







Social Obligations

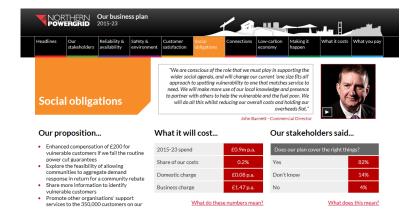
LCNI Conference 2014 Aberdeen

> Chris Thompson 21 October 2014



Social obligations: Our strategic focus

- We recognise how important this is to our customers
- This is the right thing to concentrate on, regardless of incentive
- Social obligations feature heavily in our 2015-23 business plan
- We are building partnerships with agencies and stakeholder groups to better reach, understand and serve our customers' needs
- Whether in our innovation projects, or our other delivery channels, we need to be open, creative and think outside the box



"We are conscious of the role that we must play in supporting the wider social agenda, and will change our current 'one size fits all' approach to spotting vulnerability to one that matches service to need. We will make more use of our local knowledge and presence to partner with others to help the vulnerable and the fuel poor. We will do all this whilst reducing our overall costs and holding our overheads flat."

John Barnett - Commercial Director



Thinking outside the box



Innovation projects CLNR & ACE



Working with our partners to support the vulnerable in our communities



Increased support delivered direct to our customers



Working with partners to support customers during major incidents



Establishing important project partnerships

- Customer-Led Network Revolution (CLNR):
 - Partnering with British Gas and northeast social housing groups
 - Trialling ca. 375 DECC funded heat pumps and ca.
 100 solar PV automatic hot water systems
- Activating Community Energy (ACE):
 - Partnering with Durham County Council and SMEs
 - Offering community rewards based DSR
- Tower blocks:
 - Partnering with Northern Gas Networks and a local authority and social housing provider
 - Seeking affordable, sustainable heating solutions for tower blocks residents in our most deprived areas







Our ongoing commitment

- With Citizens Advice Bureau, we are funding a fuel debt advisor
- Community energy events, including funding of a 'Community Seed Fund'
- Quarterly stakeholder panel and Social obligations expert groups
- Educating Yorkshire & the Northeast: School safety programmes
- Evolve partnerships to reach deeper into our local communities







Priority Services Register (PSR): Our vision

Current initiatives

- Proactively contacting vulnerable customers on our PSR during a power cut to offer assistance
- Work placement for our customer liaison officer within the British Red Cross
- Radio adverts advertising the PSR
- Partnerships with NEA to promote PSR
- Promoting PSR at stakeholder events and during power cuts
- Dedicated web page

Ambitious plans going forward

- Enhanced compensation for vulnerable customers if we fail the routine power cut guarantees
- Enhanced staff training on different types of vulnerability and how we can help
- Introduce 'friends and family' support service and 'good neighbour' scheme to identify vulnerable people
- Work with local communities and organisations to provide low-cost energy solutions





In conclusion

We see ourselves as a trusted 'honest broker'

We expect to operate in a multi-agency future world

We will act as an enabler for the communities we serve

We understand the importance our vulnerable customers place on the availability cost of our service



Thank You

Chris Thompson
CLNR Programme Manager

<u>chris.thompson@northernpowergrid.com</u> <u>info@networkrevolution.co.uk</u>

