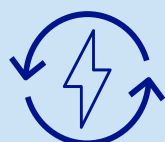
New Welfare Lead strengthens welfare support

Established PSR champions (in every local depot) now work with trained NGED volunteers who can visit and support vulnerable customers during power cuts. Our new Welfare Lead has already standardised and improved PSR training and set up two pioneering storm support pilots with the Warm Welcome Campaign allowing us to ramp up community support ahead of, and during, a storm.



Fuel Poverty Services reach a record number of customers

Our established Fuel Poverty Services saw 25,860 customers save £24.96 million over the year. Our partnership model, expanded year on year, now includes a partnership with the charity Scope allowing us to improve support for disabled customers.



Low Carbon Transition (LCT) Services continue to grow

Continued shared best practice amongst upskilled partners ensured that LCT Services have continued to expand. Our LCT services saw 10,565 customers save £4.16 million over the year.



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4. Our Customer Vulnerability Strategy

Our established Customer Vulnerability Strategy ensures customers in vulnerable situations can access our services and support. Every day, some of our customers face challenges such as financial hardship, digital exclusion, health conditions, and physical disabilities as they navigate their energy journey.

Our strategy centres on maintaining the reach, accuracy and effectiveness of our growing PSR. This free, confidential service now supports around three million registered customers who could find it difficult to cope in a power cut.

By understanding PSR customers’ needs, we improve register accuracy and evolve our embedded programme through collaboration, lasting partnerships, and continuous feedback.

For example, this year, our strategy has been updated to include our expanded customer welfare offering. We have built exciting, pioneering partner storm support, and opportunities for our colleagues to take on roles as volunteers and PSR champions when customers most need tailored support.

A summary of our performance against wider Business Plan Commitments and how these directly support or contribute to these key principles can be found in [Appendix 1](#).

The strategy continues to align with Ofgem’s consumer vulnerability framework and baseline expectations, which operate under four key principles:

Principle 1: Effectively support consumers in vulnerable situations, particularly those most vulnerable to a loss of supply, through a sophisticated approach to the management, promotion and maintenance of a PSR.

Principle 2: Maximise opportunities to identify, and deliver support to, consumers in vulnerable situations through smart use of data.

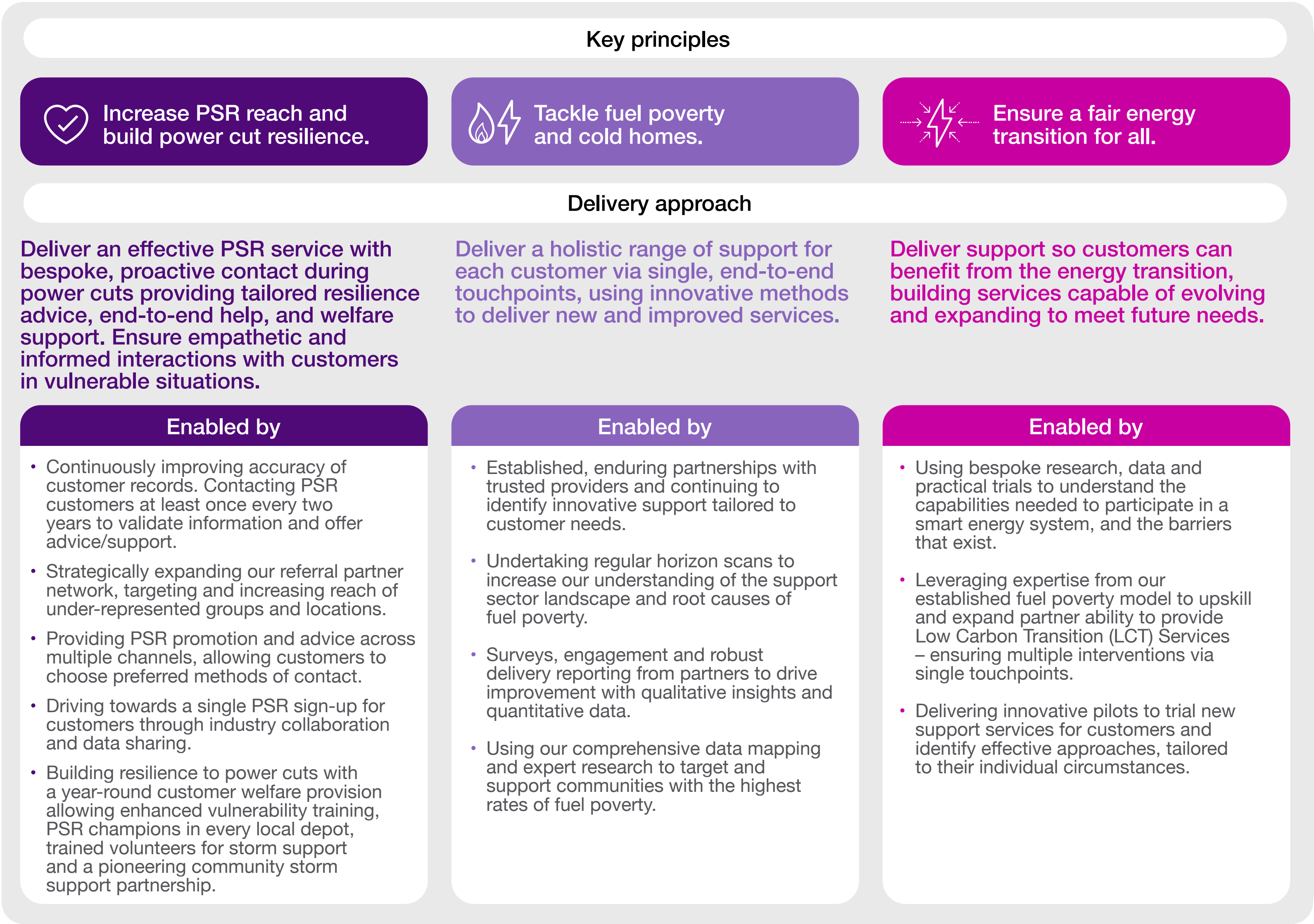
Principle 3: Understand new forms of vulnerability, in particular by identifying blockers to participating in a smart flexible energy system.

Principle 4: Embed the approach to protecting the interests of consumers in vulnerable situations throughout a company’s operations to maximise the opportunities to deliver support.



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Our Customer Vulnerability Strategy at a glance



Delivery model centred around partnerships and collaboration

- Work with external experts and trusted partners to leverage knowledge and expertise.
- Foster strong industry relationships to ensure shared best practice and maximum reach and efficiency.
- Data-led approach driving analysis to grow the PSR and inform the development and delivery of services to maximise benefits for customers.
- Partner with smaller, grassroots organisations and charities to extend reach, access points and support for customers who need it most.



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5. Collaboration and engagement drives improvement

Regular engagement ensures key stakeholder and customer views inform our Customer Vulnerability Strategy and programme. This year we focused on collaboration with our industry peers.

We continued to share PSR data with participating water companies in our region as we work towards a standard, automated industry solution and we built on previous PSR promotion with other DNOs. Regular collaboration and best practice sharing with other utilities ensures the outcomes we deliver for our customers continue to improve.



DNO representatives talking to delegates at the Care Management Show in London in November 2025.

DNO collaboration leads to efficient PSR promotion and resilience education

Continued cross-DNO collaboration creates synergies and drives efficient outcomes for customers, achieving wider reach for lower costs. For example, this year all DNOs collectively promoted the PSR in both Enable Magazine and Caring Times and attended the Care Management Show where they shared PSR and resilience advice with 2,000 delegates who own or manage care homes or services.

Many care home managers and staff told us they either did not have backup generators or were unsure what to do, or who to contact, during a power cut despite often supporting vulnerable residents, including people with medical dependencies.

This promotion gave DNOs a valuable opportunity to work together to raise awareness of the PSR and share resilience advice with delegates from across the UK.



Example impact and outputs in 2025/26:

- Collaborative two-page spread in Enable Magazine reaching 200,000 disabled readers with power cut, PSR and energy efficiency advice.
- All-DNO branded handout to publicise DNOs and the PSR at the Care Management Show - alongside a supporting article in Caring Times.
- Four mini-theatre presentations sharing resilience advice on power cuts and educating carers/managers about generation and business continuity.
- Conversations with around 200 delegates to share power cut and PSR advice.
- An interactive business resilience guide published on thePSR.co.uk



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Customer Panel steers business decisions

Our enduring Customer Panel has been in place for 16 years and consists of 24 expert members who represent all customer and stakeholder segments.

The Panel meets three times annually and provides essential customer insights, drives new initiatives and strategically steers us on key business issues.

Regular topic-specific engagement allows experts to challenge our ideas, examine proposals in granular detail and add value to business decisions.

This regular, robust engagement ensures the evolving priorities of expert stakeholders inform our Customer Vulnerability Strategy and the outcomes we deliver for customers in vulnerable situations remain meaningful.



Our Customer Panel Chair, Gabby Mallet, at one of our roundtable stakeholder events.



Example impact and outputs in 2025/26:

- Welfare offering updated following Panel feedback on when customers in vulnerable situations might want to use welfare vans for food and what might impact their decision to visit one.
- Feedback shaped our winter communication campaign ensuring valuable impact year-on-year (see [page 34](#)).

Cross-sector collaboration provides valuable information portal

During 2025/26, we joined forces with Wessex Water, Bristol Water, Bournemouth Water and South West Water on a collaborative customer advice portal provided by the National Support Network (NSN).

The Support Hub is a free and anonymous site that helps users discover and connect with support for any problem, any time.

Information on national services and resources such as helplines, apps and support groups is available in one place.

The portal benefitted:

- Contact Centre agents who shared the link with customers during calls or helped them find external services.
- Social media and website followers who accessed information on issues such as bereavement, mental health and communication needs.
- Our colleagues who could use the information for personal advice and support.

Case Study: Paul's story

An email came into our PSR team from a customer who was being 'terrorised and abused'. One of our team leaders responded to gain a better understanding of the customer's safety.

The customer then explained they were being "terrorised after dark by their neighbours". Our Team Leader used the NSN link and searched for 'neighbour disputes', finding information about Victim Support which was perfect for Paul's case.

We provided local and national contact details for direct support in and out of hours (phone, webchat and online forms).



Example impact and outputs in 2025/26:

- Almost 3,000 views of our branded support hub portal – with 'health', 'money' and 'family' receiving the most hits.
- Around 1,000 click-throughs by users to engage with support services.



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6. The Consumer Vulnerability Incentive

Social value data drives decision making

Our Fuel Poverty and Low Carbon Transition (LCT) Services continue to be measured using a Social Value Framework, which evaluates the benefits achieved and the cost to deliver them. Evaluating the Net Present Value (NPV) alongside qualitative customer benefits plays a crucial role in our selection and prioritisation of support services.

NPV provides valuable insights into what is working well, where improvements can be made

to generate further value and where services are not delivering the expected value and should be discontinued or adapted.

The framework guides our decisions when establishing new projects and partnerships.

We evaluate potential partners based on the value their service could offer to customers, considering Social Return on Investment (SROI) and NPV, alongside other factors such as customer reach and quality of support they could deliver, evidenced by customer feedback and robust customer journeys.

The Consumer Vulnerability Incentive (CVI) introduced by Ofgem in 2023, assesses our performance in five key areas:

Priority Services Register Reach.

The social value of Fuel Poverty Services delivered.

The social value of Low Carbon Transition Services delivered.

Customer satisfaction with Fuel Poverty Services delivered.

Customer satisfaction with Low Carbon Transition Services delivered.

The value of Fuel Poverty and LCT Services is measured using a standard Social Value Framework which utilises a commonly followed ‘rulebook’ to ensure each licensee calculates value in a comparable and consistent way. It requires the input of the number of customers we have supported, the benefits they have achieved and the cost of those services (to NGED).

All DNOs were assessed against these metrics at the end of 2024/25 and will be assessed again at the end of 2027/28.

As part of the incentive, Ofgem also introduced an independent minimum requirements assessment to provide Ofgem and wider stakeholders with assurance that our performance scores are comparable and reliable.



Our performance against the CVI targets is set out in Table 1 on [page 11](#), and was assessed by the industry-appointed assessor in May 2026 (see [Appendix 2](#)).



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PSR Reach

PSR Reach means the total number of households registered on our PSR out of the total number of households in our area that are eligible to be registered.

Eligibility for the PSR is based on common, national datasets including data from the Office for National Statistics and Census data and is calculated annually for all DNOs by the Centre for Sustainable Energy (CSE) using the PSR household methodology agreed and set for the CVI.

We continue to expand awareness of the PSR through promotion, collaboration and partnership with trusted agencies (see [pages 13-15](#)).



Using this common methodology, across all four licence areas we have **88%** of the eligible households registered on our PSR.

Fuel Poverty Services

The social value of Fuel Poverty Services is the total ‘Net Present Value’ (NPV) our programmes have achieved by alleviating the impacts of fuel poverty for customers.

Our established programme ensures trusted partners continue to offer in-depth, one-to-one support to customers they meet through their own outreach or following a referral from our Contact Centre (see [page 24](#)).

All customers who receive these services must be invited to take part in a survey, carried out by an independent survey provider to assess **customer satisfaction with the Fuel Poverty Services** they have received.



Our Fuel Poverty Services supported **25,860** customers in 2025/26 and using the agreed Framework, the NPV delivered was **£13.68 million**.



Our customers reported a satisfaction of **9.12/10** with Fuel Poverty Services.

LCT Services

The social value of Low Carbon Transition (LCT) Services is the total ‘Net Present Value’ (NPV) our programmes have achieved, benefitting customers by enabling participation in a net zero energy system.

We have continued to upskill partners to widen their support and increase the benefits for customers in this area (see [page 28](#)).

All customers who receive this service must be invited to take part in a survey, carried out by an independent survey provider to assess **customer satisfaction with the LCT Services** they have received.



Our LCT Services supported **10,565** customers in 2025/26 and using the agreed Framework, the Net Present Value delivered was **£1.94 million**.



Our customers reported a satisfaction of **9.25/10** with LCT Services.

Table 1: CVI metrics – ongoing performance

Metric	Year 1	Year 2	Year 2 target	Year 3	Year 5 target
PSR Reach					
East Midlands	67.4%	76.4%	Combined for all licences 66%	87.7%	Combined for all licences 75%
West Midlands	66.3%	74.7%		85.5%	
South Wales	70.2%	80.0%		94.6%	
South West	67.1%	74.9%		87.0%	
Social value of Fuel Poverty Services delivered (NPV)					
East Midlands	£4.27m	£8.54m	Total for all licences £13.95m	£12.93m	Total for all licences £36.28m
West Midlands	£3.75m	£9.18m		£14.12m	
South Wales	£2.88m	£4.84m		£7.03m	
South West	£2.19m	£4.99m		£7.15m	
Social value of Low Carbon Transition Services delivered (NPV)					
East Midlands	£34.77k	£514.13k	Total for all licences £578k	£1.25m	Total for all licences £1.98m
West Midlands	(£19.84k)	£205.21k		£713.48k	
South Wales	(£5.85k)	(£34.18k)		£191.70k	
South West	(£4.68k)	£478.29k		£945.17k	

Metric	Year 1	Year 2	Year 2 target	Year 3	Year 5 target
Average Fuel Poverty Customer Satisfaction Survey score					
East Midlands	9.05/10	8.92/10	9/10	8.85/10	9/10
West Midlands	9.30/10	9.00/10	9/10	9.05/10	9/10
South Wales	9.05/10	9.15/10	9/10	9.30/10	9/10
South West	9.13/10	9.16/10	9/10	9.15/10	9/10
Average LCT Customer Satisfaction Survey score					
East Midlands	9.13/10	9.09/10	9/10	9.17/10	9/10
West Midlands	8.67/10	9.05/10	9/10	8.98/10	9/10
South Wales	-	9.09/10	9/10	9.20/10	9/10
South West	9.25/10	9.24/10	9/10	9.31/10	9/10

Year 1 NPV values were remodelled in line with the standard DNO rulebook and so may differ slightly from data published previously. NPV values for years two and three are cumulative and include benefits for customers realised in those years from previous year’s activities in line with the common social value framework.

Assurance provided by the independent assessor to confirm NGED has met the criteria for the incentive can be found in [Appendix 2](#).



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7. Regularly Reported Evidence (RRE)

Table 2 details our performance in relation to the Regularly Reported Evidence (RRE) which all DNOs are required to submit to Ofgem.

The table shows our performance for the first three years of RIIO-ED2 and will be updated annually for each of our licence areas.

- In line with Principle 1 of Ofgem’s vulnerability baseline expectations, we have attempted to contact all of our PSR customers once every two years to update their PSR records.
- The average Customer Satisfaction Score (CSS) out of ten for PSR customers who have experienced a power cut is above target.
- The volumes of customers we have supported with both Fuel Poverty Services and LCT support (see [pages 24-32](#)) are on track to outperform the targets of 113,000 and 8,384 customers respectively before the end of RIIO-ED2.

As well as using the RRE in the table prescribed by Ofgem, we also committed in our Customer Vulnerability Strategy to report against our Business Plan wider commitments which can be found in [Appendix 1](#).

Table 2: Regulatory Reported Evidence (RRE)

RRE	Expectation	Year 1	Year 2	Year 3	Year 4	Year 5
Frequency of PSR customer data cleanse (reported on an annual basis)		Customers attempted to contact to verify their data (% of registered PSR customers registered for 2+ years)				
East Midlands	Target: Attempt to contact all PSR Customers to verify data every two years	100%	100%	100%		
West Midlands		100%	100%	100%		
South Wales		100%	100%	100%		
South West		100%	100%	100%		
CSS score for PSR customers who have experienced a power cut		Reported on an annual basis				
East Midlands	9/10	9.02/10	9.03/10	9.01/10		
West Midlands	9/10	9.03/10	9.06/10	9.03/10		
South Wales	9/10	9.32/10	9.05/10	9.24/10		
South West	9/10	9.01/10	9.00/10	9.04/10		
The volume of Fuel Poverty Services delivered		Reported on a cumulative basis				
East Midlands	Target: 113,000 customers supported by 2028	5,388	11,573	18,616		
West Midlands		5,628	11,573	18,402		
South Wales		6,562	10,409	16,012		
South West		6,127	11,522	17,907		
Total:		23,705	45,077	70,937		
The volume of Low Carbon Transition Services delivered		Reported on a cumulative basis				
East Midlands	Target: 8,384 customers supported by 2028	406	1,445	3,692		
West Midlands		1,120	2,416	5,667		
South Wales		184	1,478	4,226		
South West		389	1,671	3,990		
Total:		2,099	7,010	17,575		



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8.1 Identifying eligible PSR customers to optimise our reach



This year, 242 partners helped us to sign-up 52,264 hard-to-reach customers to the PSR.

Identifying customers who are eligible for the PSR, including the hard-to-reach, starts with understanding the vulnerability landscape and the complex nature of vulnerability.

In order to support those whose wellbeing is at risk during a power cut (such as elderly or unwell customers, or those with communication needs) and support customers who find it difficult to heat their homes or participate in the transition to net zero, frequent, in-depth engagement with expert stakeholders and customers is imperative.



Insight from engagement is strengthened by research and data analysis, helping us understand evolving needs, identify hard-to-reach customers and design trusted, effective support.



88% of those eligible are now registered on our PSR, and medically dependent customers increased by 15%.

1. Insight led research and engagement informs our understanding and shapes our approach.

Regular horizon scanning, combining desk research and surveys, builds our understanding of the vulnerability landscape, identifying support providers, service gaps and emerging issues.

This directly informs our fuel poverty and Low Carbon Transition (LCT) programmes. Cross sector research, such as the Rural England Utility Research Panel, deepens this insight. The Energy and Water Use in the English Countryside report highlighted significantly higher energy use in rural areas and widespread concern about affordability, reinforcing the need for targeted rural support.

2. Data analysis and insight enables targeted action with maximum impact.

By enhancing our social indicator mapping this year, we can now compare PSR eligibility with registrations and understand how vulnerable customers are positioned relative to local infrastructure and transport.

This insight allows us to identify communities most at risk during power cuts and target them for tailored interventions, including our new storm support pilots delivered in partnership with the Warm Welcome Campaign (See [page 35](#)).



Over 337k records securely shared with water companies.



Example impact and outputs in 2025/26:

- Increased network of referral partners from 223 to 242 helped us to add hard-to-reach customers to our PSR (see [page 16](#)).
- Insight enabled us to target Warm Welcome storm support pilots in communities where customers would benefit most (see [page 35](#)).



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Passionate colleagues optimise the reach of the PSR

Partners tell us that many eligible customers are unaware of the PSR or don't recognise that the support is for them.

To address this, we must continue to focus on identifying and registering as many eligible customers as possible, using multiple routes including our colleagues, trusted support partners and collaborative industry relationships, to ensure help reaches those who need it most.

This year, we introduced a dedicated Welfare Lead (see [page 17](#)) to make sure our most vulnerable customers get the right support when they need it most. The Welfare Lead works across our operational teams and with trusted partners to coordinate welfare support during power cuts, helping PSR customers access practical help quickly.

Acting as a clear point of contact, they coordinate timely interventions, signpost resources, and work closely with colleagues and third-party organisations.

Our Welfare Lead delivers year-round training that builds confidence and capability, boosted by specialist training from trusted partners such as Sight Life and Kidney Care UK (see [page 22](#)). All colleagues are equipped to recognise vulnerability, register customers on the PSR and respond appropriately. The Welfare Lead also supports a network of 46 PSR Champions, at least one in each of our local depots.

These colleagues receive enhanced training and take part in weekly drop-in sessions to share challenges, solutions and best practice – strengthening local support for vulnerable customers. We are also supported by 143 newly trained, safeguarding approved volunteers who can be deployed at short notice to support customers during emergencies such as storms. Drawn largely from desk based teams, these colleagues told us that in the past they had felt 'helpless' being unable to support their operational colleagues.

They bring strong local knowledge and provide vital, practical support alongside operational teams, particularly for hard-to-reach customers. During Storm Goretti, simple but essential actions, such as delivering wood for log burners to customers without power, made a real difference and were only possible because of rapid, local volunteer support.

This role also strengthens NGED's presence in local communities, with increased engagement through care homes, lunch clubs and partner outreach events, for example.

Over the past year, we have strengthened our partnership with the Warm Welcome Campaign, establishing 20 'Champion' spaces across our region. These welcoming community spaces offer companionship and connection, alongside practical support such as power cut advice, PSR sign-up, and access to fuel poverty and Low Carbon Transition support where longer term help is needed.

In November 2025, we launched our ambition to 'Visit Every Space' at our leadership conference, with over 400 leaders pledging to empower their teams to engage with local Warm Welcome Spaces near them. Colleagues can visit or volunteer during work time, helping build community resilience by sharing power cut and PSR advice.

In turn, these relationships strengthen local knowledge and partnerships – supporting our engineers to better manage both planned outages and unplanned power cuts.



Pledge cards handed out to all senior leaders to encourage them to 'Visit Every Space'.



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Tailoring collaboration and external campaigns for maximum impact

We maximise every customer touchpoint through social media, community outreach and trusted partner relationships to raise awareness of the PSR.

Eligibility and PSR benefits are embedded into our business as usual activity, including schools education, community events, stakeholder workshops and county shows ensuring consistent, proactive engagement wherever we meet our customers.

This year, we replaced our prepaid PSR leaflet with a simpler, more effective design, shaped by customer feedback. The previous leaflet had low return rates, long lead times, and high printing costs.

Our new version uses clear language, concise sections and a QR code for quick online sign-up, alongside a phone option for customers who prefer to call. Field colleagues now carry the leaflet to share directly with customers in vulnerable situations when they are out and about working on our network.

We extend our reach through targeted campaigns designed to build brand trust, boost preparedness and drive PSR sign-up. Each year, NGED runs a winter campaign to help customers feel ready for colder weather and potential power cuts.

This year, our new mascot Nat the Bat played a central role in our biggest winter campaign to date, engaging customers with the NGED brand, leading to over 190 million social media views and over 60,000 updates to the PSR (see [page 34](#)).

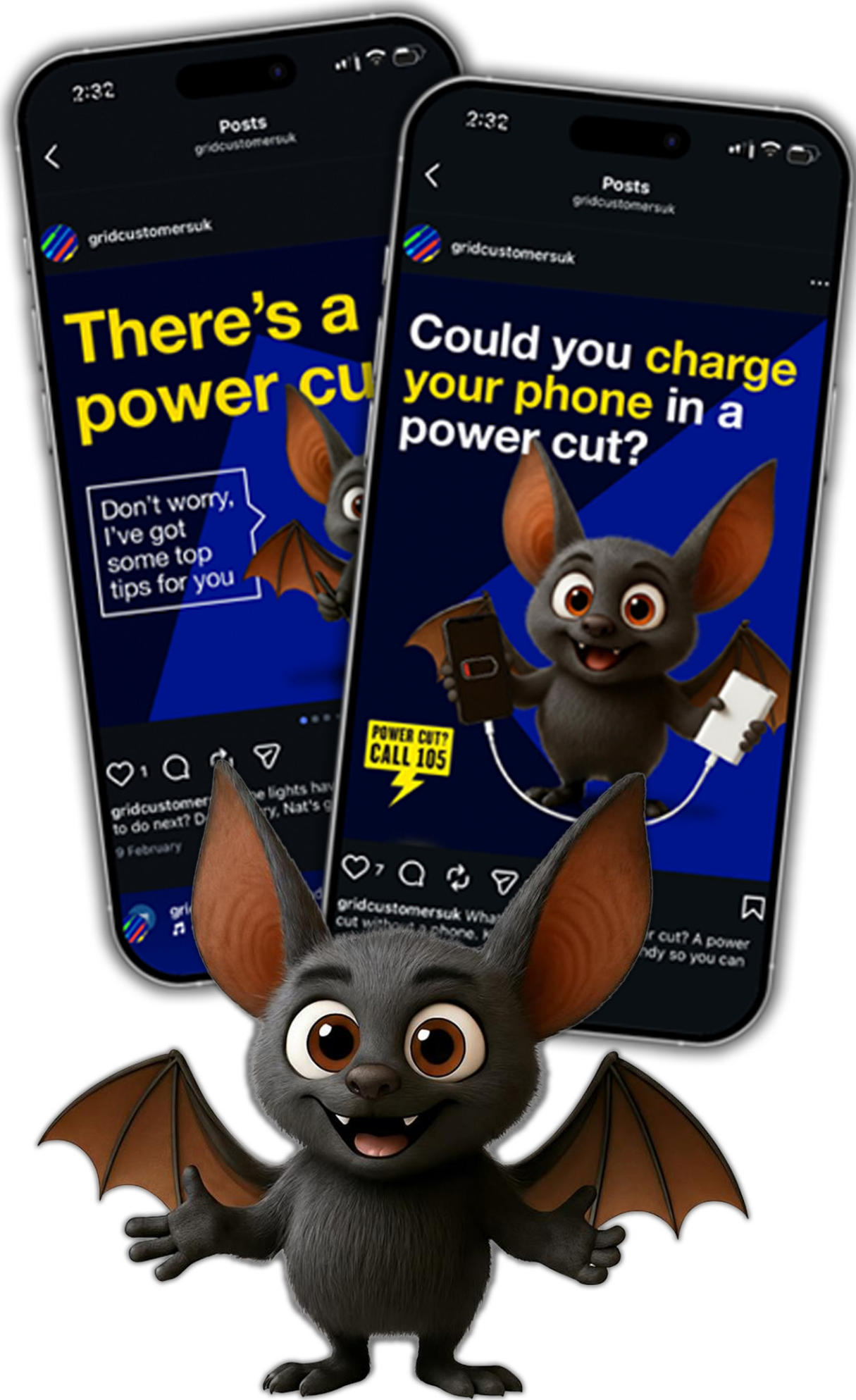
We also introduced a new online PSR eligibility checker, responding to feedback that many customers didn't realise the support applied to them.

The quick, digital tool helps customers check eligibility and register in one journey, removing a key barrier to sign-up.

It is particularly valuable for digital audiences and can be shared by friends and family, helping us reach eligible customers who might otherwise miss out on support.

Stakeholders consistently tell us industry collaboration is essential to raise awareness of the PSR and educate customers effectively.

This year, for the first time, DNOs collaboratively attended the Care Management Show in person, engaging with around 2,000 care sector delegates. We also collectively published articles on power cuts and the PSR in Enable magazine, reaching 200,000 disabled readers, and Caring Times, reaching 6,000 decision makers and professionals in the care sector (see [page 7](#)).



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Grassroots organisations help us find the hard-to-reach customers

Our network of over 240 referral partners including health organisations and Local Authorities is central to identifying hard-to-reach customers and registering them on the PSR.

Building on our established fuel poverty support model (see [page 24](#)), this network has expanded year on year.

Referral partners often work with people who are less likely to self identify as vulnerable, including those living rurally or experiencing digital exclusion.

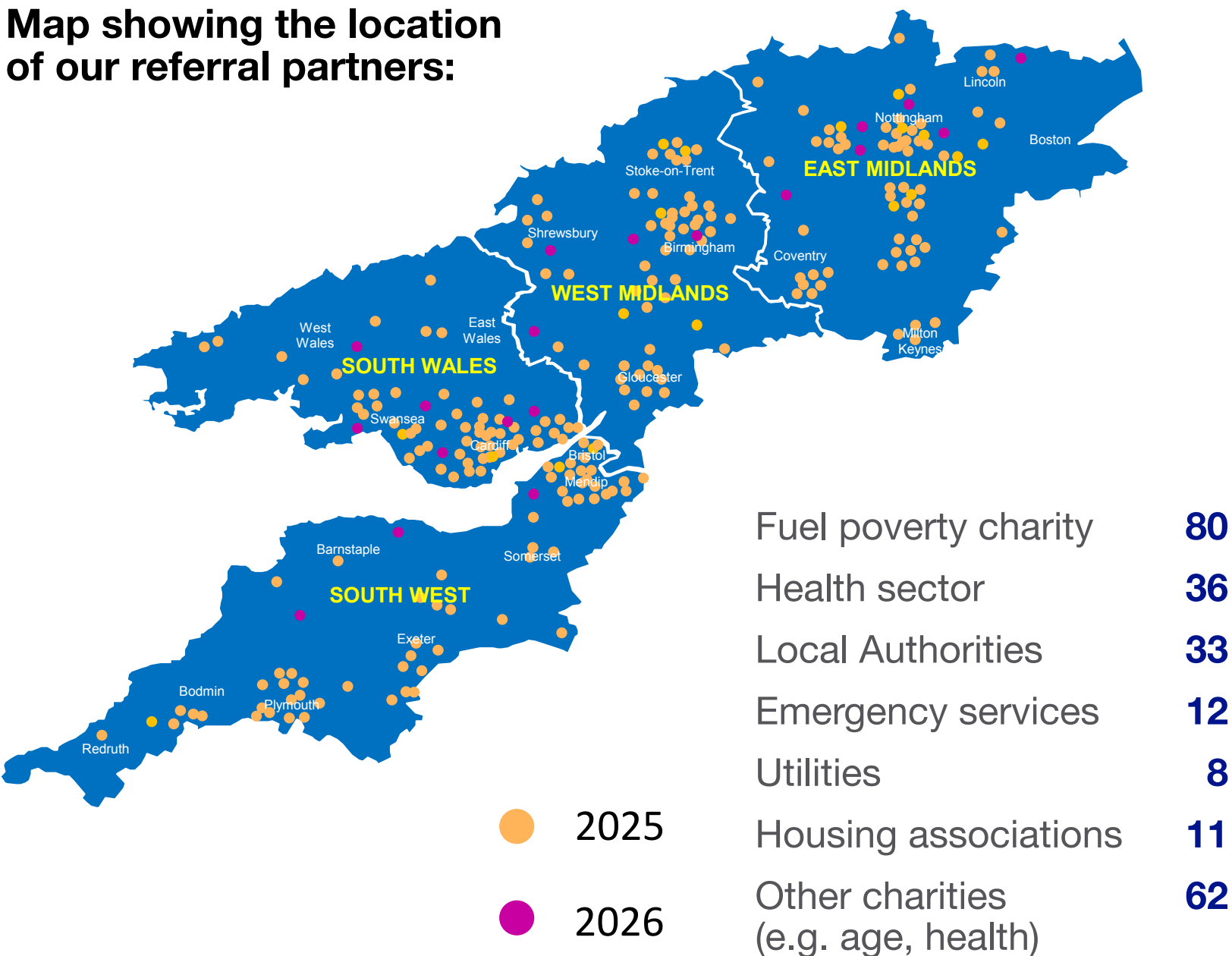
The map (right) shows the locations and range of partners we work with and the increase since last year.

Our growing presence in local communities, boosted by our new Welfare Lead, continues to strengthen grassroots relationships, enabling more organisations to become referral partners and helping us educate and register customers who need support most.

This year, outreach has included attendance at local events such as lunch clubs, visits to Warm Spaces and collaborative support such as our colleagues attending ‘OVO In The Community’ events.

These events saw over 1,000 families supported with help with energy bills and PSR sign-up.

Map showing the location of our referral partners:



At an industry level, we continue to collaborate and share data with participating water companies, progressing towards a standard, automated ‘tell us once’ approach so customers can access coordinated support from multiple organisations with minimal effort. For example, us sharing data with water companies can ensure customers receive emergency support and assistance with their bills from their water provider.

Our ambition is to expand this further and share best practice and PSR data with telecommunications providers.



A customer being supported to join the PSR at an ‘OVO In The Community’ event.



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Spotlight on: Welfare

Our new Welfare Lead has already established a strong, visible support system delivering real impact for customers in vulnerable situations:

- **mandatory, year-round vulnerability training** ensures every colleague can recognise vulnerability and register customers on the PSR. This includes refreshers, new-starter inductions and specialist training from trusted partners, including Kidney Care UK and Sight Life, strengthening our understanding of complex needs
- **46 PSR Champions across all 27 depots** provide local expertise, sharing best practice through regular fortnightly sessions
- **143 trained volunteers** deliver rapid, local support during storms and emergencies, significantly extending our community reach
- **a proactive community presence**, including outreach, MP engagement and industry collaboration, builds trust and raises awareness of PSR support.

New Warm Welcome pilots deliver scalable storm support:

1. **Proactively selected warm spaces** are ready to scale up during storms or prolonged outages, extending hours and providing essentials, warmth, hot food, phone charging and trained volunteer support.
2. **A complementary reactive pilot** ensures no community is missed, enabling rapid identification of affected areas and swift opening of local warm spaces to provide immediate practical support should a storm occur.

A day in the life of Emma Davies, Customer Welfare Lead

The role brings together customer insight, partner intelligence and local engagement to identify hard-to-reach customers, support PSR sign-up and strengthen community resilience.

“This morning, I attended a community event at Bryn Ivor Lodge Care Home in Newport, alongside colleagues from Welsh Water, where we were warmly welcomed by Anna, the Care Home Manager and around 15 members of the local community.

Discussions included education on generator back-up arrangements and we signed up some customers to the PSR. This engagement allows me to promote available support and boost power cut resilience.

Later, I’ll run the weekly drop-in session for our depot PSR champions where we will focus on learning from the recent storm, sharing stories and best practice which help us continue to keep a spotlight on vulnerability and improve our support services. Storm Goretti has already demonstrated the scale and effectiveness of our approach.

During the worst storm to hit Cornwall in decades we deployed 50 generators, supported 2,743 customers with hot meals and arranged 58 hotel stays.

An additional 33 customers were supported by the British Red Cross. My engagement with local warm spaces meant 54 of them opened, providing warmth and charging facilities for customers.

I’ll end my day visiting St Martins Church Liskeard Cornwall, one of 22 community spaces I engage with. This growing number of spaces (in addition to those operating under the Warm Welcome Campaign) are offering to open their doors during an incident – providing valuable warmth, food and connection if a storm hits.

I am excited for the future of the role; I will be connecting with our customers and local communities and striving to ensure we give them the very best support possible.”

“I am thoroughly enjoying my new role. Every day for me focuses on one goal – making sure customers in vulnerable situations get the right support, before and during a power cut.”



Emma Davies, our Welfare Lead (right), and colleagues, promoting the PSR.



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Outcomes and Business Plan Commitment updates

The following table summarises our 2025/26 performance against our vulnerability focused Business Plan commitments relating to this section.

Vulnerability Strategy Commitment	Description	Expected outcome/benefit	Key milestones	Status update*
PSR Reach	Expand the reach of our PSR to at least 75% of total eligible customers and 80% of customers with critical medical dependencies to ensure those in greatest need receive targeted support services. This will include registering 50k+ additional hard-to-reach customers each year. (Note: External data to measure medical dependency at household level is currently unavailable. As an interim measure we are tracking the growth of medically dependent customers on our PSR).	Local, trusted organisations, with a good understanding of the regional issues customers face, support customers effectively and enable us to proactively target our PSR promotion and outreach services.	Increase PSR Reach to 75% by 2027/28.	PSR Reach for all licence areas combined is 88%.
			Interim milestone: increase the number of medically dependent customers year-on-year.	Registered medically dependent customers up by 15% on last year.
			Register at least 50k additional hard-to-reach customers each year.	52,264 customers registered direct with NGED in 2025/26.
			Annually expand our network of referral partners.	242 referral partners (up by 9% this year).
‘One-stop-shop’	Achieve a ‘one stop shop’ service so customers only have to join the PSR once to be registered automatically with their energy, water, gas and telecommunications suppliers.	Customers can get multi-agency support from utilities by joining the PSR once, allowing greater access to wider support for those who need it most without needing multiple touch points.	Data share agreements and two-way data sharing with all water companies in advance of an automated industry solution.	Agreements and two way sharing in place with all participating water companies. Over 337k records sent and 150k received this year.

Key

Progress is on track.

Progress is delayed but likely to be achievable before the end of RIIO-ED2.

Milestone is at significant risk and likely to be missed.

* NGED publishes full Business Plan reporting in October each year, and as such the status may change.



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8.2 Building resilience to power cuts and supporting customers



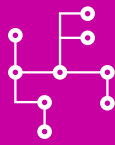
Attempted to contact all PSR customers, over two years, to update records and offer power cut, fuel poverty and LCT support.

Identifying hard-to-reach customers and adding them to the PSR is just the start for us. We are committed to maintaining accurate, up-to-date data so we can build resilience and provide timely, tailored support during power cuts. Key to this is attempting to contact every one of our three million registered customers at least once every two years to update their details and share helpful advice.

Regular contact with PSR customers enables us to update individual needs and give clear, practical advice on preparing for power cuts.

Our comprehensive digital services provide immediate, personalised support by email, WhatsApp or web chat and our PSR online material provides preparedness guidance, details of our services and a simple way to update PSR records.

Customer journey mapping and extensive research has enabled us to develop critical customer insight about customers on the PSR, ensuring we build empathy with customers and design services that meet their needs.



Proactively contacted 4.5 million PSR customers during and after power cuts at their properties.

On average we respond (in person) to web chat enquiries in under 50 seconds and recent website improvements to improve accessibility and the overall customer journey include:

- A redesigned PSR landing page, with a strong focus on PSR registration and the update form, supported by clear, useful information.
- A software improvement means details submitted through the PSR update form are sent straight to our internal systems reducing manual processing and freeing up agents to proactively reach out to and support PSR customers.
- A new AI assistant that helps customers find information more easily.
- Separation of the website into customer and commercial journeys provides a more tailored experience and makes PSR information more prominent and accessible.
- Clearer, more accessible wording across website navigation and our PSR online form.



1,653 crisis packs handed out to customers who would most benefit ahead of and during power cuts.

We know customers in vulnerable situations may need additional support during a power cut. Focusing on four key principles ensures we provide targeted, meaningful support during both planned and unplanned power cuts:

Key principles that make up a good customer experience:



✓ Communicate well.

✓ Set clear expectations.

✓ Keep our promises.

✓ Treat customers the way you want to be treated.



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Expanding agent toolkit delivers confident, knowledgeable support

By broadening our agents’ tools and training, we enable them to provide clear, informed and empathetic support.

Practical resources and guidance updated in real time ensures agents can resolve issues faster, explain choices simply and tailor assistance to each customer’s needs.

Annual customer vulnerability training is mandated for all staff and specialist, detailed training is provided to frontline colleagues.

This year, external, expert training from partners such as Kidney Care UK and Sight Life (see [page 22](#)) has improved awareness, empathy and practical understanding of how best to support our customers.

New Amazon Connect Technology provides a seamless experience for customers and a business-specific tailored platform to help agents work effectively. Early phases have already improved outcomes for both customers and colleagues.

The system automatically identifies PSR customers, so agents immediately understand individual needs. Combined with bespoke training and targeted support tools, this enables empathetic, appropriate responses every time.

In addition, the latest, cloud-based enhancements also help agents recognise when a customer may be frustrated, supporting calmer, more effective conversations.

Our new knowledge centre “Watt” holds one version of the truth; the user-friendly system, packed full of advice and information, is updated in real time and boasts an intuitive search function to optimise customer experience.

In the first six months since launch, we published 72 tailored articles on PSR processes and support so agents are better able to support customers.

Vital information including signposting links and information on how to connect customers to our trusted partners for in-depth assistance with energy efficiency, income maximisation and smart technologies has already been accessed over 3,600 times.

During this time, we also processed 1,300 PSR changes, adding customers who need extra support to the register and helping those already registered keep details up to date, so we can provide the right help when it is needed most.

“The new system is great - it has made my role easier and made me more confident. It empowers us with not only operational and safety information but also a wealth of material around individual customer needs. This helps us respond appropriately when customers disclose challenges they face around struggling to heat their homes, health or loneliness, for example.”

Hannah McCalman, Contact Centre Agent.



Example impact and outputs in 2025/26:

- **New signposting to Scope** following our latest partnership launch, allowing agents supporting disabled customers in power cuts to use the right language and signpost bespoke support.
- Information about **Warm Welcome Spaces** enables agents to personally direct customers to a warm space during planned or unplanned outages (or share the interactive map for customers to find a space near them).
- Access to other partners such as **Kidney Care UK** and the **Fuel Bank Foundation** allowing agents to access bespoke support such as same-day fuel vouchers for customers in crisis.
- **New ‘Watt’ knowledge centre**, complete with guided flows, policies and extensive operational, safety and PSR material.
- A trial use of **National Support Network hub** in partnership with water companies allowed customers to easily access expert support when facing life’s toughest challenges including mental health, financial or health challenges. Our hub had 2,789 hits and almost 1,000 customers clicked through for detailed advice and support.



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Supporting PSR customers during power cuts

Ongoing training, a presence in local communities and clear advice ensures our customers can be as equipped as possible to cope with any interruption to their supply.

Power cuts can affect our customers in a variety of ways so tailored support remains critical to ensure we meet their needs.

We contact every PSR customer affected by an **unplanned power cut** to provide up-to-date information, report on estimated restoration times and check on their welfare.

This year, we proactively contacted 4.5 million PSR customers during and after power cuts to their properties. Our social media teams post regular updates on power cuts and respond to enquiries in around eleven minutes, on average.

We know that accurate, consistent restoration times enhance positive customer experiences so we continue to improve the way proactive communications are managed during power cuts. Estimated Times of Restoration (ETRs) are sent directly to customers, making accuracy more important than ever.

This change supports clearer, more reliable updates that customers can genuinely plan around. In the event of

prolonged incidents, staff on site carry useful ‘crisis packs’ for customers and generators or welfare support from the British Red Cross can be prioritised, on a case by case basis, for those who need it most. 1,653 crisis packs, containing useful items including a hat, socks, gloves, a wind-up torch and a flask were handed out this year.

Our teams can call upon the Nationwide Caterers Association to attend with hot food and welfare support for the most impacted communities.

In addition, colleagues have the autonomy to help customers with reasonable costs towards taxis, food and hotels if appropriate.

All customers experiencing a **planned power cut** will have received advance, personalised notice to advise them of the date and time and provide practical advice on how to prepare.

Customers also receive useful text reminders (tailored for those on the PSR) ahead of a planned outage, signposting additional information on our website.

They can also sign-up for text updates about their own power supply. Insight gathered through our extensive customer journey mapping continues to inform and shape services for customers experiencing planned interruptions.

Case Study

An idea from our Network Technicians is set to make a big difference to rural communities experiencing power cuts during severe weather.

In the wake of Storm Darragh, in 2024/25, the team suggested installing connection points at local village halls and community spaces in advance of the winter storm season. Rapidly supplying spaces with an emergency generator and fuel during severe weather events creates ‘warm spaces’ for rural customers off supply to visit.

Mapping locations historically hit by storms and identifying village halls in the area means rural customers will be no more than five to 10 miles from a warm space with power.

Installing a changeover switch means that, in the event of an outage, we can quickly move the switch to the generator position and keep the power flowing. 35 Local Authorities have registered interest and we are undergoing suitability surveys before we create a network of participating village halls.



High Bickington Community Centre the location of the first installation.

“We are part of these communities. When there is a storm and the power is out, our friends and families are affected too, so we know how important this issue is to our customers.

This is such a boost to vulnerable customers living in remote areas - a positive way to help people when they need it most.”

Jamie Bellew, Team Manager.



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Spotlight on: Impactful training

Targeted, empathy-led training equips PSR teams with practical skills and lived-experience insight so they can provide timely, personalised support to customers in vulnerable circumstances before and during power cuts. This year, our frontline teams have received valuable training, including support from the Samaritans on handling difficult conversations, Fire Service training on safety and hoarding and Dementia Friends training from the Alzheimer’s Society. We now have 173 Dementia Friends across the business, from the Contact Centre to our field teams.

This year expert, external training for our teams also included sessions led by: Kidney Care UK, and Sight Life.



Kidney Care UK

Following its previous success, Kidney Care UK delivered a remote refresher this year for a wider group of 60 PSR agents and Champions.

The session covered Kidney Care UK’s services and referral routes, how living with chronic kidney disease can affect people during power cuts and practical ways we can support customers affected.

After the training, invitees received useful links and we updated our Watt knowledge system (see [page 20](#)) so all staff can access the new resources.



Sight Life at the Cardiff Institute of the Blind

Our PSR agents told us they wanted advice on supporting blind or partially sighted customers so we commissioned Sight Life to train over 40 PSR team members.

The interactive session let staff experience everyday challenges faced by people who are blind or partially sighted - pouring a drink, navigating outdoors, and wearing simulation glasses for glaucoma and cataracts so they can provide informed, empathetic support during power cut conversations.



Colleagues at our Cardiff Contact Centre receiving impactful training from Sight Life.

“It was one of my favourite training sessions ever! It was so engaging. The trainers brought a personal touch to the session, keeping it fun and interactive.

I learned so much about the eye conditions mentioned to us on a daily basis and how they affect customers. We wore glasses to provide insight into what certain conditions feel like to customers affected.

It was such a powerful way to have us experience (for a short time) what some customers deal with every day.”

Robyn Williams, PSR Contact Centre Agent.



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Outcomes and Business Plan Commitment updates

The following table summarises our 2025/26 performance against our vulnerability focused Business Plan commitments relating to this section.

Vulnerability Strategy Commitment	Description	Expected outcome/benefit	Key milestones	Status update*
Proactive contact	Maintain high quality data to allow us to deliver bespoke support to customers in vulnerable situations by proactively contacting over two million PSR customers once every two years to remind them of our services and update their records (with 60% via direct contact such as a call\or digital interaction).	Regular contact ensures the needs of our most vulnerable customers are accurate and up to date and we can, in turn, provide efficient support.	Proactively attempt to contact all registered PSR customers at least once every two years.	We have proactively contacted our targeted customers at least once every two years to verify their PSR data. We committed to go even further by making 60% of these contacts a call or digital interaction and are making great progress, expecting to reach this target in the next 12 months.
Improved network reliability	Maintain network reliability where on average power cuts are better than one interruption every two years lasting less than 24 minutes whilst utilising vulnerable customer data to prioritise network improvement schemes.	Utilising vulnerable customer data means teams have a clear sight of vulnerability in the area where new schemes are being proposed, ensuring customers in vulnerable situations are not disadvantaged and, where possible, benefit from prioritised network improvement.	Vulnerability data to be mapped against network performance data with mechanisms for cross-comparisons examined.	Vulnerability data is now mapped against network performance data and work is ongoing to ensure this data is used effectively when considering network improvement schemes.

Key Progress is on track . Progress is delayed but likely to be achievable before the end of RIIO-ED2. Milestone is at significant risk and likely to be missed.

* NGED publishes full Business Plan reporting in October each year, and as such the status may change.



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8.3 Our Fuel Poverty Programme



Record 25,860 customers benefited from fuel poverty support.



Highest ever £24.96m savings achieved (including home measures) for customers.



Partnership with Scope launched to further grow our holistic model.

Ongoing societal issues, alongside wider cost of living pressures such as high energy, transport and food costs, are pushing more households into fuel poverty.

Stakeholders consistently highlight that the most effective way to reach those most affected is by working in partnership with trusted local organisations that can engage hard-to-reach communities and deliver practical, targeted support. Our established fuel poverty programme continues to grow and adapt in response to these changing needs.

Our long-standing **Power Up!** and **Affordable Warmth** programmes operate through a proven hub model, where lead partners and sub-partners ensure a single point of contact and end-to-end support.

By leveraging the reach and expertise of trusted partners, we now deliver robust Fuel Poverty Services alongside Low Carbon Transition Services – from smart meter and flexible tariff advice to grant access for solar panels and heat pumps, for example (see [page 28](#)).

This year we have supported more customers than ever and saved 25,860 customers almost

£25 million – contributing strongly to the NPV reported under the Consumer Vulnerability Incentive (covered in detail on [pages 11-12](#)). Power up! partners in each of our four licence areas receive referrals from our PSR team and Affordable Warmth partners identify people in need of support through their own community outreach, providing referrals back to NGED’s PSR.

Every one of our projects must be capable of delivering the following specified interventions:

- Income maximisation (including tariff switching)
- Boiler replacements and heating
- Behavioural changes
- Low Carbon Transition support
- Energy efficiency measures
- Managed referrals to water social tariffs
- Befriending services
- Health and wellbeing measures
- Gas network support applications and carbon monoxide monitors.



Case Study

Robert is 83 years old and lives with multiple serious health conditions, including heart failure and cancer. He has a history of falls, had a previous stroke and has a further nine diagnosed health issues.

The team began by determining Robert’s eligibility for Attendance Allowance and assisted him in completing the online application form alongside a Pension Credit form for him and his wife. Robert had a full means tested benefit review and was signposted to contact the council to claim his reduction in Council Tax. Robert was signed up to the Priority Services Register so he could receive support from NGED should his property be affected by a power cut.

✓ Higher rate Attendance Allowance	£5,741 per year
✓ Pension Credit application	£8,724 per year
✓ Council Tax Support	£2,135 per year
✓ Priority Services Register sign-up	
Total saving £16,600	



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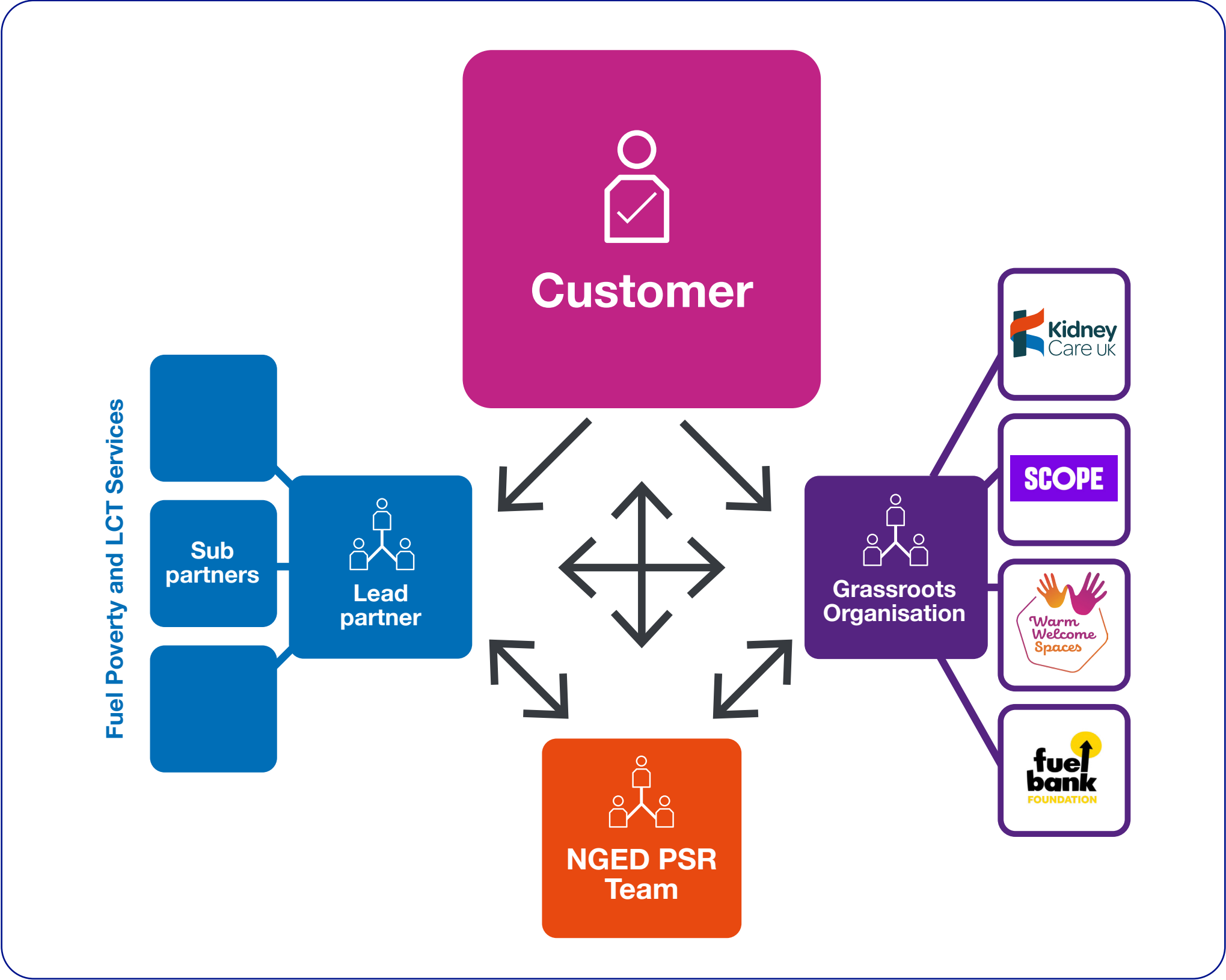
Bespoke, targeted projects enable us to support customers with specific needs. For example, Hope4U supports expectant families and Citizens Advice Somerset support customers with mental health issues.

All partners must deliver robust reporting, clearly demonstrating outcomes and savings achieved for every customer. Regular contract performance reviews and annual workshops ensure each project delivers maximum value, while creating opportunities to share best practice and develop innovative solutions.

This year, our expanded programme includes a new partnership with Scope, allowing us to continue to maximise touch points and benefits for customers, who can access support whether they enter the process through our Contact Centre, an interaction in their community (e.g. through a health or charity organisation) or via our trusted fuel poverty partners.

* The Net Present Value of services delivered to customers (see [page 11](#)) was calculated using the Ofgem approved, industry agreed method of calculating fuel poverty savings but our holistic delivery model means that, in addition, our partners have also delivered home measures such as accessibility rails and stair lifts (considered out of scope of the CVI). As a result, the gross financial benefits delivered by our entire programme this year was almost £25m.

The added benefit being that they can then access support from any of the organisations in our expanded model:



Example impact and outputs in 2025/26:

- A record 25,860 customers supported to save £25 million*.
- Hope4U saved over 1,000 expectant families an impressive £4.2 million.
- Citizen’s Advice Somerset supported 80 customers with complex cases to save over £400,000.
- Over 60,000 patients reached by Kidney Care UK with PSR sign-up and power cut resilience advice.
- 60 PSR Champions and Contact Centre agents trained to support Kidney Dialysis users.
- Same-day fuel vouchers delivered to customers in crisis through The Fuel Bank Foundation.
- PSR promotion material shared with over 2,500 warm spaces in the NGED distribution area.
- 20 Champion Warm Spaces with ‘expert’ space leads sharing PSR sign-up and resilience advice.
- New Scope partnership launched to improve our service for disabled people.



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Established Community Matters Fund delivers far-reaching support

Our established Community Matters Fund makes a real difference. Funded by our shareholders, this long standing annual programme provides £1 million each year to support local, grassroots organisations and the communities they serve.

Since it began, the fund has awarded £12.3 million to 2,200 organisations supporting around 907,000 beneficiaries. Funding is awarded in phases to ensure a wide range of societal challenges are addressed. Previous funding themes have included fuel poverty, mental health and social isolation, holiday hunger, green spaces and biodiversity, and supporting active communities.

This year, the fund awarded £1 million through grants of up to £5,000 for registered charities and non-profit organisations and up to £2,000 for unregistered community groups:

- Skills and employability: £250,000 fund supported 60 groups and 1,978 beneficiaries.
- Low carbon communities: £250,000 fund supported 66 groups and 47,470 beneficiaries.
- Fuel poverty: £500,000 fund supported 121 groups and 28,694 beneficiaries.

Case Study: Lambeage Hall in Coverack, Cornwall

Volunteer-run Lambeage Hall opened in 1922 and is a long-standing focal point for the local community. Following the completion of a complex ‘access for all’ project, the hall was left with limited funds to address ageing, energy-inefficient facilities. Rising costs and a draughty building threatened comfort and long-term sustainability.

Support from the Community Matters Fund allowed the hall to address issues around comfort and efficiency, helping to create a space that is warmer, more sustainable and fit for future use.

“Making the hall accessible was trickier and more expensive than expected, leaving the volunteer committee, and the old hall itself jaded with no funds left to upgrade it. This funding from NGED came at exactly the right time.

It’s enabled us to replace old draughty windows with double glazed, fluorescent lights with LED, install more efficient heaters and new curtains. A team of village volunteers

were then inspired to redecorate the hall giving it a much-needed face lift. It is now reopened and welcomed over 400 people in its first week. We look forward to many community gatherings and events, local catch ups over food and drinks, film nights, live music and theatre in our genuinely warm space. Thank you.”

Helen Macfarlane,
Vice Chair of Lambeage Hall.



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Outcomes and Business Plan Commitment updates

The following table summarises our 2025/26 performance against our vulnerability focused Business Plan commitments relating to this section.

Vulnerability Strategy Commitment	Description	Expected outcome/benefit	Key milestones	Status update*
Fuel Poverty Support	Support at least 113,000 fuel poor customers to save £60 million on their energy bills over RIIO-ED2.	Customers living in cold homes and/or struggling to afford their energy bills receive tailored support to make long term changes to improve their ability to afford to heat their home.	Support at least 22,500 customers during 2025/26. Achieve savings of over £12 million for customers during 2025/26.	25,860 customers supported to save £25m.
Community Matters Fund	Support and add significant value to our local communities via a ‘Community Matters’ social initiative associated with the smart energy transition, vulnerability, environment and sustainability.	As a socially responsible business we support the needs of the local communities we serve – delivering key corporate social responsibility initiatives to help people in vulnerable situations.	This will include a shareholder-funded annual £1 million community support fund and 1,900 volunteer days per year for colleagues to support local causes.	£1 million awarded across three phases (skills and employability, low carbon communities and fuel poverty), funding 247 groups with more than 78,000 beneficiaries. 1,221 employee volunteering days delivered.

Key Progress is on track. Progress is delayed but likely to be achievable before the end of RIIO-ED2. Milestone is at significant risk and likely to be missed.

* NGED publishes full Business Plan reporting in October each year, and as such the status may change.



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8.4 Low Carbon Transition Services



Record 10,565 customers benefitted from Low Carbon Transition (LCT) Services.



£4.16m savings achieved for customers.



950,828 customers offered a Smart Energy Action Plan.

As our energy system transitions to a greener future, we are seeing more low carbon technologies and smart energy options available to customers.

The energy system needs us to respond in radically different ways: introducing new technologies into our homes, shifting our usage to off-peak periods and engaging with smart products and services to maximise benefits.

This brings opportunities for consumers, but can also lead to more complexities and challenges for people, particularly those in vulnerable circumstances and we have a responsibility to remain fair and inclusive.

This means providing targeted support to those who need it most. Our network of trusted partners has risen to the challenge - upskilling their teams and successfully adapting their services to ensure we support more customers in vulnerable circumstances to take part in, and benefit from, the transition to net zero.

Our Low Carbon Transition support is centred on one-to-one, tailored advice delivered by trusted partners.

Some customers choose smaller, accessible steps, such as smart meters or flexibility tariffs, using clear advice and guidance to reduce costs and build confidence. Others want longer term options, such as home installations or retrofit measures, so our partners support access to grant funding for solutions such as solar panels and heat pumps.

Where customers already have low carbon technologies in place, partners can unlock greater savings by providing expert, personalised advice on how to use them efficiently and effectively.

To ensure comprehensive support, our partners share guidance, practical information, and access to funding opportunities, enabling customers to benefit from a range of smart interventions, including:

- Solar panels
- Heat pumps
- Electric Vehicle charging
- Smart meters
- In-home display units
- Flexibility and time-of-use tariffs.

Case Study



Mrs W is in her 70s and lives alone. She was using old storage heaters and felt her bills were high despite her home being cold. An outreach worker visited Mrs W to provide in-depth advice around energy usage, storage heater settings and tips on how to reduce usage and costs. We identified grants and schemes to help Mrs W in the long term and helped her through the application and installation process. Through our help, Mrs W received:

- A fully funded air source heat pump with installation.
- Fully funded double glazing of her windows.

Following the installs we advised Mrs W on how to use her heat pump efficiently resulting in cheaper bills and a warmer, more comfortable property.

✓ Installed heat pump	£9,379
✓ Double glazing	£6,425
✓ Energy efficiency advice	
✓ PSR sign-up	
Total saving £15,804	

“National Grid funding makes such a massive difference to people like Mrs W. We’re so proud to lead the West Midlands Affordable Warmth partnership – as a result of the support, thousands of homes are warmer and bills more affordable each year”

Davina Allen, Director of Energy, MEA



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‘Smart and Fair?’ widens participation in the energy transition

NGED and Scottish and Southern Electricity Networks continue to fund the ‘Smart and Fair?’ research, led by the Centre for Sustainable Energy. The research, which has been ongoing since 2019, enabled us to develop an innovative ‘Capability Lens’ to capture the range of characteristics impacting the ability of domestic households to participate in smart energy offers, such as demand side response, flexible tariffs and low carbon technologies.

The project reviewed known risk factors, identified changes needed across the energy system to help vulnerable customers to take part and worked with innovators to develop solutions. This understanding and evidence is increasingly important as network transformation gathers pace and impacts people and bills.

The next phase of Smart and Fair will use new opportunities created by The Warm Homes Plan as it helps NGED to support customers through the energy transition and drive increased uptake of low carbon technologies, with a focus on:

- widening participation in the changing energy market
- building consumer confidence to take up low carbon technologies and smart energy offers, and
- developing and scaling the provision of smart energy advice.

Our Social Contract in action

Our Social Contract is updated annually and outlines our commitments as a good corporate citizen.

The contract simultaneously underpins, and builds on, what we set out in our Customer Vulnerability Strategy, by focusing on delivering positive social and environmental impacts across three key pillars: our customers and communities, our people and our environment.



Example impact and outputs in 2025/26:

- Awarded £1 million in three phases of our Community Matters Fund (see page 26).
- Decommissioned company technology donated to reduce electronic waste and tackle digital exclusion.
- Delivery of 19 solar installations to date through ‘Solar for Schools’ which aims to invest £2.7 million by 2028 in solar panels for schools and community buildings in our region to support communities and customers in their transition to net zero.



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Smart Energy Action Plans - our Consumer Value Proposition (CVP)

As part of our RIIO ED2 Business Plan, an ambitious CVP demonstrated our commitment to go beyond our baseline obligations and deliver real benefits for customers. This commitment is centred around enhanced, targeted support, allowing customers to access simple ‘smart’ advice created around their own situations.

Each year, we offer over 600,000 PSR customers a Smart Energy Action Plan (SmEAP) to provide practical, personalised advice that reflects individual needs. A SmEAP can offer either an introductory overview, supporting customers to access relevant support and make informed choices about their energy use or comprehensive, detailed guidance helping customers understand their options, successfully increasing smart energy knowledge and confidence.

SmEAPs are delivered by expert advisors at the Centre for Sustainable Energy (CSE), through their outreach or following a referral from our Contact Centre or trusted partners. This year, we proudly launched a self-serve option for customers wishing to create a SmEAP at a time and pace to suit themselves (see [page 31](#)).

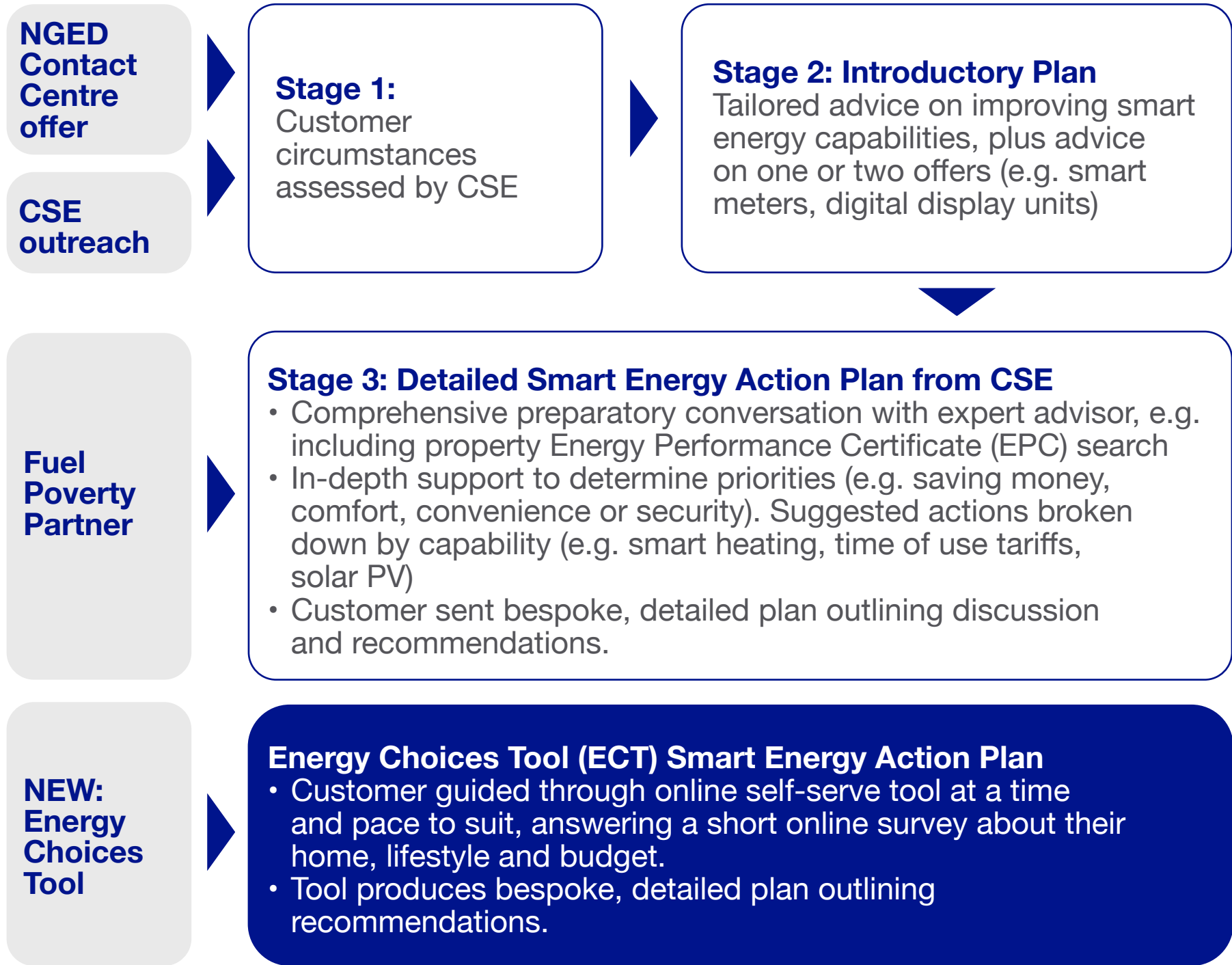
In addition, we expanded our collaboration with housing associations (Somerset Council, Two Rivers Housing, Bristol City Council, Curo Group, Brunelcare and Magna Housing) allowing tenants typically unable to make major changes to their properties to benefit from the smart transition. Tailored plans, covering low/no cost options based on individual circumstances, helped tenants maximise benefits from solar PV or heat pumps or use smart controls for heating, lighting or appliances.



Example impact and outputs in 2025/26:

- 743 customers supported with a bespoke plan achieved £170,000 in benefits.
- Six housing associations supported 841 tenants with plans.
- 200 digital SmEAPs delivered for customers wishing to self-serve.
- 94% of customers surveyed were satisfied with their SmEAP.
- NPV of £118,000 delivered in 2025/26 using industry-agreed social value framework.

Smart Energy Action Plans



“SmEAPs continue to be a unique offer. 73% of survey respondents felt they couldn’t have obtained their advice elsewhere. NGED led the way in supporting vulnerable customers by working with us on this pioneering service. We upskilled energy advisors, giving them confidence to support both customers to understand smart energy options, and the wider advice sector by sharing training, resources and best practice. Thanks to SmEAPS, CSE plugged a crucial gap for clients going through grant-funded retrofit works, particularly with getting LCTs installed. Scan the QR code to read our blog.”

Karn Shah, Head of Advice, CSE.



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Spotlight on: Energy Choices Tool

Support for customers wishing to self-serve

This year we collaborated with the Centre for Sustainable Energy (CSE) and Northern PowerGrid to launch the free Energy Choices Tool.

The self-serve tool, winner of the Utility Week award for ‘Equity and Inclusion in Flexibility’ category, helps households take their first steps towards smarter energy use regardless of income, confidence or technical knowledge.

It offers simple, practical guidance to help people save money on energy bills, improve comfort at home and reduce their carbon footprint, with no sales pressure and no brand recommendations.

The Energy Choices Tool focuses on types of solutions rather than specific products, ensuring advice is independent, unbiased and easy to trust. For customers who need more tailored or in-depth support, particularly those on the PSR, the tool creates an introductory Smart Energy Action Plan, where personalised advice is built around their individual needs.

By answering a short online survey about their home, lifestyle and budget, users receive a personalised plan they can save or print showcasing smart energy recommendations that could work for them.

These range from simple actions, like using timer plugs more effectively, through to options such as installing solar panels. Each recommendation clearly explains the benefits, potential costs and what’s involved, helping people decide what feels right.

National Grid Electricity Distribution



Our social media campaign promoted the tool across Facebook, Instagram and LinkedIn, helping us reach a wider audience and raise awareness of the support available. This enabled households who may not have previously been aware of our services or engaged with our partner network to:

- use less energy
- lower energy bills
- shift electricity use to cheaper times of day
- make better use of appliances and renewable energy.



CSE colleagues collecting the award for Equity and Inclusion in Flexibility.



In the first six months since launch, the tool delivered tailored advice to 371 customers and digital Smart Energy Action Plans to 200 customers in the NGED area.

Scan the QR code to access our award winning Energy Choices Tool.



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Outcomes and Business Plan Commitment updates

The following table summarises our 2025/26 performance against our vulnerability focused Business Plan commitments relating to this section.

Vulnerability Strategy Commitment	Description	Expected outcome/benefit	Key milestones	Status update*
Smart Energy Action Plans	Ensure customers are not left behind in the smart energy transition by offering 600,000 PSR customers a bespoke smart energy action plan each year.	Targeted advice and support for vulnerable customers in relation to low carbon technologies, smart meters, and flexible energy services, for example.	Offer 600,000 customers a bespoke smart energy action plan annually.	950,828 customers offered a bespoke smart energy action plan this year through our Contact Centre and partners.
Social Contract	Deliver enduring, long-term support to our communities by publishing a Social Contract and performance report annually.	Communities realise social and environmental benefits from a social purpose embedded throughout NGED, with investment in community-led projects and staff volunteering.	Publish an annual update to the Social Contract Strategy.	Annual Social Contract published online.
Solar for Schools	Build decarbonised communities and local energy schemes by providing £540,000 shareholder-funded support annually to install solar PV on schools in areas of high economic deprivation.	Environmental benefits through carbon emissions saved, and financial benefits in reduced electricity bills. Reduced consumption through behavioural changes delivers financial and carbon savings. The solar PV starter packs will allow schools to promote STEM learning activities with a practical focus.	Provide £540,000 shareholder funded support per year to install solar PV on schools.	We committed £267,000 towards school projects this year with a strong pipeline of future projects.

Key Progress is on track. Progress is delayed but likely to be achievable before the end of RIIO-ED2. Milestone is at significant risk and likely to be missed.

* NGED publishes full Business Plan reporting in October each year, and as such the status may change.



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9. Plans for effectively supporting customers in vulnerable situations during winter

Extreme weather and powerful storms are becoming increasingly frequent. We have to be ready to restore power to our customers quickly, safely, and reliably, even in the toughest conditions.

For customers in vulnerable circumstances, prolonged power cuts can be particularly challenging, especially during cold and dark winter months. It is vital that we share clear, practical advice all year-round, provide tailored support during severe weather events and strengthen customer and community resilience so our customers feel prepared.

This year, we responded to three exceptional events¹, including Storm Goretti which brought damaging winds, heavy rain and disruptive snow to large parts of our region in January 2026 (see [page 36](#)).

Throughout storm situations we work around the clock to restore power and respond to customer enquiries, whether they come via telephone, social media, WhatsApp or web chat. In addition, we proactively contact all PSR customers to keep them updated with the latest Estimated Times of Restoration (ETR).



An overhead line brought down by a tree during Storm Goretti.

Customers and stakeholders can register on our [website](#) for storm updates and choose to receive information before, during and after severe weather events.

Updates include the latest weather conditions, areas affected, the number of customers without electricity and the actions we are taking to restore power.

Our online storm pages provide a dedicated hub where customers can quickly access the latest storm updates, advice and power cut information.

Table 3: 2025/26 storm performance

	Storm Amy 3-5 Oct 2025	Storm Claudia 14-15 Nov 2025	Storm Goretti 8-15 Jan 2026
Region (category)	S.Wales (1) & W.Mids (1)	W.Mids (1)	S.West (2) S.Wales (1) & W.Mids (2)
Customers restored	44,291	29,235	277,673
Calls taken (*all areas)	11,008	11,099	81,605*
Proactive contacts (to PSR customers)	45,100	38,191	365,532
Social media messages	94 (up 88%**)	293 (up 187%**)	2,754 (up 1,482%**)
Webchats	129	122	1,299

(1) Exceptional events are defined as ‘Category one’ when we have eight times our average daily HV fault rate within a 24hr window.

(2) ‘Category two’ events are more significant and apply when we have 13 times our average daily HV fault rate within a 24hr window.

** vs the previous date period



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Drawing on the success of earlier years, our latest winter preparedness campaign reached more customers than ever before.

The multi-channel approach reached customers on social media, on TikTok using influencers, through traditional and digital radio and out of home (e.g. billboards and airports) in addition to communication on our website and through SMS messages and email to customers.

The three month campaign saw 1,323,895 total website hits - an increase of 63% compared to the previous three month period. Furthermore, 42,478 people joined the PSR during the campaign – 72% more than the prior period.

PSR updates reached 61,000 too (an increase of 221% on the prior campaign), ensuring NGED’s records remain accurate so we can support those most in need.

Our 2025/26 winter campaign generated more than 250 million impressions across all platforms, with our ambition to drive change for our customers in three key areas:

- **Inspire action:** convert passive awareness into action, e.g. website visits, 105 calls, PSR registrations.

- **Build trust through authenticity:** use creator content, multi-channel marketing messages and community partnerships to deliver the message through voices people already trust.
- **Extend public benefit beyond our audience:** embed 105 throughout, turning a DNO campaign into a public service message for all UK energy customers.

In recognition of our winter campaign, we were delighted to be shortlisted for two awards at The Energy Awards 2026 and the 2026 CIPR Excellence awards, for “Campaign of the Year” and “Public Sector Award” respectively.



This year’s campaign delivered record reach and impact again:

Table 4: Winter campaign results over three years

Campaign	2023/24	2024/25	2025/26
Emails, texts and letters	500,000 emails, 1.3m text messages and 184,000 letters sent	4.7m emails, 382,000 text messages and 564,000 letters sent	1.5m emails, 816,000 text messages and 438,000 letters sent
Outdoor advertising	4m impressions	46m impressions	31m impressions
Social Media	1.25m impressions	135m impressions	190m impressions
Radio advertising	1.5m reach	26m reach	77m reach
Bus advertising	2,000 interior ads, 250 rear ads and 150 street liners with an estimated 4m reach	500 placements across our region with an estimated 32m reach	350 placements across our region with an estimated 30m reach
Website	46,000 website views	349,000 website views	1.3m website views



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Ongoing measures to protect customers during winter

Our year-round programme of essential maintenance and vegetation management helps keep our network resilient.

We have one of the largest vehicle fleets in the country, including five helicopters which play a vital role in patrolling overhead lines and supporting our vegetation management programme.

We have specialist 4x4 vehicles, and in storm situations we can mobilise and redeploy staff to provide extra support across any of our four licence areas.

Behind the scenes, our new Transport Service Desk ensures vehicles and equipment are where they need to be.

Inventory and Stores teams operate 24/7 to supply essential materials and off-road vehicles are checked and returned to service quickly, giving us more flexibility when conditions are toughest.

Other measures in place include:

- Daily monitoring of our bespoke weather forecast, and monitoring of flood alerts issued by the Environment Agency and Natural Resources Wales.
- A robust vegetation management programme, including tree cutting and sequential cutting along our 11kV overhead lines.
- Year-round substation and circuit inspections, supported by our helicopter fleet.
- Four dedicated flood response vehicles equipped with pumping capability.
- Overhead line crews with 4x4 vehicles, alongside additional hired vehicles to transport essential support staff.

Many colleagues come together to help in storms. Even when it's not their day job, everyone is ready to step in. We have PSR champions in every depot, alongside volunteers who carry out boots-on-the-ground community support during power cuts (see [page 17](#)).

Taking this a step further, we have embedded our Warm Welcome partnership through our ambition for an NGED colleague to 'visit every space' in our region.

This will help field teams identify local community spaces and direct customers to nearby support during a power cut. At the same time, we are equipping space leaders with guidance on power cut resilience and the PSR (see [page 14](#)).

During prolonged outages, our teams support vulnerable customers with essentials such as hotel accommodation and food. We can also call on trusted partners, including the British Red Cross and the Nationwide Caterers Association, to provide welfare support.

Our close relationships with Local Resilience Forums* across the region help us stay up to date on community issues and customer needs during events.

Llandoverly Youth and Community Centre is storm-ready

Case Study: pioneering scalable storm support

We have partnered with the Warm Welcome Campaign on a first of its kind storm support pilot. In the event of a severe weather warning, rapid identification of affected areas and swift opening of local warm spaces will provide immediate practical support for affected communities.

Additionally we are investing in Warm Spaces proactively so we can have them 'storm-ready' to offer support.

For example, Llandoverly Youth and Community Centre is one of three proactively selected Warm Spaces, chosen for its exceptional community spirit and readiness to support residents during storms and prolonged outages. During power cuts, the team is equipped to extend opening hours to provide warmth, hot food, phone charging, essentials and trained volunteer support for affected customers.

- ✓ Stock of power banks, torches, phone chargers.
- ✓ Volunteers in the local area to support.
- ✓ NGED has a generator available for the space.
- ✓ 1,300 Facebook followers.
- ✓ Car park for our caterer or welfare vehicle.
- ✓ Kitchen on site.



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*Local Resilience Forums are multi-agency partnerships that prepare for civil emergencies. Based on police force boundaries, their memberships include the emergency services, local authorities, the NHS, government agencies and infrastructure operators. gov.uk/guidance/local-resilience-forums-contact-details

Spotlight on: Storm Goretti

In January 2026, Storm Goretti brought us some of the most severe weather we have experienced in recent years.

Storm Goretti brought strong* winds to much of our region, bringing down thousands of trees and causing extensive damage to the electricity network and widespread power disruption.

Hundreds of engineers from across the South West, Wales and the Midlands, worked around the clock to repair the damage, supported by Control Room colleagues to restore over a thousand incidents across our network – which affected almost 280,000 of our customers.



Colleagues working on overhead lines during Storm Goretti.

- ✓ 1,559,137 website visits.
- ✓ 640,500 customers reached via social media.
- ✓ 81,605 calls received into our contact centres.
- ✓ 365,532 proactive contacts made to Priority Services Register customers.
- ✓ 800 customers provided with hot food and drinks from our welfare support locations.



“Thank you to firefighters and multi-agency responders who worked tirelessly during and after Storm Goretti. Their courage, professionalism and unity are a powerful reminder of the resilience at the heart of Cornwall.”

Prince William, commenting on Instagram.

Social media customer comments:

“I saw some brave souls working in my area on the night of the storm. Outstanding workers.”

“The team did amazing working very long shifts in freezing weather. Let’s not forget they probably had their own homes affected but prioritised others.”

“They should all have a Storm Goretti medal.”

NGED collected a Chartered Institute of Public Relations (CIPR) award for Issues, Crisis or Reputation Management for our response to Storm Goretti.

The award reflects the extraordinary teamwork across NGED and recognised the vital role communication played in supporting our customers when they needed us.



NGED colleagues collecting the CIPR award for our response to Storm Goretti.

*A gust of 99mph was recorded at St Mary’s Airport, the highest wind speed recorded on the Isles of Scilly for 47 years.
metoffice.gov.uk/api/assets/file/2026_02_storm_gorettipdf?prefix=assets



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Reviewing the efficacy of our actions

Lessons learned from Storm Darragh in 2025 helped us respond effectively when Storm Goretti caused strong winds, heavy rain and snow across parts of our region.

Following our review of Storm Darragh, we carried out Exercise Tempest. This brought together senior leaders and key colleagues to test our response to a fictional storm, in line with our incident management policy.

Throughout September 2025, a series of events were held across all of our depots to ensure we were ‘Storm Ready’ – focusing on our PSR support, customer response, and safety.

Other developments included:

- Improving real-time internal storm communications through our new knowledge-sharing platform, Watt (see [page 20](#)).
- Creating a welfare guide to support our PSR policy, setting out practical ways to help customers most in need (including access to hot food and temporary accommodation).
- Refresher ramp-up training so colleagues across the business can quickly support call taking from home, helping us respond faster and keep colleagues safe when travel is difficult.
- Revising our processes for complaints and claims, leading to faster resolutions and customer payments.

Our plans are effective but we are never complacent and we continue to refine our arrangements. Our Storm Ready September events will continue each year, to ensure we remain as prepared as possible for severe weather.

Plans for the coming winter

As we plan for winter 2026/27, we will continue engaging with stakeholders to help shape our Vulnerability Strategy for 2028 and beyond.

Having robust winter preparedness measures in place to ensure all customers, particularly those in vulnerable situations, are supported during a power cut is an important part of our role.

We review these measures annually and our year-round preparations for the winter ahead include:

- Proactive communication, including advice for our most vulnerable customers regarding the phase out of the Public Switched Telephone Network (PSTN).
- Reporting to the National Energy System Operator, Ofgem and the Department for Energy Security & Net Zero.
- Supporting the Met Office winter campaign.
- Implementing our maintenance programme and ensuring key circuits are returned to service ahead of winter.
- Monitoring daily weather forecasts to ensure resources are readied and planned interruptions are rescheduled if required.
- Progressing with our established vegetation management programme.
- Enhancing our risk management processes to ensure our organisation remains as resilient as possible.
- Reviewing welfare support arrangements so we continue to provide adequate, relevant support in prolonged power cuts including a full review of crisis packs to incorporate learnings from the post Storm Goretti review.
- Participating in a review of mutual aid arrangements by the Energy Networks Association.
- Continuing our work with Local Resilience Forums to plan for severe weather and other risks.

For more information on our winter preparedness or anything else in this report please email NGED.socialobligations@nationalgrid.co.uk



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Appendix 1

Summary of performance against our wider Business Plan Commitments

In addition to the nine core commitments in our Business Plan relevant to customer vulnerability detailed in Section 8 of this report, our **Customer Vulnerability Strategy** also proposed an additional 41 initiatives to drive the highest levels of service and positive outcomes for our customers. Of these, 24 sought to stretch our performance significantly beyond Ofgem’s baseline expectations and our own high standards of industry-leading performance. These initiatives are summarised in the table below.

	Vulnerability Strategy Commitment	Delivery in 2025/26	Principle			
			1	2	3	4
1	Publish social indicator mapping online with open-sourced data, inviting ideas to collaboratively develop new services. The data enables us to tailor outreach to gaps in our PSR take up, where the mapping suggests potential areas of vulnerability. Our approach will include more than 60 social indicator datasets.	Social indicator mapping informed partners and allowed projects to target areas of greatest need. All datasets have had a full refresh and new datasets (current total 45) include hospital accessibility, supermarket accessibility and GP accessibility.	✓	✓	✓	
2	Commission an annual horizon scan with the Centre for Sustainable Energy (CSE) to identify additional datasets to incorporate into data mapping and potential new referral partners.	This year’s Horizon Scan provided evidence-based insights and opportunities to strengthen long-term resilience, ensuring resources are directed to have the greatest impact, while meeting immediate needs of customers in vulnerable circumstances. Research highlighted the majority of support leaned towards short-term relief and emphasized some areas for intervention.	✓	✓	✓	
3	Encourage, reveal and promote innovative ways in which other organisations have made use of NGED’s vulnerability data and mapping tools to deliver social benefits.	Mapping and best practice from partners allowed us to pinpoint rural, isolated areas affected during storms and implement a pioneering storm support pilot with the Warm Welcome Campaign.	✓	✓	✓	
4	Develop innovation projects that use data to better understand the causes of vulnerability and identify relevant interventions to support those customers.	NGED and CSE investigated why flexibility market participation is unequal, identifying non-heat pump electric heating as a significant gap: dominant in social housing, concentrated in deprived areas, yet absent from NGED flexibility markets. As a result, we introduced storage heaters as a category on Market Gateway and saw 461 registrations in the first six months alone.		✓	✓	✓

KEY

- ✓ Supports or directly contributes to this principle
- Exceeding baseline expectations



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Vulnerability Strategy Commitment		Delivery in 2025/26	Principle			
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5	Have a PSR data and information strategy in place and reviewed annually.	Our data and information strategy outlines our approach to analysing, using, and sharing PSR data to increase coverage, ensure data quality and integrity and improve services for PSR customers.	✓	✓	✓	
6	Maintain dedicated PSR data cleanse teams, to attempt to contact all customers registered on the PSR at least once every two years.	Dedicated teams attempt to contact 100% of our PSR customers to verify their PSR data every two years, including live web support for customers preferring digital engagement.	✓	✓	✓	✓
7	Have data share arrangements in place with suppliers, gas distributors and water companies, compliant with GDPR and Ofgem Data Best Practice Guidance. We have an ambition to extend data share arrangements to telecoms companies.	We share data with all participating water companies in our region and are working with the ENA, energy and water on a standardised industry solution.	✓		✓	
8	Maintain a network of referral partner agencies providing coverage across all four licence areas. Use data mapping to identify and target gaps in coverage to proactively reach out to local trusted agencies to expand our coverage (extend to telecoms and expand to 150 partners).	We now have 242 referral partners. Data mapping and Horizon Scans are used to target gaps in coverage ensuring hard-to-reach customers can access the support we offer.	✓	✓	✓	
9	Work with local agencies, including those in the health sector, to broaden awareness and increase understanding of the PSR among customers in vulnerable situations and those who support them. We will provide all partners with training to share best practice, innovative approaches and interventions to support customers in a smart energy future.	We continue to work with local agencies, including those in the health sector, e.g. Kidney Care UK and now Scope. We share training material and annual partner best practice events facilitate shared best practice and innovative approaches to widen participation for customers.	✓	✓	✓	
10	Achieve external accreditations, ensuring independent experts assess and endorse our processes and continue to provide guidance and advice allowing us to set strategic direction (e.g. BSI inclusivity standard and Customer Service Excellence). We will achieve compliance or compliance plus ratings in all 57 elements of the Customer Service Excellence assessment.	We have been accredited the British Standards Institution (BSI) Kitemark for inclusive service and achieved compliance or compliance plus ratings in all elements of the Customer Service Excellence standard.	✓	✓	✓	✓

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11	Maintain Accessibility AA standards on our website. Achieve AbilityNet Accreditation for NGED website.	This year we redesigned our PSR landing page, with a strong focus on PSR registration and the update form, supported by clear, useful information.	✓			
12	Customers can communicate with us via multiple channels including: X, Facebook, our Power Cut Reporter App, text message, website, email, WhatsApp and Webchat.	We offer multiple communication channels including digital options for customers who prefer to communicate in this way.	✓			
13	Translation services available 24/7 by telephone and on NGED’s website for over 100 languages including RoboBraille function for customers to quickly and independently convert information or documents on our website into audio books, braille or another format.	We comply with BSI inclusivity standards and continue to deliver translation services 24/7, offering information or documents in any format requested by customers.	✓			
14	SignVideo service, providing customers with the ability to contact NGED via a sign language interpreter free of charge.	We comply with BSI inclusivity standards and continue to offer SignVideo free of charge at any time.	✓			
15	Dedicated online content targeted at customers in vulnerable situations including a dedicated Priority Services Hub, our Power Cut Reporter App and targeted social media campaigns.	Our refreshed website remains customer friendly and accessible. Targeted online content included informative posts during Dementia Awareness week using dementia-friendly techniques following advice from an expert dementia charity.		✓	✓	
16	PSR customers provided with dedicated 24/7 phone number to call in the event of a power cut.	All PSR customers are provided with a dedicated 24/7 phone number to call in the event of a power cut.	✓			
17	Our average speed of response for PSR customers will be two seconds.	Our average speed of response for PSR customers was 21 seconds (including response during exceptional events).	✓			

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18	PSR customers provided with 24/7 support during power cuts: - information on planned and unplanned outages - accurate information and bespoke alerts via online map and Power Cut Reporter App. - collaboration with external agencies to provide welfare support - tailored advice for customers medically dependent on electricity.	PSR customers are provided 24/7 power cut support including: - proactive outage information using preferred methods of contact - welfare support from external agencies (e.g. British Red Cross) - tailored advice for medically dependent customers including discussions around back-up plans.	✓			
19	Work with expert stakeholders to develop resilience planning specifically targeted at premises providing care and support for vulnerable customers, including care homes, refuges and shelters.	We continue to educate providers of care and support, including care homes, refuges and shelters. Collaborative promotion and outreach targeted the care community including a new resilience plan for all businesses published on ThePSR.co.uk	✓		✓	
20	Work with expert stakeholders, including our Customer Panel and expert referral partners, to refresh our definitions and understanding of vulnerability each year.	In-depth research and engagement with trusted, expert stakeholders shapes our understanding of the vulnerability landscape. Trusted partners helped us create bespoke material and provided training to strengthen our understanding of specific needs.		✓	✓	
21	Hold annual customer vulnerability workshops to engage expert stakeholders and work with them to develop our understanding of vulnerability, share best practice and understand the priorities which need to be addressed.	Stakeholder roundtable events provided important insights into vulnerability-related challenges and informed the prioritisation of areas requiring focus. Our annual workshop welcomed 29 partners and led to valuable shared best practice.		✓	✓	✓
22	Work with expert stakeholders to update our Customer Vulnerability Strategy each year and co-create an ambitious annual action plan to develop new, innovative outreach initiatives for the vulnerable and fuel poor.	Our Customer Vulnerability Strategy is updated annually with input from trusted, expert stakeholders. Our ED3 Vulnerability Strategy drafting has already begun using stakeholder feedback.	✓	✓	✓	✓

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23 Our work with CSE on ‘Smart and Fair?’ will enable us to expand our definition and understanding of vulnerability to reflect capabilities to participate in a smart network, considering how this evolves over time. We will develop the Capability Lens and offer profiling tools, enabling us to model and identify capabilities of vulnerable customers to participate in a smart, low carbon future. These will be used to calibrate existing schemes and design and implement new interventions to support wider participation.	NGED and Scottish and Southern Electricity Networks continue to fund the ‘Smart and Fair?’ research. The project reviews risk factors and identifies the changes needed across the energy system to help vulnerable customers to participate.		✓	✓	✓
24 Work with key stakeholders to understand and serve the needs of disabled EV drivers, ensuring they are provided access to adequate charging infrastructure in a timely manner, delivered as part of local area energy plans.	Our Smart Energy Action Fund, administered by CSE included a project tailored around disabled customers’ needs and we partner with the disability charity, Scope.			✓	
25 Collaborate with industry partners to create an online platform bringing together tools, advice and support for small and medium businesses to participate in the energy system transition, and provide energy resilience advice in relation to dealing with power cuts.	We collaborated with cross-industry partners (including energy networks, banks and professional bodies) to develop the UK Business Climate Hub as a trusted platform providing net zero advice for small and medium-sized enterprises (SMEs).		✓	✓	✓
26 Continue to maintain partnerships with Local Resilience Forums to assist in the co-ordination of community support during incidents such as flooding.	We work closely with the Local Resilience Forums in our area on severe weather, flooding and winter preparedness. Our dedicated Welfare Lead is also in frequent contact and provides LRFs with expert training and advice.	✓	✓	✓	
27 Core fuel poverty schemes delivered by expert lead partners.	Fuel Poverty Services, delivered by expert partners, delivered £25m of savings for 25,860 customers.		✓	✓	
28 Power Up Smart, providing core interventions and tailored energy advice targeted at PSR customers with smart meters.	Low Carbon Transition (LCT) Services are offered by multiple partners. This year a record 10,565 customers benefitted from Low Carbon Transition (LCT) Services saving over £4m.		✓	✓	

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29	Power Up Health, providing core interventions in partnership with local health services and support groups. Customers referred to NGED by oxygen providers.	Power Up Health delivered £373,000 in savings for 988 customers this year.		✓	✓	
30	Annual fuel poverty innovation competition ‘Energy Affordability Fund’ seeking innovative projects to tackle fuel poverty.	The evolved ‘Smart Energy Action Fund’ supported 1,613 customers to save £1.1m this year, and provided new insight on LCT services to inform our programme going forward.		✓	✓	
31	Develop and implement new interventions for fuel poverty outreach schemes, specifically targeting advice to support customers in the energy transition.	Our newly launched Energy Choices Tool delivered 200 digital Smart Energy Action Plans for customers wishing to self-serve at a time to suit them.		✓	✓	
32	Every NGED innovation scheme will formally consider the impacts and opportunities for customers in vulnerable situations.	All NGED innovation schemes consider the impacts and opportunities for customers in vulnerable situations enabling maximisation of touchpoints, signposting for customers participating in trials and expanding referral channels.			✓	✓
33	We will take a leading role in a coordinated approach with a range of industry participants (including funding for collaborations with community energy stakeholders and water companies) to share best practice and co-deliver schemes to ensure vulnerable customers are not left behind by the smart energy transition.	We now have 160 active community energy organisations across our network area. Collaborating with Community Energy partners ensures local engagement with hard-to-reach groups reduces the risk of vulnerable customers being left behind in the transition to net zero.	✓	✓	✓	
34	Enhance our internal App for all field staff, providing access to advice and information on identifying vulnerability, our support and the PSR.	Our internal App for field staff ensures staff are equipped to help customers in need to join the PSR and access fuel poverty and welfare support.	✓	✓	✓	✓
35	Deliver customer vulnerability training to all 6,500 employees on an annual basis, with key training for all staff and specialist training for staff who regularly interact with vulnerable customers (e.g. field staff, Contact Centres).	Tailored training and PSR promotion is ongoing and has included promotion at leadership conferences and PSR weekly drop in sessions for all staff. Our mandatory training guide for all staff is completed on an easy to access training portal.	✓		✓	✓

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36	Continually review and expand colleague training in line with changing customer needs. We will identify expert external training on individual needs which give rise to vulnerability including support to ensure customers are able to participate in smart energy services.	Bespoke training continues to be sourced and provided and this year has included expert training from Kidney Care UK, The Samaritans, Sight Life and Avon Fire and Rescue Services.	✓		✓	✓
37	As part of our induction process, all new employees receive training about the PSR and the services we offer customers in vulnerable situations ensuring this focus is embodied by our entire workforce.	All new employees receive training on identifying vulnerability, who is eligible for the PSR, how to join and the benefits of being registered.				✓
38	Our Vulnerability Champion provides strategic direction and ensures consumer vulnerability is embedded in NGED’s company-wide operations and embodied in our culture.	Our Head of Vulnerability champions support for vulnerable customers and PSR champions in all local depots ensure the needs of PSR customers are considered during every outage.	✓	✓	✓	✓
39	Appoint vulnerability champions at local depots to act as a point of contact for staff and to raise awareness of our customer vulnerability programme.	There are 46 PSR Champions, with at least one in each of our 27 depots. We also have 143 PSR volunteers who provide face-to-face support to our vulnerable customers during prolonged outages.				✓
40	NGED policy ensures all necessary vetting and screening processes are conducted on relevant staff with Disclosure and Barring Service checks for all new employees and those who enter customer premises on a tri-annual cycle.	Disclosure and Barring Service checks are undertaken for new employees and those who enter customers’ premises. PSR volunteers are subject to enhanced risk assessments and comprehensive training.				✓
41	NGED’s Social Contract will drive wider understanding of vulnerability for NGED staff through initiatives building links with the communities they live and work in.	A wider understanding of vulnerability for NGED staff has been driven through Social Contract initiatives, e.g. colleagues volunteering in their communities and our Solar for Schools project.				✓

KEY

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Exceeding baseline expectations

Appendix 2

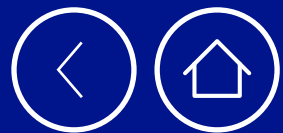
Independent assurance

The confirmation below has been issued to us by the industry-appointed assurance assessor who has confirmed we have met the minimum requirements criteria of each metric.

Metric	Minimum reporting category	Minimum reporting category	Has the criteria been met?
PSR Reach minimum requirement	PSR Reach has been reported in line with the common methodology.	The PSR Reach actual performance is calculated in line with the agreed methodology and data provided by Centre for Sustainable Energy (CSE).	Yes
	Confirmation that the licensee has attempted to contact 100% of its registered PSR customers to verify their data every 24 months.	Has the licensee attempted to contact 100% of its registered PSR customers to verify their data every 24 months?	Yes
Value of Fuel Poverty Services delivered minimum requirement	Assurance that performance against the targets has been calculated and reported in line with the common Social Value Framework methodology.	The £NPV value calculated is in line with the common Social Value Framework Rule Book.	Yes
		The £NPV value calculated is attributed to the value of Fuel Poverty Services delivered and the scope of the metric set out within Chapter 2 of the RIIO-ED2 Consumer Vulnerability Guidance Document.	Yes
		The values reported are accurate from the calculations in the relevant SROI model.	Yes
Value of Low Carbon Transition Services delivered minimum requirement	Assurance that performance against the targets has been calculated and reported in line with the common methodology.	The £NPV value calculated is in line with the common Social Value Framework Rule Book.	Yes
		The £NPV value calculated is attributed to the value of LCT Services delivered and the scope of the metric set out within Chapter 2 of the RIIO-ED2 Consumer Vulnerability Guidance Document.	Yes
		The values reported are accurate from the calculations in the relevant SROI model.	Yes



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