

SP Energy Networks

SPEN Annual Vulnerability Report 2024–25



Contents

Foreword	Pg 03
Dynamics of vulnerability in our region	Pg 04
Our vulnerability strategy	Pg 07
Identifying customers who need extra help	Pg 11
Supporting customers during power cuts	Pg 16
Supporting customers in Fuel Poverty	Pg 22
Supporting the transition to low-carbon technologies	Pg 24
Supporting customers’ welfare	Pg 26
Our progress and performance	Pg 27

Abbreviations

BSI British Standards Institution	LSOA Lower layer Super Output Areas
CoP Coalition of Partners	NIA Network Innovation Allowance
DNO Distribution Network Operator	NPV Net Present Value
DSO Distribution System Operator	PSR Priority Services Register
ED1 RIIO-ED1	RY1 Regulatory Year 1
ED2 RIIO-ED2	RY2 Regulatory Year 2
ELRC East Lothian Resilient Communities	SOT Social Obligations Team
EPC Energy Performance Certificate	SPD Scottish Power Distribution
ESOL English for Speakers of Other Languages	SPEN SP Energy Networks
EV Electric Vehicle	SPM Scottish Power ManWeb
GDNs Gas Distribution Networks	SROI Social Return on Investment
ICS Institute of Customer Service	STEM Science Technology Engineering and Maths
INZAC Independent Net Zero Advisory Council	VEST Vulnerability in the Energy System Transition
LCTs Low-Carbon Technologies	WARMTH Wellbeing and Resilience through Medical-Thermal Heating
LRFs Local Resilience Forums	

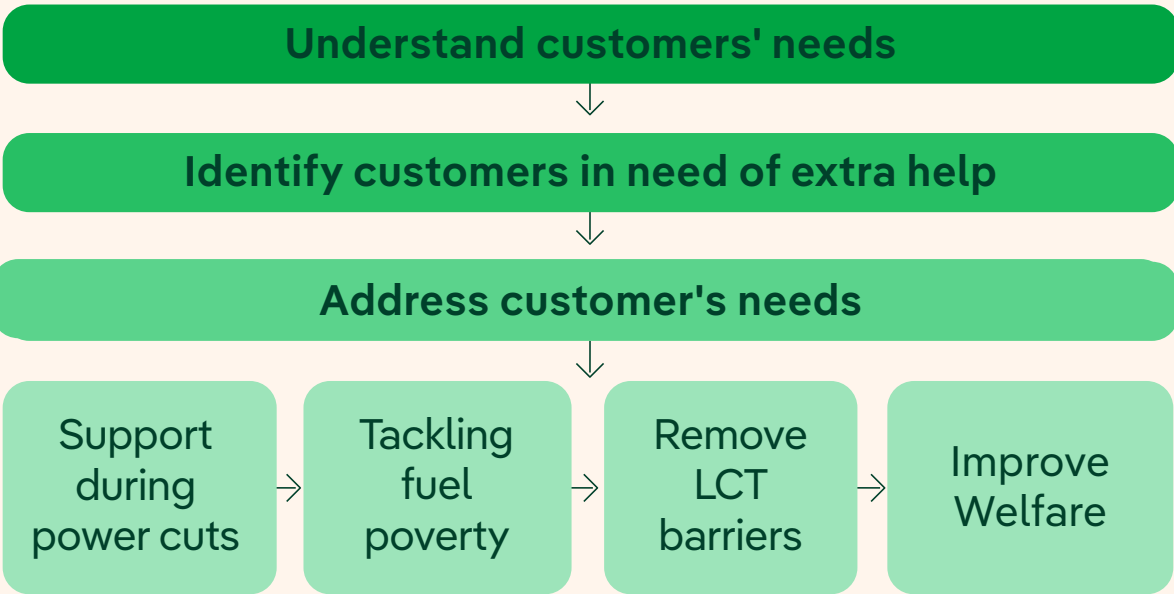
As a Distribution Network Operator (DNO), we are uniquely placed to support customers in vulnerable situations because we understand how different customer needs show up across the regions we serve, and how these needs can be significantly impacted during power cuts. We carefully consider where the most significant risks lie, who may need extra help, and what barriers they might face: whether that’s during emergencies, experiencing fuel poverty, or in making the shift to greener energy.

As Customer Service Director, I am proud to lead an organisation that cares about our customers and delivers brilliant services. Our direction ensures we continually improve how we identify, understand, and support vulnerable customers. Our approach to vulnerability involves proactively finding and registering those who need extra help on our Priority Services Register (PSR), delivering tailored support during power cuts, and partnering with trusted local organisations to help tackle fuel poverty and make sure no one is left behind in the move to low-carbon technologies (LCTs).



Kendal Morris
Customer Service Director

This approach – summarised by the diagram below – helps us clearly manage and respond to customer needs and ensures we always meet our customers’ expectations and regulatory requirements.



I’m proud of our team’s commitment to helping our customers. This year, we’ve made significant progress, improving the number of people we help, the quality of our assistance, and ensuring that help is easily accessible to everyone. Here are some highlights of our achievements which we will explore further within this report:

Supported customers during severe storms – We provided essential support to customers during power cuts this year, including two very severe storms, Darragh, which impacted 171,900 households and Éowyn, which affected 270,000 households. Despite these challenges, customers on our PSR rated our core support services extremely highly, scoring us 9.05/10 across the year. This score shows our strong and ongoing commitment to supporting customers who need extra help, always striving to provide better service across our network areas year after year.

Provided personalised support – We delivered 22,755 direct support services to help customers struggling with fuel poverty and adopting greener energy solutions, providing over £10 million in net benefits. We know customers often face more immediate challenges like high energy costs, making it harder for them to focus on longer-term energy changes. To address this blocker, we’re developing new ways of supporting them and remain confident of reaching our goal of supporting 100,000 customers by the end of ED2.

Achieved excellent PSR coverage – We registered 99% of customers eligible for the PSR (based on 2011 census agreed by OFGEM for ED2) and improved our targeting using new data from 2021. Our success in signing customers up for the PSR and maintaining the quality of PSR data is explored further in the section titled 'Identifying customers who need extra help'.

Improved our communications and customer support – We worked closely with customers with direct experience of needing extra help to make our customer materials and website easier to use and understand.

Continued to lead with innovative solutions – We introduced and advanced pioneering projects such as Project WARMTH and our enhanced Vulnerability in the Energy System Transition (VEST) model. VEST has allowed us to develop the ‘risk of being left behind’ index, which combines PSR and fuel poverty data, introducing the industry’s first complete view of vulnerability. These solutions enable smarter targeting of support and open up new opportunities to deliver social value across our networks.

Our achievements this year were recognised when we became the first company in the UK to receive two major accreditations at the same time: the British Standards Institution (BSI) Kitemark for Inclusive Service and the newly introduced BSI Kitemark for Service Excellence.

“SP Energy Networks has shown exemplary focus on continually improving customer satisfaction and embracing digitalisation and adapting to the evolving role of AI in service delivery. Congratulations to SP Energy Networks for setting a high bar for customer service in the sector.”

Julie Walker, Global Scheme Manager, BSI

Dynamics of vulnerability in our region

Vulnerability is not always visible, can affect anyone, and it changes over time. To ensure we offer the right support, we need a clear and current understanding of what makes customers vulnerable and how those challenges are evolving.

We define consumer vulnerability as a situation where an individual is less able to protect or represent their interests, due to personal circumstances or health conditions, combined with barriers in the energy market. We use a broader definition of vulnerability than Ofgem, as it allows us to reach people who are in need but do not fit the typical profile of a DNO customer. We closely watch how vulnerability changes, such as how rising living costs and increasingly digitised services can make it harder for some customers to manage their energy.

As a DNO, we focus on the areas where our expertise and operations can assist our customers: helping customers during power cuts; supporting those experiencing fuel poverty; and supporting those at risk of being left behind in the energy transition. These priorities ensure we can deliver assistance from our unique position of a DNO.

By combining insights from our customers’ lived experiences, data, and research, we can respond to real needs and ensure our support reaches the right people at the right time. To guide our actions, we use three core insight tools:

Insights from our core data sources:

Priority PSR data

The PSR is a database which customers can voluntarily sign up for, and provides utilities with information on vulnerable customers and their circumstances of vulnerability. This includes customers who are elderly, have a disability or chronic illness, rely on electricity or water for medical equipment, care for a child under five, or where English is not their first language.

Fuel poverty data

We use national fuel poverty data to understand where help is needed most. When local data is missing, we fill in the gaps using the best available information from our fuel poverty partners and the VEST tool to understand which areas need assistance. This helps us build a clear picture of fuel poverty in our region by looking at factors like household income, housing conditions, and energy use.

Insights from research and engagement:

Research

Our research into vulnerability in our region was established in EDI and has been expanded and updated each year to establish a long-running research programme. This includes monitoring national trends to stay informed of changing vulnerability dynamics.

Engagement

We listen to people’s real-life experiences to shape our plans. By speaking directly with vulnerable customers and gathering feedback from our partners, we make sure our support reflects what people actually need.

Insights from innovative analytics:

‘Risk of being Left Behind’ index

We developed our ‘Risk of being Left Behind’ index through an engagement with 2,500 customers from a representative sample of communities to understand what circumstances may put people at risk of being left behind in the energy transition. This index is combined with PSR and fuel poverty data in our VEST Tool, which introduces the industry’s first complete view of vulnerability. By taking a holistic view of these data sources, understanding them both individually and how they impact and interact with each other, we can provide support which is shaped to our customers’ specific needs.

Our Social Obligations coordinators implement this by tailoring their outreach strategy and customising outreach events based on local needs identified by VEST. Additionally, we used VEST to inform us on the vulnerabilities present in an area when tendering for fuel poverty and LCT partners to ensure we work with the best-suited organisations to address a community's needs.

We used a number of datasets to develop VEST which included:

- Access to the internet
- Condition of homes
- Education and skills
- Employment levels
- Health indicators
- Income
- Households relative deprivations

Vulnerability trends

As noted opposite, it is important to track broader areas of vulnerability to understand how they change. We look at how different trends in industry, society, and the energy market affect our customers, both independently and when these trends overlap. These insights have helped shape our vulnerability strategy so we can respond in a way that’s flexible, thorough, and built to last. The diagram below shows these key trends in more detail.

Industry trends

- Adopting new technologies and behaviours
- Increasing complexity of information
- Digitisation of communication

Socio-economic trends

- Ageing population
- Inability to engage with the energy market
- More disabled young people
- Smaller households and dispersed families
- Financial uncertainty and poverty
- More private renters

Market trends

- Affordability crisis
- High LCT costs
- Uncertainty on Net Zero policies

Understanding the areas of vulnerability we can impact

Building on our definition of vulnerability, there are three main impact areas we feel are important to discuss, given the impact that we can have on them and how they continue to evolve over time. These areas are fuel poverty, the risk of being left behind in the energy transition, and the impact of power cuts on vulnerable customers.

Fuel poverty

Fuel poverty is one of the biggest challenges facing our customers. We estimate that around 620,000 of our 3.5 million households across our network are affected. While the exact definition of fuel poverty varies across Scotland, England, and Wales, the impact is clear - too many people are struggling to afford the energy they need to stay warm and well. Opposite is the definition each nation uses for fuel poverty.

Since the energy crisis of 2021/2022, fuel poverty has worsened, driven by rising living costs, falling household incomes relative to rising costs, and an ageing housing stock with poor energy efficiency. That is why tackling fuel poverty remains one of the core elements of our vulnerability strategy.

1. All fuel poverty data derived from analysis of our VEST Tool.

Fuel poverty definitions per nation

Scotland:
10% or more of net household income is required to pay for reasonable fuel needs after deducting housing costs. The remaining household income is at least 90% of the UK Minimum Income Standard after childcare costs and disability or care benefits are deducted.

22.56%
of the households we serve in Scotland experience fuel poverty

England
A person living in a property with an energy efficiency rating of band D or below, whose remaining income is below the official poverty line after spending the required amount to heat their home.

26.67%
of the households we serve in England experience fuel poverty¹.

Wales
A household is considered fuel-poor if it spends 10% or more of its income on adequate home heating.

25.11%
of the households we serve in Wales experience fuel poverty¹.

Risk of being left behind in the energy transition

This refers to customers who are eligible for our LCTs support services because they are at risk of not benefiting from the technologies that drive a cleaner, low-carbon energy system.

- These customers may experience the following circumstances:
- Being eligible for, or registered on, the PSR.
 - Digital exclusion, which can make it harder for people to access energy services, apply for support, or benefit from new LCTs.
 - Financial vulnerability.
 - Living in areas of deprivation.
 - Having a lack of opportunity to participate.
 - Lack of willingness to take on the risks of new technologies.
 - Lack of understanding and/or knowledge of new technologies.

Beyond this definition, there are several socio-economic trends we have identified which bring their own set of blockers to the uptake of LCTs, which are explored in the table to the right.

Vulnerability trends influencing our strategy

Trend	Blockers of LCT uptake	Solutions we are implementing
Ageing population	Older customers often find it harder to access LCTs as they are more cautious and less aware of new technologies, and frequently have more limited finances.	<ul style="list-style-type: none">• Tailored and accessible information, community engagement, and in-person assistance aimed at making technologies accessible.• Ensuring information on LCT support services is tailored to match a variety of vulnerable customers' circumstances.• Developing an extensive network of support partners who can provide additional support and advice on how to access funding for vulnerable customers.
Inability to engage with the energy market	Increasing service digitisation and the rollout of many new technologies can make it difficult for people to participate in the energy transition. Additionally, complex energy tariffs may cause vulnerable people to miss out on the best deals.	
More homes, smaller households, dispersed families	Smaller households increase the cost per person of LCTs, increasing adoption costs, and more spread-out households increase the amount of infrastructure needed, which can slow the rollout of LCTs.	
Financial uncertainty and poverty	Households facing financial hardships have less money available for LCTs that have high upfront costs, and more limited access to credit options which allow them to get LCTs on finance.	
More private renters	Landlords usually pay for LCTs while tenants benefit, causing their interests not to be aligned, especially when landlords are trying to keep costs down. Shorter tenancies also mean renters are less likely to pay for LCT upgrades, as they will not see the long-term benefits.	

Our data shows the risk of being left behind in the energy transition is spread relatively evenly across the characteristics we track using our VEST Tool. However, our analysis indicates three factors that have a relatively higher impact:

Medical needs:
including chronic health conditions and reliance on electric medical equipment

Short-term or insecure housing:
private rentals.

Receiving universal credit:
indicates financial vulnerability

We have also identified vulnerability hotspots where these issues are more common and people may need extra support. These areas typically face higher levels of risk and are a key focus for our work.

The findings highlight the need for a comprehensive vulnerability strategy that addresses diverse circumstances. With the support programmes we deploy, we can provide the right support to as many vulnerable customers as possible, as discussed further throughout this report.

Hotspot types	Driving risk factors	Why these areas are at higher risk
Densely populated, low-income urban neighbourhoods	Short-term tenure, high universal credit, limited accommodation, and many non-English speaking households.	Financial uncertainty makes it harder for households to afford LCTs, especially when access to financing is limited. This is even more challenging for people living in short-term rental homes, where tenants cannot install upgrades themselves and landlords may have limited incentive to do so. The situation is further complicated for non-English speakers, who may not be aware of the support available to help them.
Rural/off-gas-grid communities with ageing populations	High number of pensioners, chronic conditions, and reliance on electrical-medical equipment.	Rural communities often have more older residents who rely on electricity for medical equipment. Many residents also face digital exclusion, making accessing information and support harder. At the same time, power cuts in these areas can take longer to fix, and local support services are often more limited.
Small, dispersed, low-wage settlements	High percentage of limited accommodation and moderate Universal Credit	People living alone or in small households - especially in rural areas - often face higher costs per person when installing LCTs, as they miss out on the savings of sharing costs in larger households. Rural communities with more dispersed households experience higher infrastructure costs for installing LCTs.

Impact of power cuts on vulnerable customers

We use the PSR to identify customers needing extra help during power cuts. This includes those who rely on medical equipment, have disabilities, or face communication barriers, such as not speaking English. These customers are often more impacted by power cuts and may feel more anxious or struggle to cope without support. The PSR helps us provide priority assistance, tailored updates and clear information to help them prepare, as explored further in the section titled 'Supporting customers during power cuts'. We have continued to grow the number of eligible households on the register, with an additional 102,000 people registered by SPEN and other organisations this year. This has also improved our understanding of where the most significant risks lie.

102,000 additional registrations on the PSR this year



How SPEN supports customers in an outage

As a result of a large fault impacting 246 customers in Lanarkshire, our customer service and District teams were mobilised to support the impacted customers. Our team visited to talk to customers face to face to check on welfare as well as set up a central hub for customers to come with any queries whilst the repairs were being carried out and arranged for hot food for customers throughout. Our team also checked with our customers for vulnerabilities over and above the information we had on our PSR to establish if any customers would be more comfortable in a hotel where they would struggle to be without power.

To make sure everything was safe and secure we arranged for all appliances to be checked such as stairlifts, care alarms and boilers. Our customers were given a good will gesture for the inconvenience throughout the fault. Overall customer feedback was very positive in a difficult situation and our customers said they felt we went above and beyond to make sure they were looked after.

Taking Extra Care in a difficult situation

Our vulnerability strategy

We first launched our Vulnerability Strategy during EDI and have continued to build upon it since 2015 to ensure that we continue to respond appropriately to the evolving nature of vulnerability.

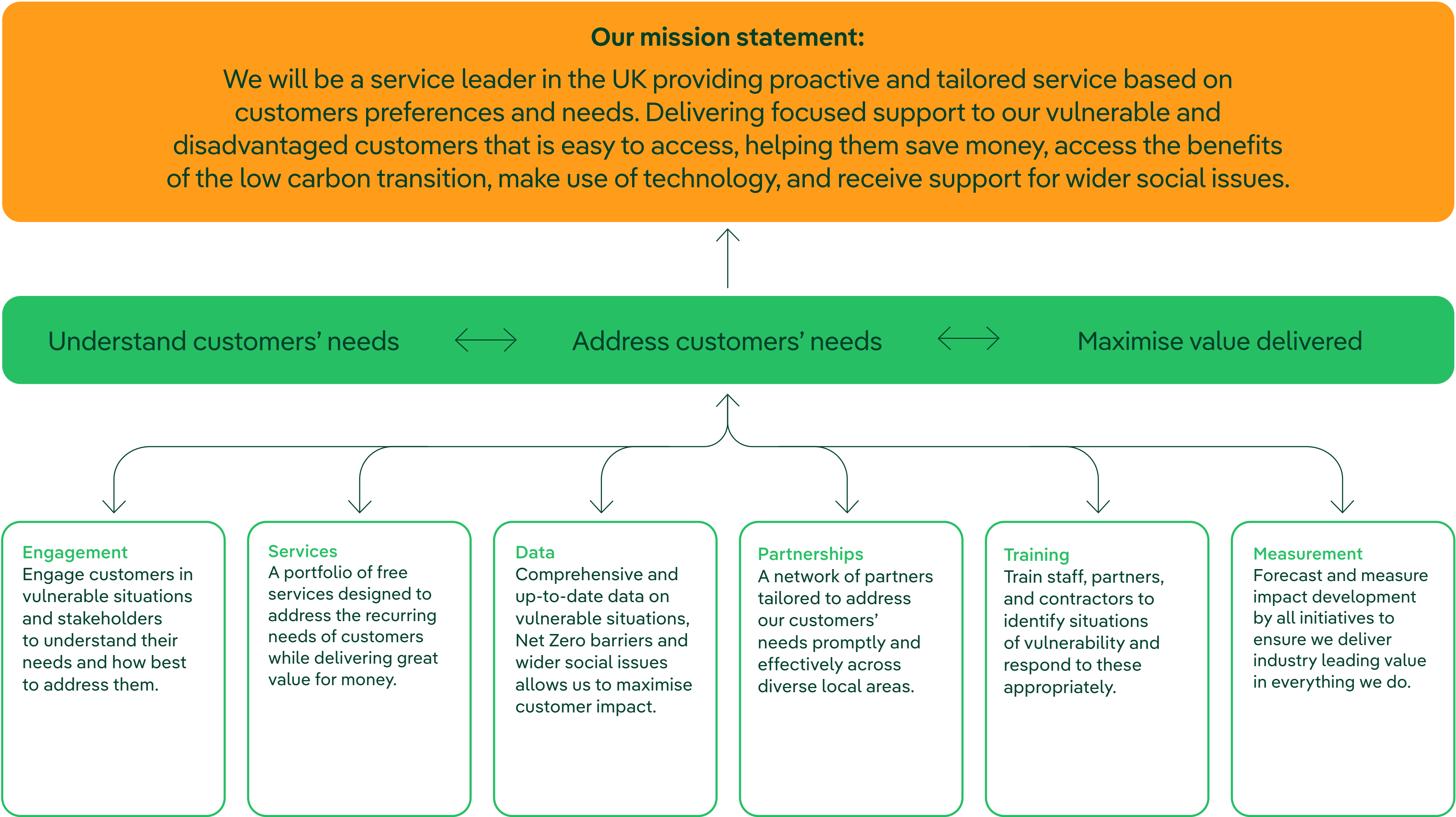
It’s a flexible, data-led approach that enables this dynamic response and helps us deliver the right support, at the right time, to the people and places that need it most.

This year, we refreshed the strategy to align with Ofgem’s latest Consumer Vulnerability Strategy. We recognise that not every customer lives in standard accommodation and that vulnerable communities affected by our power cuts may not always be our direct customers. As such, we are working to better understand these customers and their vulnerabilities through research, community engagement, and networking.

At the heart of our approach is a clear mission statement supported by six enablers, shown in the diagram on the right. In this section, we examine three of these areas—partnerships, measurement, and training—as examples of how our strategy has evolved over the past year to better support our most vulnerable customers.

As an example of our work with vulnerable people who are not our direct customers, we have begun initial engagements with the Scottish Confederation of Park Home Residents Associations. This will help us understand how vulnerable customers living in caravan parks are impacted by power cuts and how we can open up new pathways to support them. We will continue this work throughout 2025/2026.

Strategy overview – mission and enablers



Partnerships

We work with over 76 trusted partners to deliver targeted support to vulnerable customers. These organisations help us identify needs, provide services, and measure outcomes.



Our partners fall into four categories:

£ **Delivery partners** – We fund four organisations to implement our fuel poverty and LCT support initiatives: Citizens Advice and Hope4U for fuel poverty support, and Changeworks and Energy Saving Trust for LCT support.

🔗 **Industry partners** – We work with seven organisations to share PSR data, such as Integrated referrals to the PSR and water utility companies. These organisations work with each other to register vulnerable customers on the PSR and access benefits from more utilities.

💬 **Referral partners** – We have 25 organisations which we refer customers so that they can deliver specific, externally funded support. For example, Fire and Rescue services that offer free home safety checks.

✓ **Wider partners** – Collaborations with community-focused organisations such as Glasgow Warriors, Wrexham AFC, and The Royal Hospital for Children in Glasgow, who help to connect with customer groups that are harder to access through traditional channels and inform them about SPEN’s support services for vulnerable customers. These are a much more fluid group of partners as we work with many on a case-by-case basis; however, we have over 40 regular wider partners.

Coalition of Partners (CoP)

We set up the CoP in 2022, which currently brings together a network of 25 organisations of our referral partners dedicated to helping people in vulnerable situations, and we are currently working to add our delivery partners to the project. The CoP helps our partners provide a standardised approach to recording customers’ needs and sharing referrals to partners in the CoP to ensure that customers receive the correct support. This has already made an impact by making it easier for partners to collaboratively respond to more complex situations that require several organisations’ support.

This year, we referred over 1000 customers for extra help. The most common requests were for home fire safety checks and financial assistance, which delivered real, immediate benefits at no cost to those receiving them.

Customers referred for extra help this year

1,000+

Over the past year, we made several key improvements to move the CoP from a regional trial to a more robust and scalable model:

1. Launch of a web-based referral platform

We launched a secure, easy-to-use online referral platform. This allows our partners to record and track customer referrals in real time, making it easier to share information on customer journeys, allowing us to make quicker decisions, and deliver a better experience for the people we support.

2. Redesign of the Data Sharing Agreement

We simplified our Data Sharing Agreement, making it easier for new partners to join. This opens the door for even more partners—including local councils, emergency services, health providers, and welfare charities—to participate, offer a wider range of support to vulnerable customers, and address more complex situations.

3. Integrated referrals to the PSR

The CoP platform now allows participating organisations to submit PSR referrals directly to us. This is integrated into the standard referral process, ensuring that PSR referrals are acted upon alongside other support requests. Once a referral is made, our internal Vulnerability Team follows up with the customer to confirm their needs and offer tailored support.

As the CoP moves out of its trial phase, we are focused on growing its reach and making it a core part of our long-term vulnerability strategy.

- We are currently rolling out the new referral platform to our contracted delivery partners. We will begin onboarding more third-sector organisations, such as welfare charities and local councils, across our license areas.
- We will continue to improve the model through regular engagement with our partners, reviewing feedback, enhancing processes, and adapting the platform to meet the changing needs of the people we support.

Measurement

We combine meaningful engagement with customers and stakeholders with advanced ways of measuring social impact to help us design and improve our support to vulnerable customers.

We begin by setting goals for engagements, identifying the right people and organisations to engage with, and choosing the best way to reach them. After engagements, we gather feedback and carefully analyse it to understand consumers’ needs, which helps us design and improve the actions we take to support vulnerable customers.

To ensure our support programmes are effective and deliver real value, we use Social Return on Investment (SROI) analysis to guide our decisions, utilising the DNO agreed tool and rulebook as confirmed by the Assessor. This helps us focus our time and resources on the actions that positively impact people’s lives. We assess each project carefully, ensuring we continue supporting projects with strong social returns. When we identify projects with low SROI, we dig deeper to understand if the project is having a positive return which is not being accurately reflected, and should continue to be supported, or if the project is having a low or negative impact and needs to be stepped away from. We then work with stakeholders to confirm that our chosen solutions are right for the communities we serve. After putting these actions in place, we continue to monitor their impact using SROI, so we can keep learning and improving over time.

Our recent fuel poverty and LCT programmes, launched between 2023 and 2024, are strong examples of how we use this structured approach to ensure our support truly makes a difference.

Over the past year, we have continued to build on our leadership in impact-driven decision making by:

- **Launching our ED2 Management Platform:** Partners upload weekly data using an easy-to-use, minimal-effort form. This allows us to view delivery, costs, and value returns in real time and compare them to project and regulatory targets. The tool also includes an optimisation model to test delivery scenarios and improve strategic decisions. We are the only DNO to utilise an online management platform enabling real-time tracking and extensive analysis of partner activities and their social returns.
- **Enhancing the comparability and consistency of social value measurement across the industry:** From the start of ED2, we took a leading role in establishing guidance for the SROI assurance role, conducted by a third party annually. This led to the development of the industry-wide SROI rulebook, which standardises reporting and introduces a third-party audit process. This year, we continue to play an important role in the working group implementing it.

We worked with all our delivery partners to help them better understand how SROI measurement works and how to identify how their work drives value. This improved their understanding of how to report project outcomes, improving SROI measurement accuracy. This enabled us to make better-informed decisions about how to deliver more value to customers.



The Impact of SROI on decision making

We utilised social value measurements to inform our decision-making in many areas of the business beyond the consumer vulnerability programme. Two key examples are offered by:

Net Zero Fund:
The Net Zero Fund supports vulnerable communities in developing their Net Zero plans and accelerating decarbonisation. These range from equipping community centres with heat pumps to purchasing electric vehicles to deliver food to the elderly. We track the impact of every project using SROI, which gives us clear and consistent insight into each activity’s social impact. These insights into projects and their social returns on investment allow us to track the financial value of the benefits delivered. This helps us to make informed decisions on which projects maximise the returns to vulnerable communities, and how to decide where funding goes.

DSO benefits tracking:
We are expanding our industry-leading Distribution System Operator (DSO) Benefits Framework (further information on the framework can be found on our [website](#)) to include the broader social impacts of the DSO’s work. The DSO branch manages how electricity flows across the local network in real time, balancing supply and demand. Unlike a DNO, which looks after the physical infrastructure, a DSO ensures the system runs smoothly and supports new technologies like solar panels, electric vehicles, and battery storage. By building SROI measurement into the framework—in line with industry best practice—we will be able to better measure the social impact of DSO activities on customers, communities, and the environment. This will help us make more informed, impact-driven decisions as we shape a cleaner, more flexible energy system for the future.



Training

Supporting vulnerable customers is a responsibility shared across our entire company and contracted partners.

Supporting vulnerable customers is a responsibility shared across our entire company and contracted partners. Our Customer Service Director oversees training design and completion to ensure accountability for our vulnerable customers. This year, based on feedback from our Independent Net Zero Advisory Council (INZAC) and external experts, we have expanded our vulnerability training—developed with expert partners—to all our employees, contractors, and partner organisations. This training gives our teams the knowledge and confidence to recognise when someone needs extra help and respond correctly. The programmes launched this year includes:

The Enhanced Vulnerability Training Module: This module has been deployed for all staff and offers a more transparent, consistent approach to understanding vulnerability.

Customer-Facing Vulnerability Training: Our contact centre staff receive extra vulnerability training in person from our Social Obligations Team (SOT), to ensure they can identify households in vulnerable situations when they call. This has significantly strengthened our ability to register more PSR-eligible individuals.

SLC 10AA (Treating Domestic Customers Fairly) We introduced a more user-friendly training programme to ensure all staff and partners are properly trained on the licence condition.

Supporting vulnerable customers is a responsibility shared across our entire company and contracted partners. Our Customer Service Director oversees training design and completion to ensure accountability for our vulnerable customers. This year, based on feedback from our Independent Net Zero Advisory Council (INZAC) and external experts, we have expanded our vulnerability training—developed with expert partners—to all our employees, contractors, and partner organisations. This training gives our teams the knowledge and confidence to recognise when someone needs extra help and respond correctly. The programmes

I found the Vulnerability module to be very informative; it helped me learn quite a bit more regarding the services we provide for PSR customers and why they are so important. The module was well presented and allowed me to easily pick up the information throughout.”

Chris, Planning Team Member

The vulnerability module was a valuable course that helped me better support vulnerable customers. I learned how to refer those needing more than just help during power cuts to our Social Obligations team, which is reassuring. It also highlighted how poor mental health can impact dignity and quality of life just as much as physical disability. It’s made me take extra care with customers who may be prone to anxiety and panic during disruptions.”

Kester, DCC Colleague

Enhanced Vulnerability Training Module

The Enhanced Vulnerability Training Module is the latest version of our vulnerability training, and expands on the existing training all our staff received during onboarding. This has centralised training for all staff, and combines six previously separate modules into one easy-to-follow course. These modules covered key areas of vulnerable customers, such as:

- Medically Dependent
- Sight Impaired
- Dementia
- Mental Health
- Language – non-English speaking customers or those requiring interpretation.
- PSR and Additional Services (fuel poverty and LCT delivery partners)

These improvements have strengthened our teams’ ability to recognise and support customers in vulnerable situations, giving them the knowledge, confidence, and tools to offer the right help when needed most.

- **75%** of SPEN staff have completed the updated training so far, with roll-out continuing
- **90%** of Customer Service staff have completed the updated training, with remaining 10% planned to be completed by end of September 2025.

Customer-Facing Vulnerability Training

Customer-facing new employees during onboarding to embed vulnerability awareness, and existing staff receive refresher training every six months to ensure vulnerability skills are maintained. This additional training for customer-facing employees is delivered in-person by our SOT. Our revitalised training content now covers:

- Introduction to our SOT, outlining our role in supporting vulnerable customers, and how to refer customers directly to our SOT for specialised support.
- Overview of the PSR, who qualifies, customer benefits, and how to identify customers through language cues or specific circumstances.
- Broader support services, highlighting our partnerships and how we support customers with energy efficiency measures, debt management, tariff advice, and income maximisation.
- Introduction to LCTs, explaining their importance, our partnerships, and discussing LCT options with customers.

- Embedded in our onboarding training
- **Over 150** additional households referred to the SOT
- **5,181** additional vulnerable customers referred to partner organisations.

SLC10AA Training – Treating Domestic Customers Fairly

The training module explains the licence condition in simple terms, giving staff practical guidance on what it means and how to apply it when supporting vulnerable customers in their day-to-day roles. We rolled it out widely, delivering it to all relevant internal teams and every contracted partner.

To make sure it was completed properly, we put tracking in place, with weekly progress checks. The Vulnerability Team works with line managers to ensure internal staff complete training, and contract managers to ensure service partners complete the training. Everyone—except those on long-term or maternity leave—has completed the training, showing our commitment to fairness and ensuring vulnerability awareness is embedded across SPEN.

- **96%** external contractors trained
- **99%** of internal staff trained

Identifying customers who need extra help

Helping our most vulnerable customers starts with finding them early. We know support only works if it reaches the right people at the right time. That’s why we focus on using data, local knowledge, and trusted community partners to make sure no one falls through the cracks.



Reaching and registering PSR-eligible households, and cleansing data records

We made strong progress this year in reaching more people with the support they need. Over the past 12 months, we added more than 102,000 households to our PSR, bringing us to 99% coverage of the eligible population.

That means:

- In SPD, we now have 769,628 households registered – slightly more than the estimated eligible population, at 100.4% coverage.
- In SPM, we’ve registered 626,074 households, reaching 97.3% of those eligible.

While SPD currently leads on PSR coverage, we’re working to close the remaining gap in SPM by applying lessons from successful community-led outreach. The two licence areas differ in demographic and geographic makeup: SPD includes urban centres like Glasgow and Edinburgh, whereas SPM spans a mix of rural and urban communities across North Wales, Merseyside, and Cheshire. These differences influence how customers engage with our services, and we continue to adapt our strategies to reflect local needs. Our focus remains on reaching those who may otherwise fall through the cracks – not just to meet licence obligations, but to ensure every eligible customer can access the support they need.

But we didn’t just focus on adding new names. We also worked hard to improve the quality of our data:

- Updated or cleansed over 176,000 records.
- Removed more than 81,000 outdated entries.
- Used smarter tools like tracking referrals and spotting unusual patterns to improve accuracy.
- Improved how we talk to customers about the PSR, including welcome and revalidation letters, using insights from customers with lived experience (see the ['Supporting customers during power cuts'](#) section for more).

We also introduced referral-level tracking and duplicate-matching logic to identify and cleanse overlapping or outlier records more precisely. This has improved register accuracy and reduced manual validation work. This means our register is not just bigger — it’s more accurate, better targeted, and ready to support customers when it matters most.

We also placed greater focus on identifying customers who rely on electricity for medical reasons, with over 90,000 registrations linked to vital equipment or conditions that rely on electricity (see the table on the next page). This allows us to better plan for emergencies and deliver services that reflect specific household needs.

Households registered

Coverage percentages based on ED2 fixed eligibility values

SPD

We now have 769,628 households registered – slightly more than the estimated eligible population, at 100.4% coverage.

100.4%
coverage

SPM

We’ve registered 626,074 households, reaching 97.3% of those eligible.

97.3%
coverage

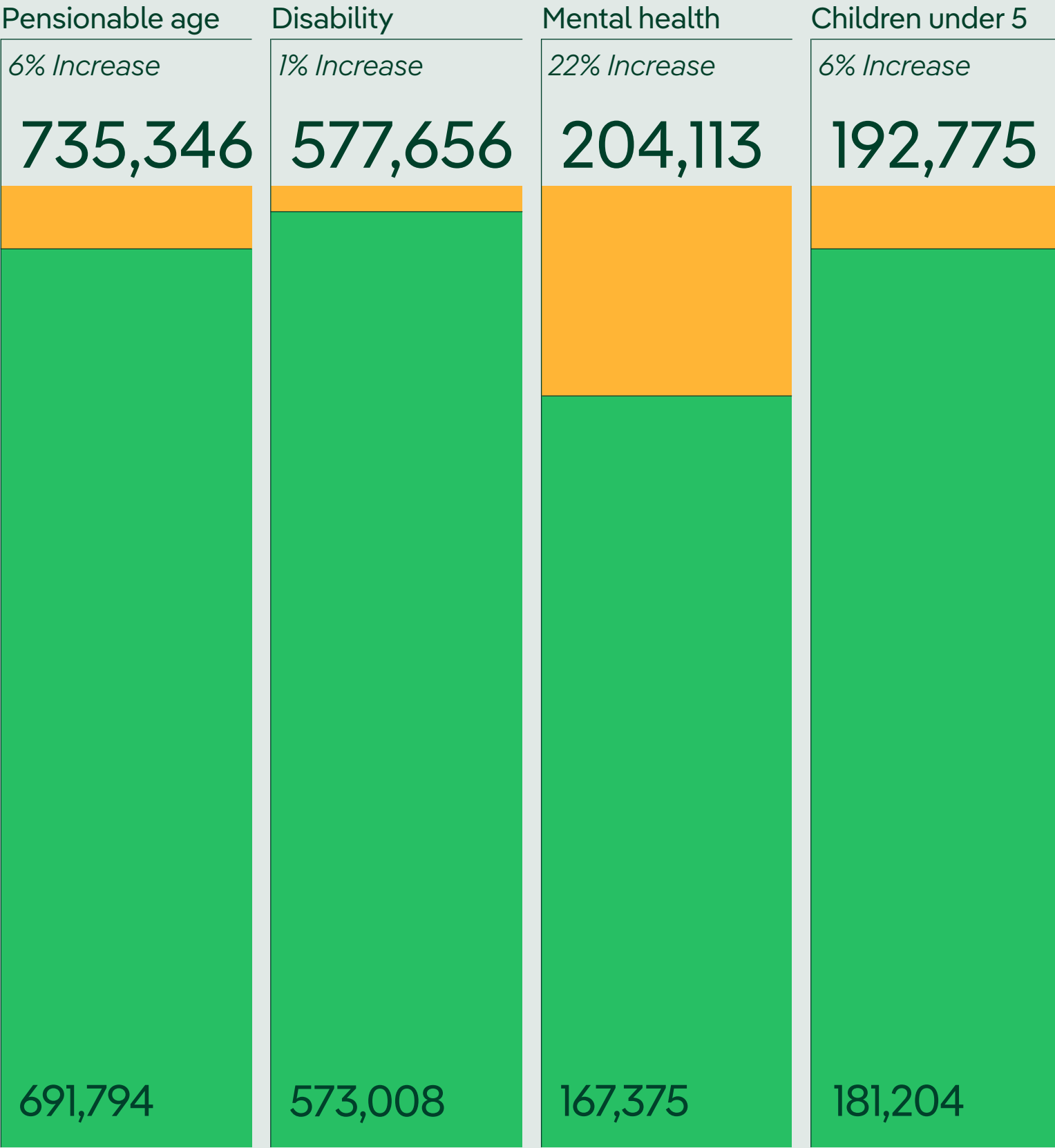
Who’s on the PSR?

Our PSR includes people with a wide range of needs. These are the four most common reasons customers are registered.

These categories help us understand our customers' everyday support needs and ensure that services are tailored to their challenges.

Registrations 2025

Registrations 2024

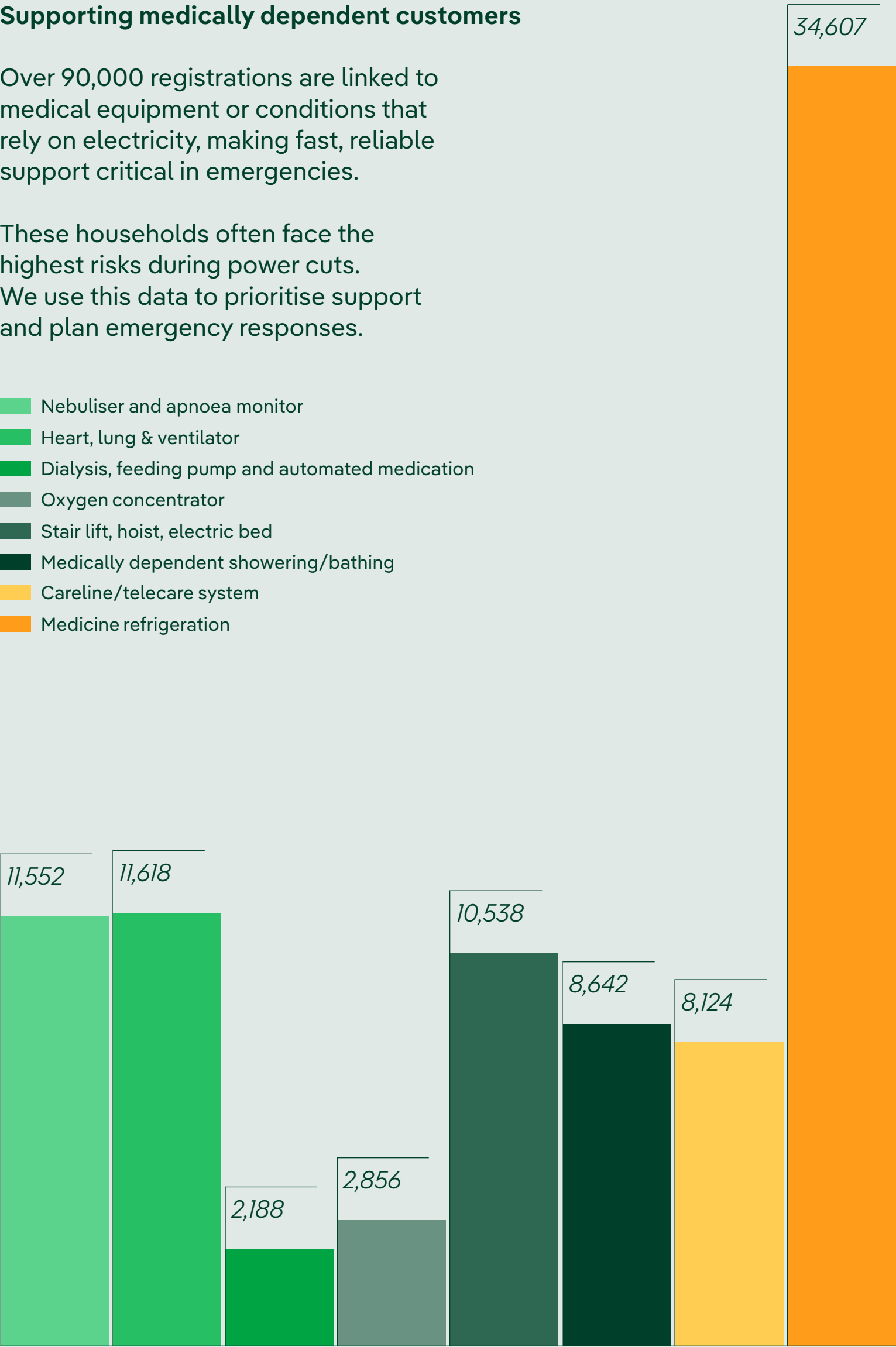


Supporting medically dependent customers

Over 90,000 registrations are linked to medical equipment or conditions that rely on electricity, making fast, reliable support critical in emergencies.

These households often face the highest risks during power cuts. We use this data to prioritise support and plan emergency responses.

- Nebuliser and apnoea monitor
- Heart, lung & ventilator
- Dialysis, feeding pump and automated medication
- Oxygen concentrator
- Stair lift, hoist, electric bed
- Medically dependent showering/bathing
- Careline/telecare system
- Medicine refrigeration



Updating our data to reflect real communities

To make sure our PSR continues to reach the right people, we reviewed our targeting using the latest 2021 Census data. The population has changed significantly since 2011, and we knew it was time to update our view of who’s eligible and where support is most needed.

While our previous OFGEM agreed ED2 benchmark data(used in earlier reporting) was based on 2019 population estimates and industry assumptions, the 2021 Census reflects more granular household data. Our coverage appears lower than before using this new benchmark, but this doesn’t mean we’ve slipped. It simply means we’re using a more realistic measure:

In SPM, we registered 629,784 customers this year to achieve a PSR reach of 93.2%. Below is a closer view on some of those customers:

Over 65	79.4%
Children under 5	66%
Disabled	104.7%
Non-English speaking	52.7%

In SPD, we registered 774,880 customers to achieve a PSR reach of 85.3%. Below is a closer view on some of those customers:

Over 65	73.4%
Children under 5	62.2%
Disabled	85.1%
Non-English speaking	32.2%

PSR Reach achieved in SPM

93.2%

PSR Reach achieved in SPD

85.3%

These PSR reach values are slightly lower than last year’s coverage, which was reported using the 2011 census data, reflecting our shift to a more up-to-date and realistic population estimate.

We’re the only DNO to benchmark PSR reach against the 2021 Census – a major step forward in transparency and targeting. We receive monthly, in-depth analyses that allow us to track progress with greater precision and adapt our outreach in near real time. This positions us at the forefront of data-led vulnerability strategy, helping us target support more effectively and close gaps others may miss.

Rather than relying on outdated figures, we’re now working from the best available evidence – and using it to spot gaps, include more people, and improve the quality of our register.

Our PSR recruitment programme

In 2024/25, we expanded the reach of our PSR by combining local events, national campaigns, and trusted partnerships. These efforts helped us engage new audiences, improve register accuracy, and reach communities that have historically been harder to support. We held 346 local outreach events across our licence areas, each designed to bring PSR information directly into the heart of communities. This year, we made a concerted effort to reach non-English speakers, given the difficulty in reaching this group, resulting in an additional 35,552 PSR registrations. We also focused on families with children under five, given our experience of how significantly storms impact them. Local resilience events and our work with Wrexham AFC and Glasgow Warriors resulted in an additional 29,709 PSR registrations.

Where possible, we used new tracking methods to capture how registrations were generated, allowing us to start assessing channel impact and shift our focus toward areas of greatest need. We organised our recruitment work around three core pillars:

1. Community outreach
2. Wider reach
3. Strategic partnerships

35,552

Non-English speakers added to PSR

29,709

Carers of children under five added to PSR

1. Community outreach

346 in-person events

We spent time on the ground with customers across our licence areas. Whether at community centres, Warm Hubs, or cultural events, our teams helped people understand the PSR and how it can support them – especially during emergencies.

Local outreach events

Held in the heart of local communities – including libraries, community centres and food banks – and co-hosted with trusted intermediaries. Our teams were on the ground, offering face-to-face support and responding to real-time needs.

Built trusted relationships in harder-to-reach areas, supporting PSR sign-ups through warm, informal conversations.

Warm Hubs engagement

Embedded our presence in local Warm Hubs during the cost-of-living crisis, often in partnership with councils and charities. These venues provided a safe, accessible space for conversations and support.

Created a relaxed environment for engagement – helping customers understand and access the PSR and energy-related support at a time of high need.

Emergency event support

Activated our community network following storms and severe weather, engaging directly with impacted residents using local mapping and outreach.

Helped customers recover and reconnect after disruption, while raising awareness of ongoing support available through the PSR.

Faith and cultural events

Attended cultural festivals and religious events – including a mosque-led initiative in SPD – in collaboration with community leaders. Examples include our presence at Dumfries Baptist Church in SPD and Carrington Mosque in SPM.

Reached linguistically and culturally isolated groups by showing up in trusted spaces and using culturally sensitive, face-to-face engagement.

PSR training

Delivered 15 frontline training sessions, often hosted in community venues, with charities and 13 local support organisations, such as Warmworks and Children First.

Upskilled 261 workers embedded in communities to recognise vulnerability and confidently refer eligible households to the PSR.

Spotlight: Targeted ESOL outreach to non-English speaking customers

Challenge: Non-English speakers are among the most underrepresented groups in PSR registrations – a challenge made worse by gaps in eligibility data not captured by the 2011 or 2021 census.

Action: We launched a targeted English for Speakers of Other Languages (ESOL) outreach programme in partnership with Glasgow Life. We implemented this to close this gap, and in direct response to feedback from our INZAC, an independent advisory group that provides expert, cross-sector insights on how to accelerate a fair and inclusive energy transition. These ESOL sessions are aimed at recently resettled or migrant members of our community, many of whom are unaware of their eligibility or face barriers in navigating support systems. The ESOL instructor works alongside our outreach coordinator, delivering PSR information in accessible formats and directly supporting customers to register.

Result: The pilot session, attended by 15 people who were taught to speak, read, and write English, resulted in three PSR registrations and seven fuel poverty referrals – all completed with interpreter support and direct assistance from the session facilitator.

Next Steps: Given the success of the initial pilot session, we plan to expand the approach with further sessions to assist with learning English and other areas of vulnerability, agreed in principle with Glasgow Life, West of Scotland Regional Equality Council and Edinburgh and Lothians Regional Equality Council, as well as working to establish sessions in our SPM license area.

2. Wider reach

more than 3.5 million households

Alongside face-to-face engagement, we broadened our reach through national campaigns, localised materials, pharmacy partnerships, and digital media. We also collaborated with Wrexham AFC and Glasgow Warriors to embed PSR and safety messaging into inclusive STEM education and community outreach, helping us connect with underserved groups in meaningful, lasting ways.

Winter preparedness campaign

covered in more detail in 'Supporting customer during a power cut'

We distributed our Security of Supply leaflet between September and October to 3.5 million premises across our licence areas. It provided PSR details, power cut advice, contact information, and accessibility guidance, ensuring all customers were informed and prepared for winter.

National Pharmacy Association project

Industry-wide collaboration with the National Pharmacy Association to distribute PSR materials via community pharmacies.

Delivered winter preparedness and PSR information through 10,000+ high street pharmacies, enhancing reach to medically dependent customers and those managing long-term health conditions.

Community poster/postcard drops

To reach the communities we serve, we hand-delivered 95,000 posters and postcards to community hubs across our licence areas. This targeted approach helped us connect with harder-to-reach areas, sharing key information about who we are, how to contact us during a power cut, and our Priority Services Register.

Influencer campaigns and partnerships

We partnered with ambassadors and influencers to raise awareness of the PSR, our services, and power cut support. This highly targeted campaign generated 55 social media posts, which were viewed over 420,000 times. This helped us reach audiences, including harder-to-reach communities, through trusted voices and relatable content.

Media coverage

We secured significant media coverage, including a campaign with ambassador Jennifer Reoch, who celebrated SP Energy Networks' storm heroes. This activity helped amplify our winter messaging, with our articles published 238 times and an estimated reach of 237.4 million impressions, demonstrating strong public engagement and recognition.

Out-of-home advertising

We delivered a high-impact presence across rural and urban areas using OOH formats, phone kiosks, buses, rail, and digital billboards. Dual-language formats in Wales supported accessibility. The campaign raised awareness of our services and the 105 number, with 241 million impacts.

Wrexham AFC

Partnered on youth and community outreach, delivering STEM, PSR, and safety education through matchday activities and community events.

Reached diverse audiences across North Wales. 80 Y3 girls from the Wrexham area were invited to attend PSR-integrated football/STEM day. Events supported by local leaders and bilingual materials.

Glasgow Warriors

Delivered inclusive STEM and safety education through rugby-linked activities (e.g. Women's Coaching Programme, Charity Day, Quiet Sessions).

Direct PSR engagement with thousands of fans, young people, and underserved community groups. First Additional Support Needs STEM Day delivered in Feb 2025.

3. Strategic partnerships

to reach even further

We strengthened our collaboration with water companies, gas networks, and trusted advice charities to improve PSR visibility and data quality. Through reciprocal data sharing and cross-referrals, these partnerships enabled us to update thousands of records, identify eligible customers, and support people we may not have reached through our own channels.

Water companies

(e.g. United Utilities, Severn Trent Water, and Welsh Water)

Shared PSR data with reciprocal agreements in place.

58.2k PSR records received, 56.1k+ shared out; 3.8k new PSR entries, 19.5k records updated.

Gas Distribution Networks

(e.g. Wales & West Utilities, Cadent)

Worked closely through joint working groups and reciprocal data sharing.

4.3k PSR records shared by GDNs.

Support partners

(e.g. Home Energy Scotland, Citizens Advice)

Received and cross-referenced referrals via trusted advice agencies.

19k sign-ups completed, including 2k+ provided from Home Energy Scotland.

Enhancing PSR Data Quality

As mentioned earlier in this section, we have already registered around 99% of eligible households on our Priority Services Register (PSR). While reaching every eligible household is important, it is just as important to make sure the information we hold about our customers' needs is accurate and up-to-date. This helps us provide the right support, to the right customers, at the right time.

This year, we introduced a first-of-its-kind PSR Data Quality Solution. This innovation processes many different data sources and uses machine learning to assign a 'Data Quality Risk Score' to each individual PSR record, enabling us to proactively identify records that are most at risk of being out-of-date or inaccurate. This new approach adds a layer of sophistication to our periodic PSR data update campaigns, introducing the ability to focus our efforts and leading to a targeted, efficient, and predictive PSR data quality management strategy.



How the Data Quality Score works

The Data Quality Score is derived from two key components:

Territorial Overestimation Score

The tool leverages census and Energy Performance Certificate (EPC) data to estimate the expected PSR registrations at the neighbourhood level across our network. By comparing these estimates with the actual PSR count across each need code, we can detect over- or under-registration, highlighting potential systemic data quality issues across certain areas.

Obsolescence Score

The tool evaluates the relative age of individual PSR records within each PSR vulnerability category. Records with significantly higher-than-average age are marked as higher risk, allowing us to focus validation efforts on those most likely to be outdated.

Next Steps

In the coming weeks and months, we will employ the insight generated by the PSR Data Quality Solution. This engagement won't only lead to a significant data quality improvement, but will also allow us to forecast with greater accuracy risk scores to further refine and improve our targeting efforts.

We will also continue to expand this innovative solution, considering the introduction of additional components to the Data Quality Score. These enhancements will allow us to develop more refined risk assessments and increase the model's predictive power, ensuring our data quality efforts remain robust.

Enhanced VEST Tool

To stay ahead of changing needs, we're upgrading the VEST tool to identify not just who needs help, but what kind of help will work best. The improved version uses a dual-lens approach, looking at both:

- A person's circumstances (like income, health, or digital access)
- The physical features of their home (like space for a heat pump or solar panels)

This means we can more effectively target support, plan for area-wide improvements, and increase the social value we deliver through our partners.



The enhanced tool includes three major upgrades:

Updated personal vulnerability index

We're refreshing our 'at risk of being left behind' index, which was first launched in 2023. This includes new research on how people think and feel about LCTs and how their personal situations affect their ability to participate in the energy transition.

New property-level readiness models

We're building machine learning models to assess how ready a home is for LCTs like Electric Vehicle (EV) chargers, heat pumps, or solar panels. These models use new datasets, including satellite and street view images, to understand things like driveway space, roof size, and off-gas status.

Smarter insights for targeting and planning

For the first time, internal teams and delivery partners will be able to combine social and property data to:

- Have more targeted conversations at the household level.
- Spot the best areas for group upgrades.
- Align customer readiness, funding, and network capacity to open "windows of opportunity" for cost-effective low-carbon rollout.
- Explore wider uses like supporting flexible markets or network planning.

The new version of the VEST tool will be publicly available via our website and include interactive dashboards by the Local Authority and LSOA by Q1 2026. We'll also train our teams and external partners on how to use it, not just for service delivery, but for community engagement, self-referrals, and local outreach.

Supporting customers during power cuts

Making sure our customers get the support they need before, during, and after power cuts is an important part of our role as a DNO.

We know power cuts can be stressful, especially for customers who need extra help, so we always aim to reduce worry and risks to our customers’ wellbeing by planning ahead, communicating clearly and quickly, providing frequent updates, and constantly improving our service.

In 2024/25, we provided support to thousands of customers affected by power cuts. Our customers rated this support very highly throughout the year, achieving an impressive PSR satisfaction score of over 9.05/10 across both our SPD and SPM license areas. This positive feedback continued even during Storms Darragh and Éowyn, the two largest storms we have ever experienced and which caused significant disruption. Storm Éowyn was especially severe, triggering a red “danger-to-life” weather warning, with wind speeds as high as 101 mph.

9.05/10

PSR customer satisfaction score

Continuing to support customers during power cuts

We provide a wide range of services to support customers before, during, and after power cuts.

This year, we delivered:		
Service	Supported and delivered this year	
Customer communications		1,749,080
Unique visits to the Power Cuts page our Website	(Nearly half during Dec-Jan storms)	3,711,195
Voice to landline updates		388,621
IVR messages received		180,991
PSR line calls		17,889
Meals & accommodation	Meals reimbursed (over £3.1m in value)	18,278
	Meals provided from hot food trucks	33,000
	Hotel stays covered	1,831
Generators provided during storms	Generators provided	435

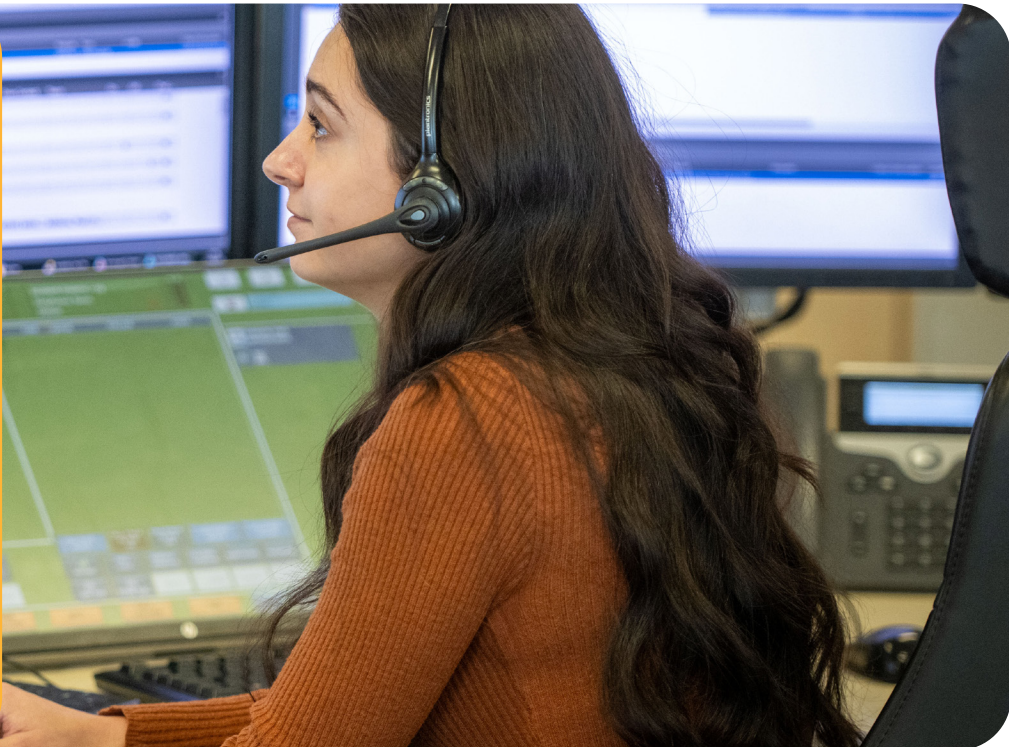
Improving how we communicate with customers

This year, we put extra effort into making our communications clearer and easier for everyone to access. Clear communication is important, especially during stressful events like power cuts, as it helps customers feel informed and reassured.

We improved our website’s accessibility by adding the ReciteMe toolbar, a tool designed to help customers who might have difficulties using websites. This toolbar offers text-to-speech functionality, translates content into over 100 languages, and allows users to adjust font sizes, colours, and spacing. It also includes helpful reading tools like screen magnifiers and rulers, making our website easier to use for all customers.

“We bring the voices of ‘lived experts’ – people with lived experience of challenging circumstances such as disability, health conditions, neurodivergence, and financial problems – into SPEN, to help the business better understand, and ultimately better serve, customers like these. The sessions are always enlightening, revealing insights on how vulnerable circumstances play out for energy customers when, for example, understanding and signing up to the PSR, or when a power cut hits.”

Jan Levy, Managing Director of Three Hands.



Since launching ReciteMe in December 2024, we’ve seen strong customer use:

An average of 1,331 different customers used the tool **each month**, demonstrating its usefulness to customers.

Customers viewed 22,078 pages in total using the toolbar.

On average, each customer viewed 3.77 pages per visit, compared to the usual average of 2.8 pages for similar websites.

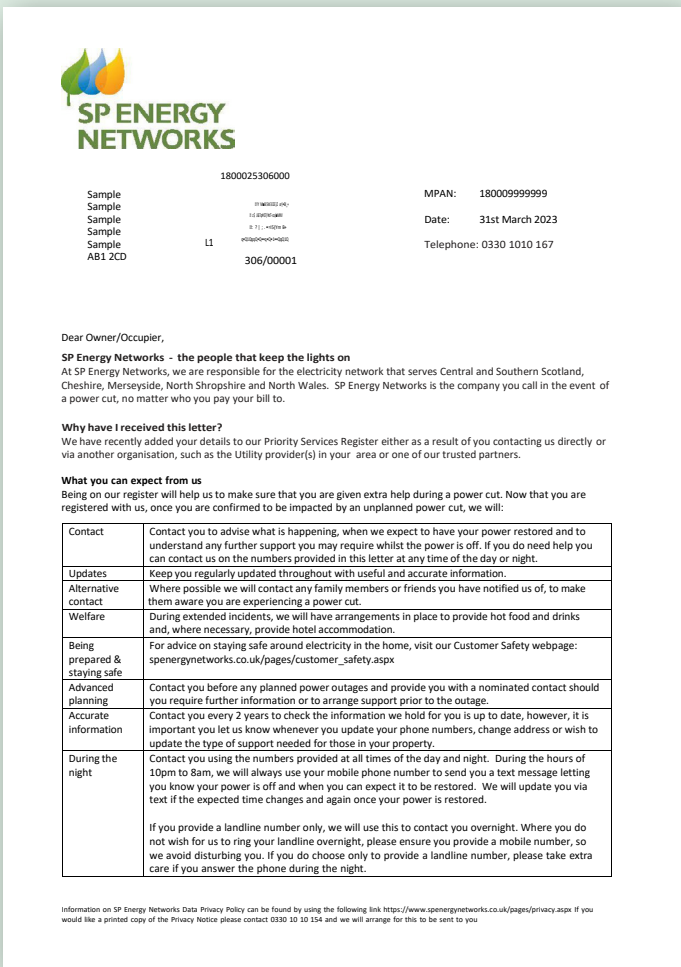
We also worked closely with people who have personal experience of vulnerability, partnering with Three Hands. Three Hands helps businesses to learn directly from people with lived experience of vulnerability, using these social insights to develop more empathetic leaders, improve customer understanding, and drive meaningful, socially responsible change. They helped us improve how we communicate, ensuring our messages are clear, friendly, and easy to understand for everyone. In 2025/26 we have more work underway to further enhance our website.

THREEHANDS INSIGHT

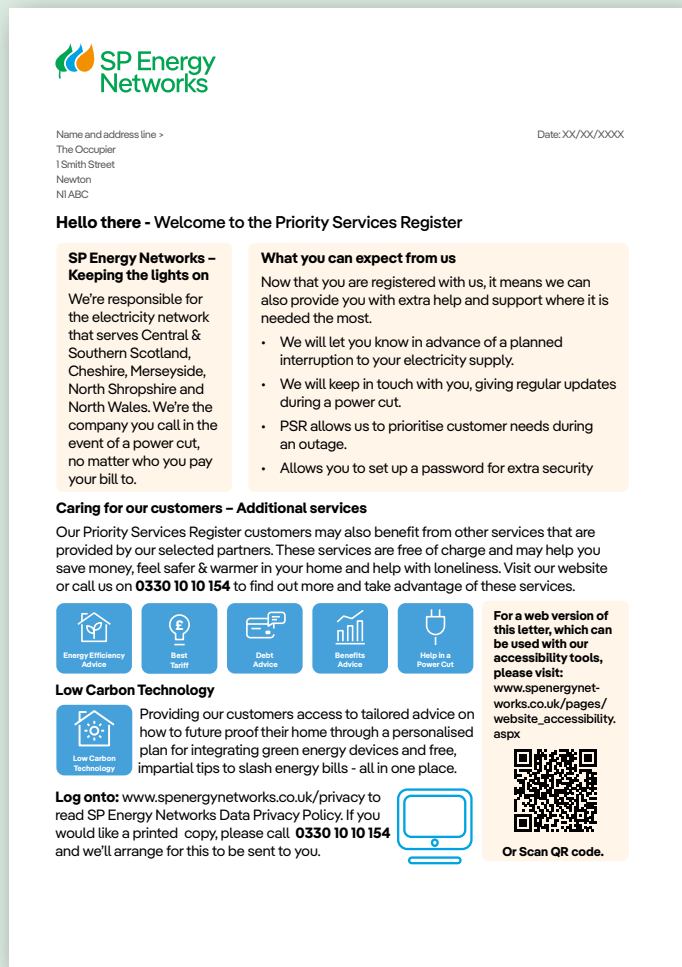
Improving Customer Communications with Three Hands

Over the past year, we improved how clearly and easily we communicate with our customers by working directly with people who understand vulnerability from their own experience. We partnered with Three Hands, which help us ensure our communications are easy to understand, reassuring, and useful, especially during power cuts. We did this through two phases:

Before



After



Phase 1: ‘Outside-In’ workshops

First, we joined a project led by Three Hands and participated in by other utilities across the UK, working closely with customers who have experienced vulnerability. Together, we reviewed important topics like our PSR, how we communicate with customers, and how we make our communications accessible to everyone. Their feedback led to several important changes, such as:

How customer feedback from Phase 1 workshops improved our communications

CUSTOMERS TOLD US	WHAT WE CHANGED
Colours, pictures, fonts, and layout are important to make documents clear and friendly.	Based on stakeholder feedback, we redesigned key PSR materials – like our welcome letters (as shown in the image below) and the Security of Supplies leaflet – to make them clearer, simpler, and more visually appealing.
It should be easy to contact someone at SPEN quickly, especially during emergencies.	We made our contact numbers more visible and easier to find on all important customer documents.
Customers should have a choice about how they receive information.	In our PSR welcome letters, we clearly explained different ways customers can contact us and highlighted our new ReciteMe website tool.

1.

Phase 2: ‘Living Labs’

A closer look at our communications

The insights from Phase 1 showed us how valuable the workshops are; as such, we extended our partnership with Three Hands to run collaborative workshops tailored to our needs, continuing to work directly with customers who have experienced vulnerability.

In these sessions, we looked closely at our winter preparedness communication, the PSR sign-up process, and customers’ experiences during power cuts. The ‘Living Labs’ sessions focused especially on how we could improve our website, which is currently being redesigned. We listened carefully to the advice we received and made important changes:

“It is a joy to be part of something where there is so much engagement and energy from each side, and I value that sense of really being listened to—with a genuine appreciation for what we have to say.”

Customer who participated in the Living Lab sessions.

How customer feedback from our ‘Living Labs’ sessions improved our website and online communications

CUSTOMERS TOLD US	WHAT WE CHANGED
Use simpler language that’s easy to understand.	We brought in a copywriter to make sure our website and communications use clear and simple language.
Include more pictures and visuals to help explain information.	We’ve added more images to our communications, and our new website design will also include more helpful visuals.
Clearly explain the difference between SPEN and energy suppliers like Scottish Power, as customers find this confusing.	We created new FAQs that explain clearly what SPEN does and how it differs from energy suppliers like Scottish Power.
It’s important to stay updated during power cuts, especially for families needing extra support.	We’re now adding a feature to our website so customers can easily get text updates during power cuts. This adds to our existing support, where customers would call us to receive information on power outages.
Some terms we use are confusing and difficult to understand.	We changed confusing terms, such as replacing ‘Low Carbon Technology’ with simpler phrases like ‘Energy Efficiency’ or ‘Improving your home’.

2.

Winter performance: How we prepared, responded, and learned from storms

This section explains how we prepared customers for winter and severe weather, the extra support we provided during power cuts, and how we ensured customers received the help they needed afterwards.

3.5m

homes received winter advice

88

storm preparation events

411

winter warm packs provided

Preparing our customers for winter power cuts

We know power cuts, especially during winter, can be stressful. That’s why we make sure our customers have clear, helpful information well before storms happen, helping everyone feel safer and better prepared. This year, we took several important steps:

Sent winter advice to 3.5 million homes: Every customer received our Security of Supply leaflet, providing simple, practical advice about what to do during a power cut and how to get extra support through our PSR. As described above, with help from Three Hands and customers with personal experience of vulnerability, we made our leaflet clearer and easier to use.

Participated in 88 community events to help customers prepare: We continue to tailor our approach to supporting customers based on the specific needs of the communities we serve. As part of this ongoing effort, and in a bid to connect with hard-to-reach customers, we organised events in areas more likely to experience power cuts, which we identified due to the ageing or remote nature of the network and from historical analysis of power cuts. At these events, we gave practical advice about preparing for power cuts, such as having essentials like power banks and torches at hand. We also helped customers with medical needs or those who rely on electricity for critical equipment by encouraging them to register on our PSR and prepare their own emergency plans, like having back-up power options and enough supplies of water and medication.

Example Event – East Lothian Resilient Communities (ELRC): After Storm Éowyn, we joined this event with 120 people from local communities, councils, schools, and charities. We helped the community learn how to stay safe during storms, improving local awareness of our PSR.

We strengthened the relationship between SPEN and local support groups to increase resilience during any future emergency. As a result of this event, customers in this area will be better prepared for future winter storms.

Gave winter warm packs to 411 of our most vulnerable customers: Working closely with charities and healthcare organisations, we gave out 232 specially prepared winter warm packs to customers who were most at risk during power cuts. Further, through in-person interactions with vulnerable customers and through our contact centre, we directly provided 179 winter warm packs to vulnerable customers. This year, we improved these packs, with the new packs containing sustainably made woolly hats, socks, gloves, blankets, and hand warmers. Each pack also included a glow-in-the-dark power bank torch designed for people with visual or mobility challenges, a wind-up torch as a backup light source, and a rechargeable light bulb which provides 24 hours of light.

Ran our winter awareness campaign: Our annual winter campaign builds on the Security of Supply leaflet, mentioned above, and increases winter preparedness by helping customers remember the national power cut emergency number (105) and encouraging eligible customers to sign up to our PSR. As severe weather has become more common, this campaign has grown even more critical. This year, we reached a large number of customers through several channels, as demonstrated in the opposite.

These actions ensured our customers felt supported, informed, and ready to cope better with winter storms and power cuts.

How we communicated	Description	What we advertised	Number of people reached
Video adverts on ITVX, STV, Channel 4, Sky, and Samsung TV	Two short videos about contacting us during power cuts and registering for the PSR.	PSR and 105 emergency number	2.2m impressions
Channel 4 AdPause	When viewers paused their TV programmes, our helpful ad appeared on-screen.	PSR and 105 emergency number	146k impressions
Outdoor advertising (bus stops, phone boxes, and billboards)	Posters and digital screens across busy areas, activated during storms.	PSR and 105 emergency number	241.9m adult impacts
Social media adverts (Facebook/Instagram)	Easy-to-see posts reminding people about our PSR and the 105 number.	PSR and 105 emergency number	13.9m impressions (55.3k clicks to the SPEN website)
Online videos and digital ads (YouTube)	Short video ads about what to do in a power cut.	105 emergency number	18.8m impressions
Radio adverts	Short adverts played regularly on local radio stations between January and March.	105 emergency number	28.4m impacts
Community outreach	Delivered 95,000 posters and postcards directly to community centres and local groups.	PSR and 105 emergency number	Printed 95,000 English postcards, 26,000 Welsh postcards. In Scotland we reached 1,380 sites, in England 720 outlets and in Wales 780 outlets
Influencers and ambassadors	13 influencers created 33 social media posts, reaching new audiences.	PSR and 105 emergency number	420.5k views, 18.3k interactions
News and media articles	238 articles featured in the media, spreading awareness widely.	PSR and 105 emergency number	237.4 million impressions

Helping customers during power cuts

Throughout the year, we worked hard to provide quick and reliable support whenever power cuts happened. During this winter, we faced especially challenging storms, including two major ones:

Darragh, which impacted 171,900 households and Éowyn, which affected 270,000 households.

Despite these challenging conditions, our teams worked around the clock to ensure that customers received the help they needed. The table opposite summarises the help we provided during these severe storms.

In addition to the services presented in the table below, we also set up safe, comfortable “Warm Hubs” in small businesses and community centres in areas hit hardest by storms. Warm Hubs are safe and inclusive spaces in communities where customers can keep warm, receive refreshments, and receive advice on energy saving and storm preparedness. We provided generators at these sites so customers could stay warm and safe even without power. In total, we opened 40 Warm Hubs across our communities, offering hot food, drinks, and a welcoming space during the outages, as well as running food trucks which provided 33,000 hot meals to customers and carried out 1400 face-to-face welfare checks. PSR registered customers were extremely happy with our services, rating them 9.05/10 across the year.

Customers supported during Darragh and Eowyn

Contacted medically dependent customers proactively	139,530
Total calls handled (incoming / outgoing)	223,360
Text messages sent to PSR customers	59,257
Voice alerts sent to PSR customers	35,253
Generators provided	435
Hotels arranged or reimbursed	1,946
Hot meals vouchers provided	8,118

Improving our Warm Hub service

Challenge:
Severe weather is becoming more frequent with worsening storms. While our Warm Hubs worked well during Storms Darragh and Éowyn, we believe there is more we can do to make these hubs even better in the future.

Action:
In the first phase of this project, we carefully reviewed data from recent storms to identify the areas most at risk and have compiled a list of suitable locations for future Warm Hubs. We’re working to make our Warm Hub network more effective, especially in communities most likely to experience power cuts.

Results:
This groundwork enables us to identify the most effective hubs, build strong local partnerships, and lay the foundation for a resilient support network ahead of future storms. The Warm Hub initiative marks a significant step toward achieving our aim to have an established, reliable Warm Hub network across our license area that will allow us to proactively prepare for severe weather and react quickly to faults and emergencies.

Next Steps:
In the next stage, we’ll work directly with these local Warm Hubs to ensure they have all the information they need during power cuts, such as who to contact for help, safety advice, and practical tips for supporting their communities. Through these partnerships, we’ll also help spread important information, like encouraging people to register on our PSR and raising awareness of our support for customers facing fuel poverty or looking to adopt energy-saving technologies.

Supporting customers after power cuts

After major storms, we operate a dedicated support service that we refer to as our Storm Bureau to offer further help to customers who were impacted by power cuts. The Storm Bureau assists customers with queries and proactively paying compensation for hotels and food.

This year, we’ve increased the Storm Bureau’s resources significantly to ensure quicker, more effective support. So far, we have handled over 15,000 phone calls and responded to 5,700 emails from customers needing help.

From customers needing help, so far we have handled over:



Lessons we learned this year and how we'll improve next year

The table to the right shows the main lessons we learned from the 2024-2025 winter period, especially from handling major storms, along with the actions we're taking to do an even better job next winter.

171,900

customers impacted by Storm Darragh

270,000

customers impacted by Storm Éowyn

Lessons from the previous winter and how we'll improve ahead of the next

Commitment	Description	Expected outcome / benefit
Before storms	Clearer customer communications: Customers with lived experience told us that some of our materials about preparing for storms and power cuts could be simpler, clearer, and more user-friendly. They suggested improvements in language, design, and visual presentation.	We'll continue working closely with these customers to keep making our communications clearer and easier to understand. We'll completely redesign our Security of Supply leaflet, which we send to every customer before winter. We'll also use their advice to improve our website, ensuring it's helpful and easy to use for all customers.
	Better organised Warm Hubs: Although we successfully set up 40 Warm Hubs during our last storm, we found gaps where hubs weren't fully established in all the areas that needed them.	By next winter, we will have identified and listed all suitable Warm Hub locations, especially in areas more likely to face power cuts. We'll also build strong relationships with these local communities to ensure hubs can be quickly opened and properly supported when storms occur.
	More generators needed: This year's storms were severe, leading to a large increase in customer requests for generators. To meet demand, we had to rent extra generators and seek support from other network companies.	We've reviewed this carefully and will increase our stock of generators ahead of next year's storm season. This will reduce stress, provide quicker support for customers who must leave their homes during extended power outages, and give us greater flexibility to accommodate differing needs, such as customers who own pets.
During storms	Improving hotel accommodation process: This year, the demand for hotel rooms was significantly higher than usual, increasing fifteenfold from previous years. We recognised that our process for booking hotel stays needed improvement, especially as severe storms become more common.	We've created a simpler, faster way to book hotel rooms for customers during storms. This will reduce stress and provide quicker support for customers who must leave their homes during extended power outages.
	Strengthening community planning with Local Resilience Forums (LRFs): We regularly meet with local planning groups (LRFs) to prepare for winter. However, recent severe storms showed we could do more to support these groups, especially in more severely affected communities.	We've already started working more closely with Local Resilience Forums, local councils, and community groups to better coordinate emergency plans and resources. This will help everyone respond faster and more effectively, providing improved support for communities during and after storms.
	Learning from vulnerable customers impacted by storms: We worked with a group of customers impacted by the last major storm to become an ongoing trusted focus group to test our improvements and provide feedback on them.	This enables us to deliver support in the event of an outage, which is tailored to our customers' lived experiences and continuously improved to meet their needs.
After storms		

Supporting customers in Fuel Poverty

We’ve grown our fuel poverty support this year, delivering 22,755 support services to customers via tailored advice and practical help.

This support made a real difference, delivering over £10 million in Net Present Value (NPV) to households over the past year. We work closely with trusted partners and use data to ensure help goes to the people who need it most. We’re on track to reach our ED2 target of supporting 60,000 customers with tailored fuel poverty interventions by the end of the period.

The growth in our fuel poverty support has been in direct response to feedback received from our partner organisations, who are experiencing overwhelming demand from customers for fuel poverty support. Additionally, a common theme expressed by vulnerable customers is that they lack the knowledge or understanding of the support available to them from the government.

We understand that customers are often in crisis by the time they come to discuss fuel poverty with us. Acknowledging this, we ensure that sufficient time is dedicated to vulnerable customers to provide them with the full range of support services available. We also always follow up with approachable and easy-to-digest language to make support material as easy to understand, even during these incredibly stressful times.

How we deliver tailored advice and measurable financial impact

Our approach follows three key steps:

Finding the right people

We identify households at risk of fuel poverty through **Data tools** like the VEST system, which highlight areas most in need.

Referrals from community partners who work directly with vulnerable people.

Outreach and events in local communities, which help us connect with people who might not otherwise come forward.

Offering practical support

Once identified, customers receive targeted help through one or more of the following services:

Tariff switching
Helping people move to cheaper or more suitable energy tariffs.

Income maximisation
Checking eligibility and helping apply for benefits, grants, and discounts.

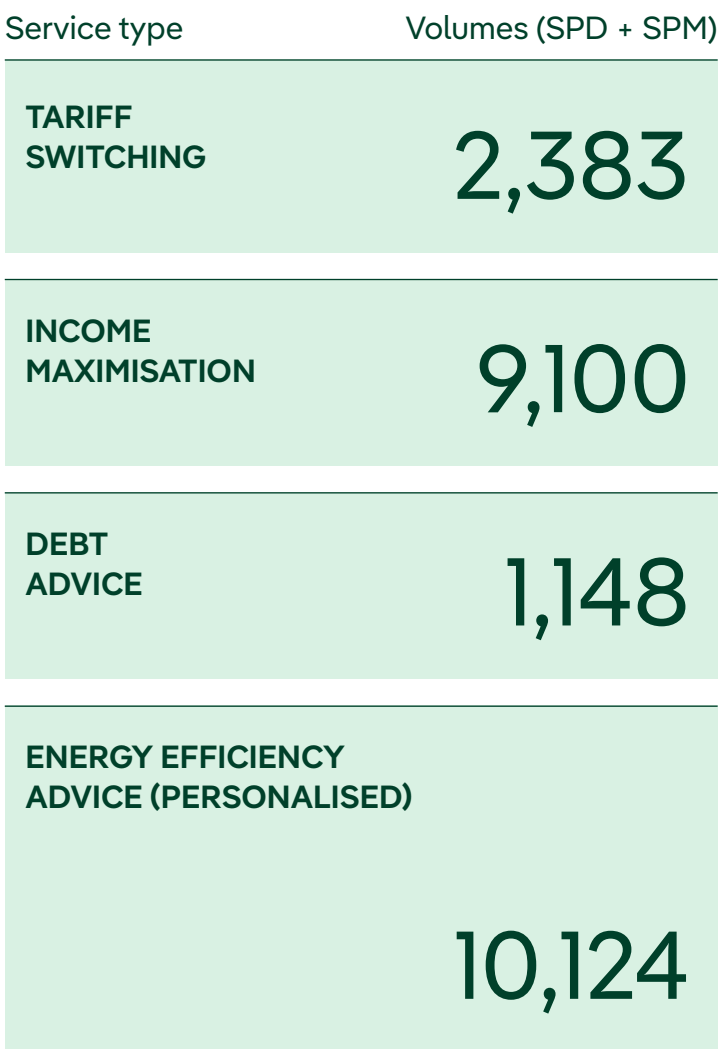
Debt advice
Giving confidential support to manage and reduce debt.

Energy efficiency advice
Sharing tips and resources to reduce energy use and cut bills.

All of this is delivered by trained advisors (funded by SPEN) who work closely with customers to understand their needs and build long-term stability.

Working with trusted partners

We deliver these services through expert partners who are active across our regions. Each is chosen for their ability to make a real impact and their strong roots in local communities.



Energy Efficiency Advice (personalised)
Service is delivered by:



What customers think
Satisfaction with our fuel poverty support remains high across both licence areas:

CSAT scores by region and delivery partner		
Licence area	Delivery partners	CSAT score
SPD	Citizens Advice	9.45
SPD	Hope 4 U	9.63
SPM	Citizens Advice	9.59
SPM	Hope 4 U	9.46
Combined		9.54

The financial impact

We use the industry recognised SROI methodology to calculate the value our programme delivers. This includes both immediate savings and longer-term financial improvements for customers, as outlined in the table below.

Social value generated from fuel poverty support	
Metric	Value
Net benefits generated in Y2 (Overall)	£10,534,056
Gross benefits (Financial savings only, Y2)	£12,684,871
Unlocked net benefits by end of ED2 (Overall)	£18,768,110

NPV reflects the long-term financial return of our support by comparing the value of future benefits against the costs to deliver them. We report NPV in line with the industry-wide approach to social value to show a consistent, comparable impact over time.

These results show that our targeted support is not only helping people today — it’s also delivering lasting benefits. The support delivered this year will unlock value which will continue to benefit our customers for the rest of ED2.

Support that really makes a difference

Behind the numbers are real people facing difficult choices. These stories show how our support has helped households reduce bills, access benefits, and feel more secure, especially during moments of crisis.

Switching energy tariffs and unlocking up to £660 in annual savings for a part-time worker

A part-time worker nearing retirement came to us worried about rising bills. She received personalised help to switch to a fixed-rate energy plan, saving over £36 per month. A benefits check revealed she was also eligible for a £55 monthly council tax discount, adding up to £660 in yearly savings.

She also received energy-saving advice and was helped to register for the PSR, which she hadn't known about before.



“They have been very helpful... I am very vulnerable at the moment, but it has been amazing. I’m getting more heat, and it’s been helpful and beneficial to me – otherwise I wouldn’t have been able to put money in my meter.”

£16.5k annually in missed support uncovered for a parent in hardship

After losing their job, a parent contacted our advisors to help manage rising costs. A full financial review uncovered over £16,500 in additional annual support, including:

- £4,258 Carer Support Payment.
- £9,866 Universal Credit.
- £1,435 Scottish Child Payment.
- £1,024 Council Tax Reduction.

They were also helped to apply for the PSR and Warm Home Discount, significantly easing pressure on the household.



“I’m not in a great financial situation right now, and it’s a lot of worry off my mind – and money off my electricity.”

Supporting a resettled family, saving over £300 per year

A resettled family struggling with high energy costs received:

- A cheaper tariff, saving £300 per year.
- £158 in emergency fuel vouchers (funded by SPEN).
- A PSR registration and a heating system check.
- A referral to Business Gateway for self-employment support.

The advisor’s ability to speak the client’s language built trust and encouraged ongoing engagement.



“It has helped me tremendously, especially with the cold spell we’re having at the moment... They have really, really, really helped me out.”

Project WARMTH – Exploring a new way to deliver support

We’re working on a new idea called Project WARMTH – short for Wellbeing and Resilience through Medical-Thermal Heating. It’s based on the Warm Home Prescription model, which helps people whose health is affected by the cold by giving them fuel vouchers or funding for home improvements.

Under this model, we would partner with health practitioners to identify customers who suffer from cold-related health issues. We would then target these customers with holistic support aimed at making their home warm and dry. This will amplify the impact of our support, supporting customers financially while radically improving their health and wellbeing. WARMTH promises to deliver significant benefits to both customers and public health services.

This approach has mostly been used by charities, the NHS, and energy advice groups. We’re exploring how electricity networks like ours could play a direct role in helping deliver this kind of support.

Project WARMTH is our way of exploring how we can go beyond keeping the lights on – and start playing a bigger role in keeping customers healthy and safe at home.

- What we’ve done so far:
- Mapped the system – We identified all the key organisations involved in the current model, from GPs and social prescribers to charities and councils.

Reviewed customer journeys – We studied how customers currently access support and looked for ways to make it easier or more effective.

Explored the data – We began working out what data would be needed to measure the impact properly, including potential NHS savings from fewer hospital visits and better health outcomes.

Listened to partners – We’ve spoken to a wide range of stakeholders, including the NHS, Public Health Scotland, NEA, NEA Cymru, and the University of Edinburgh, Marie Curie, The Children’s Society, Health Innovation North West, Smart DCC, and Gwynedd Council.

- What’s next:
- Now that the groundwork is done, we’re getting ready to run real-world trials. This includes:

 - Designing pilot models that DNOs like us can deliver.
 - Continuing to work closely with experts and community partners.
 - Finding the right households to participate in and benefit from the programme.

Supporting the transition to low-carbon technologies

We want everyone to be part of the journey to a greener energy future, not just those who can already afford it or know where to start. That’s why we’ve built a programme to support customers who might otherwise be left behind.

We’re committed to making sure every customer can benefit from the shift to LCTs. Our programme combines early identification, personalised advice, and strong local partnerships to ensure no one is excluded from the transition.

Through our interactions with customers and trusted partners, we have come to understand that one of the main challenges faced by customers is that they are unaware of or do not adequately understand what LCTs are. Additionally, there is a lack of knowledge about the initiatives and grants available to support them in purchasing LCTs. This has been a significant learning for us, which we have sought to address through advertising and marketing, to help build knowledge and trust with our customers.

How we deliver tailored advice and measurable financial impact

Our approach follows three key steps:

Finding the right people

We identify customers at risk of being left behind using a mix of data and direct engagement:

Frontline engagement
Our teams speak to people directly at community events, home visits, and LCT-focused sessions.

Partner referrals
We work with trusted groups such as local authorities and community organisations who connect us to customers in need.

VEST tool
Our in-house vulnerability mapping tool highlights areas where take-up of LCTs is lagging.

Fuel poverty crossover
Many customers we support financially also need help exploring low carbon options.

Customer queries
Some people come to us directly via help lines or advice sessions, asking about grants or upgrades.

Offering practical support

Once identified, customers are offered the type of support that suits them best:

Advice line
Easy-to-understand guidance on LCTs, how to install them, and what support is available.

Personal plans
Tailored home assessments showing what technology could work, how much it might save them, and what funding they could access.

Client journeys
End-to-end support from start to finish for customers needing more hands-on help.

LCT guides
SPEN developed printed and digital self-help guides for customers who prefer to explore at their own pace.

Working with trusted partners

We’ve partnered with Changeworks who have set up the Green Energy helpline, and the Energy Saving Trust who have launched Energywise, and are delivering this support across our regions. We also send LCT guides directly to customers to make advice more accessible.

In year 1, we placed contracts and ensured we had the right contracts in place so that during year 2, these contracts and services were mobilised. We have full confidence that we will achieve our goal of reaching 40,000 services delivered.

Service type	Volumes (SPD + SPM)
ADVICE LINE	420
PERSONAL PLANS	362

Both services are delivered by:

GREEN ENERGY HELPLINE FROM
CHANGEWORKS.

energy saving trust

What customers think
These services don’t just reach people - they’re appreciated. Satisfaction scores across our delivery partners suggest a solid level of trust and usefulness in the support provided.

Licence area	Partner	CSAT score
SPD	Changeworks	8.86
SPD	Energy Savings Trust	7.71
SPM	Energy Savings Trust	8.00
Combined		8.41

The financial impact
Our support is delivering real financial results for customers. Based on our SROI methodology:

Social value generated from low-carbon transition support	
Metric	Value
Net benefits generated in Y2 (Overall)	£179,765
Gross benefits (Financial savings only, Y2)	£294,384
Unlocked net benefits by end of ED2 (Overall)	£1,091,102

NPV reflects the long-term financial return of our support by comparing the value of future benefits against the costs to deliver them. We report NPV in line with the industry-wide approach to social value to show a consistent, comparable impact over time.

We expect that the support delivered this year will unlock value which will continue to benefit our customers for the rest of ED2. These benefits will accumulate to the impact of everything we delivered in year one, and continue throughout ED2.

Bringing our support to life

Helping a vulnerable homeowner with energy and transport advice

A low-income homeowner came to us concerned about high energy bills. Our advisors discussed tailored guidance on smart meters, solar panels, and heat pumps, helping them understand a range of options they had not been aware of.

We discussed the benefits of each and their associated cost savings, such as heat pumps cutting heating bills by up to £2,100 per year¹, and solar panels saving up to £650 annually². We also shared information on low-emission transport through the Motability scheme, which the customer was eligible for.

Our customer was referred to Warmer Homes Scotland, which found they were eligible for fully funded energy efficiency upgrades.

We continue to work with this customer, fully supporting their transition to adopting LCTs to reduce household running costs.



“The person I spoke to was very knowledgeable... there was a lot of information, so I was grateful to receive a summary by email.”

¹<https://energysavingtrust.org.uk/advice/in-depth-guide-to-heat-pumps/>
²<https://energysavingtrust.org.uk/advice/solar-panels/>

Supporting installation of fully funded storage heaters for a warmer home

An elderly customer on our PSR self-referred to Green Energy Helpline via our online web form. Their initial query was about support in finding a cost-effective ‘time of use’ tariff. During the advice call, the customer mentioned that their heating was malfunctioning.

The advisor discussed high heat retention storage heaters as a potential option for upgrading heating and explained the benefits compared to the customer’s current system. They were referred to Home Energy Scotland, who referred the customer for funding via the ‘Warmer Homes Scotland’ scheme. This enabled Warmworks to install five new Dimplex storage heaters and an immersion heater for the customer for free.

Our partner Changeworks assisted the customer throughout the process, ensuring they were comfortable and confident in the new technology and its installation. After installation, they made a follow-up call on how to use the heater, ensuring the customer could use the LCT’s efficiency and have a warmer home.



“The young lady I was speaking to was very knowledgeable and wanted to help me through things that I could claim. I can’t fault them”

Supporting EV adoption and home energy changes

After their petrol car broke down, a customer sought help exploring EV options. As this can be a big change, we explained the different considerations of switching to an electric vehicle, such as charging grants, smart tariffs specific to EV users, and how to reduce running costs by driving efficiently.

According to Energy Saving Trust estimates, smart charging can unlock savings of up to 20%³ on EV charging costs.

Not stopping there, the customer was interested in other ways they could reduce their costs while living more efficiently, so we also shared advice on air source heat pumps and home insulation, and provided practical guides on low-emission transport and energy upgrades. This allowed the customer to have information to digest at their own pace, knowing that we are a phone call away to support them in the next steps of their journey.



“The young man on the phone was extremely clear and did his utmost to answer the questions I had.”

³<https://energysavingtrust.org.uk/advice/smart-charging-electric-vehicles/>

Our future plans

We’ve been working with industry experts to shape the next stage of our low-carbon support.

First, we reviewed performance using our LCT dashboard and delivery partner feedback. This helped us identify improvements (e.g., where we can boost efficiency and make advice even more impactful) and opportunities (e.g., new partnerships that could help us reach more people or offer better support).

We then identified new opportunities to launch innovative initiatives, such as a digital self-service tool designed to help more customers overcome barriers to accessing LCT support. We have now scoped out the tool’s functionalities and the build will commence in the coming months.

Following stakeholder feedback and the comprehensive performance review, we are now exploring targeted customer segmentation strategies to better leverage new channels and more effectively reach those most at risk of being left behind.

These insights are helping to guide our ED2 roadmap, ensuring we continue to meet customer needs and regulatory goals as the energy system evolves.

Supporting customers' welfare

Many customers face extra challenges that go beyond energy, such as living alone, caring for loved ones, or managing health conditions. That's why we offer targeted welfare support alongside our core services, helping customers stay safe, supported, and connected in their homes.

This year, we signposted over 700 customers to tailored services such as befriending, dementia care, and home safety checks. These services were often delivered through expert third-party partners and offered when a customer's needs were identified by our team, field staff, or trusted community organisations.

How We Identify and Support Welfare Needs

We've built our welfare support around three key principles:

- 1. **Proactive identification** – spotting needs through PSR engagement, referrals, or direct contact.
- 2. **Appropriate signposting** – guiding customers to trusted partners for extra support.
- 3. **Coordinated delivery** – working with expert organisations to provide the right help at the right time.

The table opposite shows how these principles worked in practice during 2024/25.

Supporting a range of needs

A vulnerable customer called into our SOT expressing that they were lonely and struggling with isolation, which was severely impacting their well-being and mental health. In the first instance, our team arranged for a welfare check to give the customer some immediate face-to-face support and discussed further ways we could help. We then referred the customer to our Befriending Service, where he was matched with a volunteer, who was picked specifically as he shared the customer's interest in music. The Befriending services and SOT check in with the customer weekly, providing regular interactions and building an ongoing relationship. Our customer told us that our advisor had significantly helped his outlook and confidence, giving him a much-needed boost and alleviating his loneliness.

How we support customers' welfare

Customers flagged through PSR engagement, partner referrals, or direct contact

SUPPORT PROVIDED

Befriending

Weekly phone or in-person check-ins for customers at risk of social isolation. Delivered by third-party charities with regional coverage.

Support for customers living with dementia

Partner-led awareness sessions and tailored support packages to improve safety and comfort in the home.

Support for carers

Practical help and signposting to relevant services for customers looking after vulnerable family members.

Stay Safe at home

Home assessments to reduce trip and fall risks, improve lighting, and install assistive equipment. Delivered through established community partners.

CO awareness and alarms

Targeted delivery of carbon monoxide alarms with supporting information to raise awareness of symptoms and safe usage.

1,043 interventions, broken down between:

Staying safe at home interventions **783**

Befriending interventions **70**

Friendship and hot meals interventions **72**

Dementia interventions **35**

Helping carers interventions **83**

Customers educated **1,204**

Alarms issued **264**

Our progress and performance

Summarising our performance over the past year

Metric	Year 1		Year 2		Year 2 target	
	SPM	SPD	SPM	SPD	SPM	SPD
PSR Reach	89.9%	93.3%	97.3%	100.4%	74.0%	74.0%
Social value of Fuel Poverty services delivered (NPV)	£0	£0	£3,091,126	£7,442,930	£2,456,500	£3,243,500
Social value of Low Carbon Transition services delivered (NPV)	£0	£0	£32,370	£147,395	£844,500	£1,115,500
Average Fuel Poverty Customer Satisfaction Survey score	9.5	9.38	9.58	9.50	9/10	9/10
Average Low Carbon Transition Customer Satisfaction Survey score	N/A	N/A	8	8.45	9/10	9/10

Our ongoing performance, reflected in the Table above, has been independently assessed as part of the Vulnerability ODI Assessment. The independent assurance provider has confirmed alignment with the agreed-upon reporting guidelines for Year 1 and Year 2 of our RIIO-ED2 Vulnerability ODI.

RRE	Expectations	Year 1	Year 2
Frequency of PSR customer data cleanse	Licensee has attempted to contact all PSR Customers to verify their data	100.0%	100.0%
CSS score for PSR customers who have experienced a power cut	9.01 target	9.01	9.05
The volume of Fuel Poverty Services Delivered	60,000 by year 5	62	22,755
The volume of Low Carbon Transition Services Delivered	40,000 by year 5	0	782

Please note that the cumulative RY2 NPV figures presented in the tables above include revised RY1 values, updated as part of this year’s modelling changes to reflect the DNO Rulebook update. While these RY1 figures have not been separately assured, the underlying models were reviewed, and the values have been implicitly assured as part of the cumulative (RY1 + RY2) total.

Progress in delivering our vulnerability strategy commitments

Commitment	Description	Expected outcome / benefit	Key milestones for implementing commitment	Status	Status update
Reaching those who need help	We will register 80% of customers across every common needs code for PSR Registration by 2028 based on nationally available data.	Comprehensive coverage of eligible customers across common need codes will ensure we can support them effectively during emergencies and business-as-usual scenarios.	Ongoing process To meet this commitment we will continue to deliver our PSR registration process.		Ongoing – on track This year we continued to deliver our PSR registration process, registering over 102,000 new households and reaching 99% of eligible customers (based on the 2019 baseline). We also improved our targeting using 2021 Census data and removed over 81,000 outdated records. Our refined process has ensured greater accuracy, relevance, and coverage of vulnerable customers across our network.
			Milestone #1 – Define a way to measure the risk of being left behind Determine a way to measure and quantify the risk of being left behind faced by customers in a given community and develop a granular assessment of this risk across our network areas.		Completed We defined an approach to measure the risk of being left behind by linking direct customer research with publicly available datasets that capture situations of disadvantage (e.g. low qualifications, rural, low income). We then built a 'risk of being left behind' index based on this approach. This was achieved via the NIA-funded VEST innovation project.
			Milestone #2 – Create a comprehensive measure of vulnerability Integrate the 'risk of being left behind' index along with existing measurements of Fuel Poverty and PSR concentration to develop a granular measurement of vulnerability for each community across our license areas that focuses on the three dimensions of vulnerability addressed by our ED2 Strategy.		Completed We developed an approach to merge (i) Fuel Poverty data, (ii) PSR data and (iii) the novel 'risk of being left behind index' to produce a first-of-a-kind 'unified' view of vulnerability. This was achieved via the NIA-funded VEST innovation project.
			Milestone #3 – Explore the addition of a layer of additional datasets Explore the opportunity to layer additional datasets to complete the unified view of vulnerability defined in Milestone #2. These will include: (i) Disruptive technology data (e.g. EV uptake), (ii) Smart Metering data, and (iii) Bespoke/ qualitative customer needs.		Ongoing - on track We are expanding the unified view of vulnerability achieved in Milestone #2 by expanding the 'risk of being left behind index'. The expanded index will consider both personal characteristics (e.g. tenure, language skills) and aspects of a customers' living circumstances (e.g. house size, rooftop space, presence of a driveway). In an industry-first innovation, this index will deliver our teams and partners with the most comprehensive view of vulnerability in our regions.
Broadening PSR to capture wider vulnerability	We will broaden our view of vulnerability, capturing needs broader than common utility codes, and building these into our service offerings and coalition partnership model.	Establishing a broader understanding of the situations of vulnerability that impact our customers (beyond the PSR need codes) will allow us to better address their needs during power cuts, tackle situations of fuel poverty and remove blockers they face to the energy system transition.	Milestone #4 - Implement additional data layers Implement the data layers that are deemed to carry value and lead to an overall improvement of service delivery (as defined in delivering Milestone #3). Overlay the delivery of support from in-depth partners, referral partners and CoP partners to drive the development of our partnerships/ service strategy and guide our teams in linking customers to targeted support.		Ongoing - on track The enhanced 'risk of being left behind index' (introduced in Milestone #3) will be implemented in a single online platform as part of an the NIA-funded 'VEST Enhancement' project. The improved insight it will deliver will be translated into action by means of actions plans designed in collaboration between our vulnerability teams and our delivery partners, driving improvements in strategy, partnerships and services.

Commitment	Description	Expected outcome / benefit	Key milestones for implementing commitment	Status	Status update
Understanding customer needs in a power cut	We will support customers in a number of ways during a power cut and capture their individual needs through our contact channels with no less than 99% of needs being met.	Offering a range of flexible power cut support services ensures that we can address customers' individual needs flexibly during emergencies.	Ongoing process #1 Deliver power cut support services Support vulnerable customers in a power cut where a need is identified with a range of services deployed to address each customer's specific situation.		Ongoing – on track In 2024/25, we supported customers through multiple major storms, including Darragh and Éowyn. We delivered 33,000 hot meals from food trucks and reimbursed 18,278 meals, 1,831 hotel stays, and provided 435 generators during storms, alongside 140,000+ proactive customer contacts. Our PSR satisfaction score was 9.05/10, reflecting strong delivery across both SPD and SPM.
			Ongoing process #2 Capture customers' needs via a needs tracker Capture all needs identified through our contact processes, delivering on them and updating our customer records to ensure we can.		Ongoing - on track Advisors now use a customer needs tracker within our Salesforce CRM platform to record specific support needs (e.g. hot food, hotel stays, generators) in real time. The system ensures these are actioned through defined SLAs and enables accurate, timely reporting, and governance.
Keeping our records updated	We will contact 100% of all our vulnerable customers every 2 years, achieving a minimum of 60% fully validated data.	Frequent customer contact will drive enhanced data quality that is essential to support customers effectively during emergencies and business-as-usual situations.	Ongoing process Proactively contact and update PSR customer data Employ a range of proactive and reactive channels to contact and update the information of all PSR customers on the register on an ongoing basis.		Ongoing – on track This year we updated over 176,000 PSR records and removed more than 81,000 outdated entries. We also introduced referral-level tracking and duplicate-matching logic to further improve register accuracy. These enhancements ensure our PSR is more accurate, better targeted, and ready to support customers when it matters most.
Delivering services to support customers in all aspects of vulnerability	We will deliver direct support services to 100,000 vulnerable & disadvantaged customers.	Lift customers out of fuel poverty and/ or mitigate the negative impact of living in fuel poverty. Remove blockers to energy transition. Ensure welfare when a need is identified.	Milestone Establish in-depth Fuel Poverty and Low Carbon Technology programmes Design and complete an appropriate tendering process resulting in a set of partners able to meet SPEN's ambitious in-depth service volumes evenly across our diverse network areas.		Completed In 2023/24 we worked closely with potential suppliers to (i) design the appropriate tender and contractstrategy and (ii) stimulate interest among national and local charities to deliver the significant in-depth support volumes targeted for the ED2 period. The contracts are now in place and in-depth support is being delivered.
			Ongoing process Deliver in-depth fuel poverty and LCT support as well as welfare referrals Work closely with delivery and referral partners to deliver the in-depth support programmes tendered (Milestone #1) and referrals to welfare services.		Ongoing – on track In 2024/25, we supported over 22,000 customers through fuel poverty services and 782 through LCT support, delivering £10.5m in NPV benefits and £179k in LCT-related social value. Customer satisfaction remained high, with average scores of 9.54 (fuel poverty) and 8.24 (LCT).

Commitment	Description	Expected outcome / benefit	Key milestones for implementing commitment	Status	Status update
Coalition of partners	We will transition our partnership model to be proactive by creating a coalition of organisations with shared goals and data-sharing governance.	Deliver holistic and efficient support through an integrated network of organisations, referral processes, and data visibility.	Milestone #1 Run trial and extract learnings Run an initial trial of the CoP in Glasgow and extract learnings to streamline operations.		Completed An initial trial phase with nine organisations in the Glasgow area has now been completed.
			Milestone #2 Test the implementation of learnings, building on the trial Based on the extracted learnings, build solutions and implement them in the trial area.		Ongoing – on track We launched a secure web-based referral platform, redesigned our Data Sharing Agreement to improve partner onboarding, and integrated PSR referrals directly into the process. These changes have improved partner coordination and customer support.
			Milestone #3 Expand the CoP to other areas outside of the trial Expand the CoP into the broader Scottish and Manweb areas.		Ongoing – on track We are rolling out the CoP platform to contracted delivery partners and onboarding additional third-sector organisations across the Scottish and Manweb regions, with continued process improvements based on partner feedback.
Single shared vulnerability register	We will lead the creation of a single vulnerability register linking our PSR with coalition partners.	Simplified registration process across multiple organisations. Holistic partner view of customer needs.	Milestone #1 Develop the processes/tools Create the processes and tools to build a portal that allows partners to have visibility of customer needs.		Completed We developed and implemented an end-to-end process that provides partners with visibility of customer needs as part of the CoP. This process includes the following tools - an individual data form, a central database and referral forms that are all in place.
			Milestone #2 Explore how different needs can be captured Explore how partners can work together to capture additional needs.		Not started - on track We are on track, with activity expected to begin in the next phases of the CoP project. The CoP platform needs to be fully operational before partners can meaningfully collaborate to capture additional needs. While no formal activity has taken place yet in anticipation of the platform going live, this milestone remains a priority.
Measure up against the best	We will benchmark our service externally every year, achieving relevant standards and ICS top 5 score.	Ensure service quality by aligning to best practice standards.	Ongoing process Commit to maintaining best practice and achieving relevant recognised international standards, while scoring in the top 5 UK companies through the ICS service benchmark.		Ongoing – on track In 2024/25, we became the first UK organisation to receive both the BSI Kitemark for Inclusive Service and the new Kitemark for Service Excellence. We also earned our ICS benchmarking scoring 88.0 in November 2025, putting us ahead of the number 1 company in the top 50 ranking, demonstrating ongoing excellence in customer service and continuous improvement.

Commitment	Description	Expected outcome / benefit	Key milestones for implementing commitment	Status	Status update
Prioritising customers for LCT support	We will use social and tech data to prioritise those likely to face barriers accessing low carbon technology.	Enhance targeting of support for customers at risk of being left behind in energy transition.	Milestone #1 Define a way to measure the risk of being left behind Determine a way to measure and quantify the risk of being left behind faced by customers in a given community and develop a granular assessment of this risk across our network areas.		Completed We defined an approach to measure the risk of being left behind by linking direct customer research with publicly available datasets that capture situations of disadvantage (e.g. low qualifications, rural, low income). We then built a 'risk of being left behind' index based on this approach. This was achieved via the NIA-funded VEST innovation project.
			Milestone #2 Create a comprehensive measure of vulnerability Integrate the 'risk of being left behind' index along with existing measurements of Fuel Poverty and PSR concentration to develop a granular measurement of vulnerability for each community we serve.		Completed We developed an approach to merge (i) Fuel Poverty data, (ii) PSR data and (iii) the novel 'risk of being left behind index' to produce a first-of-a-kind 'unified' view of vulnerability. This was achieved via the NIA-funded VEST innovation project.

