

SP Energy Networks - SROI Summary

SECV 2019/20

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EV Up	Y5: £30.69	Access to network information to enable customers to assess options to participate in a 'smart' network (S)	£45k over 7 years	Accent Research
	Y7: £41.26	Develop future energy scenarios and forecasting to aid long term planning of networks in the face of uncertainty (S)	£18k over 7 years	
	Y10: £41.42			
Project Charge	Y1: £3.08	Strategic transport and network planning (F)	£3.6m over 11 years	Project Charge 2018 NIC submission
	Y5: £3.58	Reduced connection costs and network flexibility (F)	£10.8m over 11 years	
	Y10: £6.34	Process efficiencies for EV connections (F)	£2.9m over 11 years	
	Y11: £7.11	Carbon benefits (S)	£2.25m over 11 years	Accent Research as part of collaboration with all other DNOs
		Make it easier for customers to connect distributed generation to the distribution networks (S)	£24.76m over 11 years	
		Engage stakeholders such as local authorities and developers with their future planning by helping them understand our short and long-term investment plans (S)	£4.95m over 11 years	
		Develop future energy scenarios and forecasting to aid long term planning of networks in the face of uncertainty (S)	£12.3m over 11 years	
		Engage local stakeholders to explain local investment plans to aid their future planning (S)	£9.7m over 11 years	
		Increase in wellbeing from 1µg/m3 lower air pollution (PM 2.5) (S)	£924k over 11 years	
Project VISNET LV Monitors	Y1: £3.00 Y5: £14.02 Y10: £14.02	Carbon benefits (S)	£7.49m over 5 years	Project Evolve LEP Bid document
Project PACE	Y1: £6.67	Access to network information to enable customers to assess options to participate in a 'smart' network (S)	£12.2m over 10 years	Accent Research as part of collaboration with all other DNOs
	Y5: £7.80	Engage stakeholders such as local authorities and developers with their future planning by helping them understand our short and long-term investment plans (S)	£1.8m over 10 years	
	Y10: £9.15	Develop future energy scenarios and forecasting to aid long term planning of networks in the face of uncertainty (S)	£4.4m over 10 years	
		Engage local stakeholders to explain local investment plans to aid their future planning (S)	£3.6m over 10 years	
		Increase in wellbeing from 1µg/m3 lower air pollution (PM 2.5) (S)	£46.2k over 10 years	
		Provide support to vulnerable customers who are also impacted by fuel poverty through a range of outreach support and advice services (S)	£488.4k over 10 years	
		Develop a wide range of partnerships to ensure vulnerable customers receive holistic support and advice beyond power cuts (S)	£2.15m over 10 years	
Project Fusion	Y1: £7.03	Make it easier for customers to connect distributed generation to the distribution networks (S)	£8.4m over 10 years	Project Fusion 2017 NIC submission
	Y5: £6.57	Avoided or deferred network reinforcement (F)	£1.2m over 12 years	
	Y10: £12.10	Carbon benefits (S)	£48.25k over 12 years	
	Y12: £12.13	Engage with a range of community energy schemes looking to connect localised, small-scale renewable energy onto the electricity network (S)	£45.1m over 10 years	
		Engage stakeholders such as local authorities and developers with their future planning by helping them understand our short and long-term investment plans (S)	£10.5m over 10 years	
Rewire	Y1: £12.33	Educate customers about smart networks and their opportunity to participate and benefit from a smarter energy system (S)	£27.3m over 10 years	Project Rewire Consortium Agreement 2019
	Y2: £12.08	Average consumer saving of 25% against current energy costs (F)	£1.7m over 2 years	
	Y10: £12.35	Develop future energy scenarios and forecasting to aid long term planning of networks in the face of uncertainty (S)	£151.5k over 2 years	
		Engage stakeholders such as local authorities and developers with their future plans (S)	£30.3k over 2 years	
		Educate customers about smart networks and their opportunity to participate and benefit from a smarter energy system (S)	£47.2k over 2 years	Accent Research in collaboration with all other DNOs

		Engage with a range of community energy schemes looking to connect localised, small-scale renewable energy onto the electricity network (S)	£62.5k over 2 years	
SMS updates during faults	Y1: £7.26 Y5: £6.79	Customers have access to information quickly and easily (S)	£856.9k over 5 years	Willingness to pay research conducted by Accent (2019)
Inbound fault call - IVR messaging	Y1: £13 Y5: £12	Customers have access to information quickly and easily (S)	£321.3k over 5 years	Willingness to pay research conducted by Accent (2019)
Inbound fault enquiry - web lookup function	Y1: £36 Y5: £34	Customers have access to information quickly and easily (S)	£1.8m over 5 years	Willingness to pay research conducted by Accent (2019)
Voice to landline updates during faults	Y1: £16.58 Y5: £15.50	Customers have access to information quickly and easily (S)	£444k over 5 years	Willingness to pay research conducted by Accent (2019)
One to one telephone updates during faults including restoration calls	Y1: £2.00 Y5: £2.00	Provide customers with access to information quickly and easily, in a range of formats to suit their preferences (S) Reduced anxiety during a power cut (S)	£685.9k over 5 years £2.67m over 5 years	Willingness to pay research conducted by Accent (2019) SROI of Lemon Aid Fuel Poverty Initiative
Dedicated PSR phone number / inbound fault call - prioritise PSR customers	Y1: £3.00 Y5: £3.00	Customers' power cut calls answered <4 seconds (S) Reduced anxiety during a power cut (S)	£45.8k over 5 years £109.59k over 5 years	Willingness to pay research conducted by WPD, UKPN, Accent (2017) SROI of Lemon Aid Fuel Poverty Initiative
Pre-Vet visit to customers premise	Y1: £5.00 Y5: £4.00	Identify and sign up new PSR customers (S) Reduced anxiety during a power cut (S)	£141.67k over 5 years £378.81k over 5 years	Accent WTP research SROI of Lemon Aid Fuel Poverty Initiative
Personal support for vulnerable customers	Y1: £2.00 Y5: £2.00	Customer speaks with SPEN instead of calling NHS - reduced emergency calls (S) Customer calls and relies on SPEN services rather than general emergency - reduced GP visits (S) Customer calls and relies on SPEN services rather than general emergency - reduced hospital stays (S) Increase in quality of life of customers (S)	£340 over 5 years £10.3k over 5 years £133.4k over 5 years £33.9k over 5 years	https://www.south-ayrshire.gov.uk/health-social-care-partnership/documents/item%2010%20app%201%20-%20red%20cross%20report%20ijb%202018%2003%2014.pdf http://www.vhpharmsci.com/decisionmaking/Therapeutic_Decision_Making/Advanced_files/What%20is%20a%20QALY.pdf
Hot food provided during storms	Y1: £2.00 Y5: £2.00	Avoided meal cost (F) Elderly are able to stay at home (S) Customers don't need to travel (car) (S) Customers don't need to travel (public transport) (S) Reduced anxiety (S)	£6.6k over 1 year £8.5k over 5 years £10.8k over 5 years £290 over 5 years £229.5k over 5 years	http://costsectorcatering.co.uk/sites/default/files/attachment/nacc_-_meals_on_wheels_report_2018.pdf https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/articles/overviewoftheukpopulation/july2017 https://www.transport.gov.scot/media/41863/scottish-transport-statistics-2017-with-correction-to-table-214.pdf SROI of Lemon Aid Fuel Poverty Initiative
Generator provision	Y1: £2.71 Y5: £2.53	Elderly are able to stay at home instead of going to day centre (S) Reduced GP visits (S) Reduced ambulance calls (S)	£174.15k over 5 years £173.45k over 5 years £5.6k over 5 years	SPEN Unit Costs of Health & Social Care 2018
Text relay service	Y1: £7.00 Y5: £6.00	Innovative technology enables customers with a range of communication needs to contact SPEN easily and effectively (S) Reduced anxiety (S) Increased confidence and independence (S)	£805 over 5 years £3.54k over 5 years £19.9k over 5 years	Willingness to pay research conducted by Accent (2019) LemonAid Fuel poverty SROI report Realise Futures (2016) SROI Evaluative Analysis: Realise Futures Social Businesses
Braille, large print & easy read correspondence	Y1: £75.00 Y5: £70.00	Powercut information in a range of formats and self service options (S) Accessible formats for customers with special communication needs (S) Reduced anxiety (S)	£810 over 5 years £490 over 5 years £75.5k over 5 years	Willingness to pay research conducted by Accent (2019) SROI of Lemon Aid Fuel Poverty Initiative
Website meets accessibility needs	Y1: £4.18 Y5: £3.91	Innovative technology enables customers with a range of communication needs to contact SPEN easily and effectively (S) Accessible formats for customers with special communication needs (S) Self-service power cut information (S)	£25.95k over 5 years £25.59k over 5 years £48.9k over 5 years	Accent WTP Research
Adapt proactive contact to situations of transient vulnerability	Y1: £2.00 Y5: £2.00	Identify and sign up new PSR customers (S)	£47.1k over 5 years	Accent WTP Research
Pre-check	Y1: £19.00	Customers feel safe & secure (S)	£1.5m over 5 years	Willigness to pay research conducted by Explain for SPEN, 2019

Support during an outage	Y1: £12.00 Y5: £11.00	Customer comfort, support and information during power cut (S)	£2.87m over 5 years	Willigness to pay research conducted by Explain for SPEN, 2019
Connections assistance	Y1: £2.38 Y5: £2.21	Saved costs of connection (F) Increased quality of life of customers (S)	£367k over 5 years £275k over 5 years	SPEN Frijters, Life Satisfaction Study
Good Food & Good Friends	Y1: £750.32 Y5: £391.37	Cost of befriending service (F) Reduced grocery costs (F) Support and advice beyond power cuts (S) Reduced isolation (S)	£107.25k over 5 years £12.18k over 5 years £20 over 5 years £4,950 over 5 years	Food Train 2017 'Referral Service Quantified v0.2' document http://home.bt.com/lifestyle/money/money-tips/cost-of-being-a-pensioner-costs-tens-of-thousands-of-pounds-a-year-11364064457044 SECV Social Value Research. Accent (2019) http://www.lse.ac.uk/business-and-consultancy/consulting/assets/documents/making-the-economic-case-for-investing-in-actions-to-prevent-and-or-tackle-loneliness-a-systematic-review.pdf
Befriending service	Y1: £730.00 Y5: £657.00	Cost of befriending service (F) Support and advice beyond power cuts (S) Reduced isolation (S)	£2.25m over 5 years £192 over 5 years £48k over 5 years	Food Train 2017 'Referral Service Quantified v0.2' document SECV Social Value Research. Accent (2019) http://www.lse.ac.uk/business-and-consultancy/consulting/assets/documents/making-the-economic-case-for-investing-in-actions-to-prevent-and-or-tackle-loneliness-a-systematic-review.pdf
Energy efficiency advice	Y1: £102.00 Y5: £94.00	Financial advice (F) Cost of an energy efficient boiler (F) Advice on avoiding standby appliances (F) Warm home discount (F) Additional energy efficiency advice (F) Cost of CO alarm (F) Radiator panels (F) White goods (F) Support and advice beyond power cuts (S) Reduced pollution-related illness (S) Reduced sick days (S) Supporting those in fuel poverty (S) Reduced winter related illness (S) Less injuries from hot water and lightbulb changes (S) Less risk of fire-related deaths (S)	£425.6k over 5 years £105k over 5 years £33.6k over 5 years £6.3k over 5 years £306.9k over 5 years £900 over 5 years £1.7k over 5 years £6.25k over 5 years £128 over 5 years £4 over 5 years £236 over 5 years £493 over 5 years £73 over 5 years £104 over 5 years £403.1k over 5 years	Service Partners EPP and Groundworks North Wales Service Partners EPP and NEST Service Partners EPP, Groundworks North Wales and HES https://www.gov.uk/the-warm-home-discount-scheme Service Partners EPP, Gorundworks, NEST and HES Service Partner HES Service Partner EPP Serice Partner EPP and Groundworks SECV Social Value Research. Accent (2019) SPEN Financial Proxy List https://www.statista.com/statistics/280687/median-hourly-earnings-for-full-time-employees-in-the-uk-since-2006/ SECV Social Value Research. Accent (2019) SPEN Financial Proxy List Unit Costs of Health and Social Care 2018 SPEN Financial Proxy List
Best tariff	Y1: £0.49 Y5: £16.10	Reduced energy bills (F) Support and advice beyond power cuts (S) Support for those in fuel poverty (S) Reduced anxiety (S) Increased knowledge of rights/entitlements (S) Improved health (S) Reduced healthcare costs to the NHS (S)	£495k over 4 years £274 over 5 years £2.1k over 5 years £2.8k over 5 years £1.6k over 5 years £2.4k over 5 years £4.6k over 5 years	Citrus Energy (2020) SECV Social Value Research Accent (2019) SROI of Lemon Aid Fuel Poverty Initiative
Carers support	Y1: £223.31 Y5: £205.67	Carers benefits (F) Avoided cost of carer (F) Support and advice beyond power cuts (S) Improved supportive relationships (S) Carer's peace of mind (S) Carer's sense of normality (S) Reduced isolation (S)	£402.4k over 5 years £351k over 5 years £24 over 5 years £1.25k over 5 years £838 over 5 years £1.4k over 5 years £2k over 5 years	Carers UK. 'Missing out: the identification challenge' (2016) https://www.ageuk.org.uk/information-advice/care/paying-for-care/paying-for-homecare/ SECV Social Value Research Accent (2019) https://s3-eu-west-1.amazonaws.com/cdn.webfactore.co.uk/5526_sroi+2014-15+ctnw.pdf http://www.lse.ac.uk/business-and-consultancy/consulting/assets/documents/making-the-economic-case-for-investing-in-actions-to-prevent-and-or-tackle-loneliness-a-systematic-review.pdf
Dementia support	Y1: £236.00 Y5: £217.00	Avoided cost of home visit (F) Carers benefit (F) Support and advice beyond power cuts (S) Reduced social isolation (S) Dementia sufferers are mentally stimulated (S) Carer's peace of mind (S) Carer's sense of normality (S) Elderly are able to stay at home (S) Improved supportive relationships (S)	£58.7k over 5 years £169.9k over 5 years £12 over 5 years £1.4k over 5 years £1.9k over 5 years £354 over 5 years £600 over 5 years £1.18k over 5 years £529 over 5 years	Alzheimer's Society 2017 'Referral Service Quantified v0.2' document https://www.gov.uk/carers-allowance SECV Social Value Research Accent (2019) Jones, Windle and Tudor Edwards. (2018). 'Dementia and Imagination: A Social Return on Investment Analysis Framework for Art Activities for People Living With Dementia.' Willis, Semple and Waal (2018) 'Quantifying the benefits of peer support for people with dementia: A Social Return on Investment (SROI) study' https://s3-eu-west-1.amazonaws.com/cdn.webfactore.co.uk/5526_sroi+2014-15+ctnw.pdf SPEN Financial Proxy List https://s3-eu-west-1.amazonaws.com/cdn.webfactore.co.uk/5526_sroi+2014-15+ctnw.pdf
	Y1: £227.00 Y5: £209.00	Benefits of debt management plan (F) Support and advice beyond power cuts (S)	£131.3k over 5 years £8 over 5 years	European Economics (2018) The Economic Impact of Debt Advice: A Report for the Money Advice Service SECV Social Value Research Accent (2019)

Debt advice		Increased life satisfaction (S)	£180 over 5 years	https://www.psychotherapy.org.uk/wp-content/uploads/2018/08/UKCP_DocumentsReportsValuingMentalHealth_web.pdf
		Decreased absenteeism (S)	£55 over 5 years	https://www.sciencedirect.com/science/article/pii/S0277953618303745 European Economics (2018) The Economic Impact of Debt Advice: A Report for the Money Advice Service
Income maximisation	Y1: £409.53 Y5: £377.13	Additional income (F) Support and advice beyond power cuts (S)	£2.34m over 5 years £41 over 5 years	External communication from Glasgow's Golden Generation to SOB Co-ordinator SECV Social Value Research Accent (2019) https://www.psychotherapy.org.uk/wp-content/uploads/2018/08/UKCP_DocumentsReportsValuingMentalHealth_web.pdf
		Increased life satisfaction (S)	£954 over 5 years	https://www.sciencedirect.com/science/article/pii/S0277953618303745 SROI of Lemon Aid Fuel Poverty Initiative
		Increased knowledge of entitlements (S)	£324 over 5 years	
Help in a power cut	Y1: £5.65 Y5: £5.28	Raised awareness of the national power cut number (S)	£22.7k over 5 years	SECV Social Value Research Accent (2019)
Staying safe at home	Y1: £3.00 Y5: £3.00	Avoided cost of CO and smoke alarm (F) Reduced risk of death in domestic fires (S) Support and advice beyond power cuts (S) Value of fire safety visit and information (S)	£23.8k over 5 years £11.9k over 5 years £189 over 5 years £28.1k over 5 years	https://www.safelincs.co.uk/kidde-10sco-co-and-smoke-detector/?fGB=true&gclid=EAlaQobChMk9PVpqy16AIVWbvVCh3o8w_8EAQYAyABEgIym_D_BwE UK Fire Research & Statistics SECV Social Value Research Accent (2019) South Yorkshire Fire and Rescue Service: Social return on investment analysis of the SSCR fund (2017)
PSR sign-ups	Y1: £6.00 Y5: £6.00	Value of being added to the PSR (S)	£4.19m over 5 years	Willingness to pay research conducted by Accent (2019)
PSR data refresh	Y1: £3.99 Y5: £6.21	Value of having PSR records up to date (S) Offer a range of outreach and support services (S)	£1.26m over 5 years £2.73m over 5 years	Accent WTP Research
CTG	Y1: £19.00 Y5: £88.00 Y10: £161.00	Cost of public transport (F) Cost of private transport (F) Petrol savings (F) Reduced social isolation (S) Carbon savings (S)	£51.3m over 10 years £41.8m over 10 years £1.4m over 10 years £76.5m over 10 years £7.4k over 10 years	https://www.firstgroup.com/greater-glasgow/tickets/ticket-prices https://www.statista.com/statistics/682740/passenger-transport-service-in-the-united-kingdom-uk-by-age/ https://www.statista.com/statistics/682740/passenger-transport-service-in-the-united-kingdom-uk-by-age/ https://www.nidirect.gov.uk/articles/taxi-fares https://www.commercialfleet.org/tools/van/diesel-cost-calculator/?FuelType=0&PencePerLitre=122.01&Mileage=200000&ManufacturerId=67&ModelGroupId=542&DerivativeId=97004 http://www.lse.ac.uk/business-and-consultancy/consulting/assets/documents/making-the-economic-case-for-investing-in-actions-to-prevent-and-or-tackle-loneliness-a-systematic-review.pdf https://markets.businessinsider.com/commodities/co2-european-emission-allowances
Warmworks	Y1: £1.00 Y5: £2.00 Y10: £3.00 Y15: £4.00	Reduced energy bills (F) Battery storage unit avoided cost (F) Switching advice (F) Job creation (F) Having a better idea of rights and entitlements (S) Reduced healthcare costs (S) Engaging with community energy schemes (S) Carbon savings (S) Environmental impact of network activities (S)	£469.8k over 15 years £1.29m over 1 year £609.3k over 15 years £733.2k over 5 years £215.1k over 15 years £1.8m over 15 years £5.8k over 15 years £24.9k over 15 years £7.2k over 15 years	https://www.moneyadvice.service.org.uk/blog/what-is-the-average-cost-of-utility-bills-per-month https://www.tesla.com/en_GB/powerwall Citrus Energy 2020 Office of National Statistics SROI of Lemon Aid Fuel Poverty Initiative Accent WTP Research https://markets.businessinsider.com/commodities/co2-european-emission-allowances Accent WTP Research
Food Train	Y1: £5.46 Y5: £25.38 Y10: £46.45	Cost of public transport (F) Cost of private transport (F) Cost of grocery delivery (F) Job creation (F) Reduced isolation (S) Ability to stay at home (S) Reduced illness (S) Carbon savings (S)	£2m over 10 years £3.35m over 10 years £3.12m over 10 years £732.2k over 10 years £14.4m over 10 years £997.8k over 10 years £52.6k over 10 years £360 over 10 years	https://www.firstgroup.com/greater-glasgow/tickets/ticket-prices https://www.statista.com/statistics/682740/passenger-transport-service-in-the-united-kingdom-uk-by-age/ https://www.statista.com/statistics/682740/passenger-transport-service-in-the-united-kingdom-uk-by-age/ https://www.nidirect.gov.uk/articles/taxi-fares https://www.lovemoney.com/guides/3444/cheapest-supermarket-online-delivery-deals-asda-tesco-iceland-cost Office of National Statistics http://www.lse.ac.uk/business-and-consultancy/consulting/assets/documents/making-the-economic-case-for-investing-in-actions-to-prevent-and-or-tackle-loneliness-a-systematic-review.pdf SPEN Financial Proxy List https://markets.businessinsider.com/commodities/co2-european-emission-allowances

(F) = Financial Benefits
(S) = Social Benefits