

SP Energy Networks

SPEN Annual Vulnerability Report 2025–26



Contents

Foreword	Pg 03
Dynamics of vulnerability in our region	Pg 05
Our vulnerability strategy	Pg 07
Identifying customers who need extra help	Pg 11
Supporting customers during power cuts	Pg 14
Supporting customers in Fuel Poverty	Pg 19
Supporting the transition to low-carbon technologies	Pg 22
Supporting customers’ welfare	Pg 24
Our progress and performance	Pg 26

Abbreviations

BSI British Standards Institution	LCT Low-Carbon Technologies
CAS Citizens Advice	LRF Local Resilience Forums
CLO Customer Liaison Officer	LRP Local Resilience Partnerships
CoP Coalition of Partners	NIA Network Innovation Allowance
CRM Customer Relationship Management	NPV Net Present Value
CSAT Customer Satisfaction Score	PSR Priority Services Register
CVI Consumer Vulnerability Incentive	RRE Regulatory Reported Evidence
DNO Distribution Network Operator	SP ENW SP Electricity North West
DSO Distribution System Operator	SPD Scottish Power Distribution
ECO4 Energy Company Obligation (4th phase)	SPM Scottish Power Manweb
ED1 / ED2 / ED3 RIIO Electricity Distribution price control periods 1, 2 and 3	SROI Social Return on Investment
ESOL English for Speakers of Other Languages	VEST Vulnerability in the Energy System Transition
EST Energy Saving Trust	WARMTH Wellbeing and Resilience through Medical-Thermal Heating
EV Electric Vehicle	

In a year when many households are feeling the strain of a difficult social and economic climate, our responsibility to customers in vulnerable circumstances has rarely felt more important.

As Customer Service Director, I am proud to lead a team that puts compassion and practical help at the heart of our work. Over the past year, we have built on the foundations laid in RIIO-ED2 (ED2) to widen our reach and raise the quality of what we deliver across our licence areas.

Our progress begins with a sharper understanding of where customer needs are greatest and how to meet them. Across ED2, we have invested in our people, drawn more intelligently on data and insight, and listened closely to customers, communities and partners. By working this way, our services remain practical, accessible, and rooted in the situations customers actually face.

Severe storms tested us throughout the year, and our teams stood alongside customers every step of the way. Behind the scenes, we extended the reach and quality of the Priority Services Register (PSR) so that more of the people who depend on it are known to us before the lights go out. We also met our ED2 commitment to deliver 60,000 services through our fuel poverty programme and deepened our work with households most at risk of being left behind by the energy transition.

Retaining the British Standards Institution (BSI) Inclusive Service Kitemark alongside the BSI Service Excellence Kitemark is a milestone I am especially proud of, reflecting the dedication of colleagues across SPEN in delivering a fair, accessible and high-quality service for every customer, especially those who rely on us most.

Joining forces with SP Electricity North West (SP ENW) opens a real opportunity to share what works, benchmark our approaches and shape a more ambitious vulnerability strategy for RIIO-ED3 (ED3). This report, therefore, sets out what we delivered and learned over the past year, and points to the foundations now in place for the next stage of that journey. As the pressures on vulnerable customers continue to grow, we will remain committed to offering help that is timely, compassionate and grounded in real care.

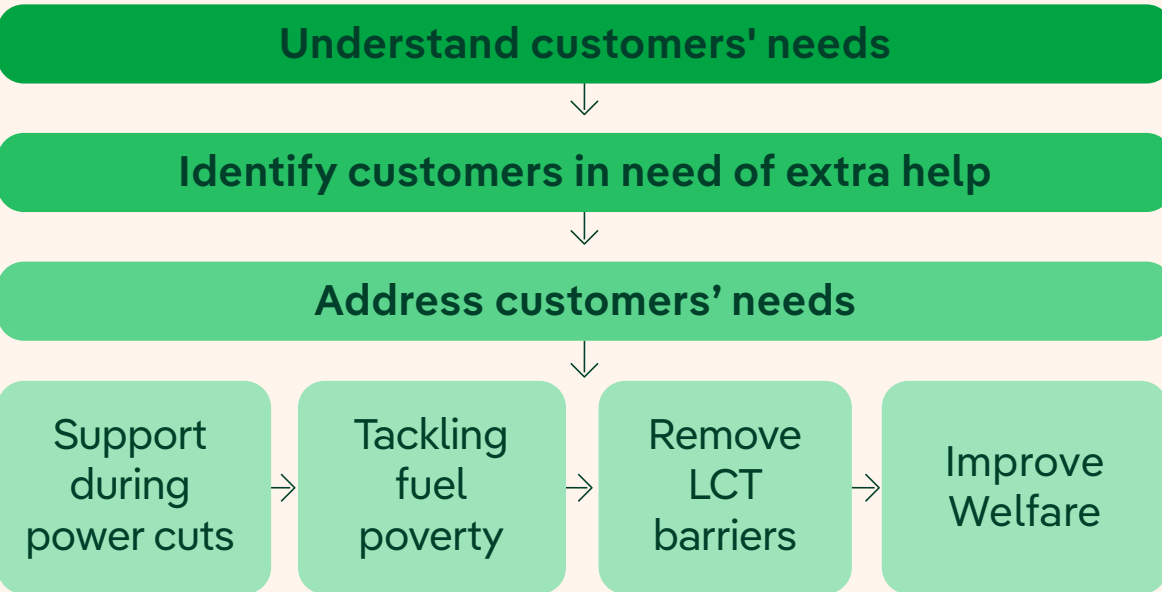
Kendal Morris
Customer Service Director



Our approach to supporting customers

Understanding our customers’ needs comes first, drawing on data, research, engagement and the insights gained through our every day operations. Together, these sources provide us with a clear and evolving picture of where vulnerability exists and how it is changing. With that picture in hand, we can identify customers who may need extra support and respond in a coordinated way through tailored services and trusted partnerships.

As the diagram below shows, this approach focuses our efforts where we can make the biggest difference as a Distribution Network Operator (DNO). Those areas are supporting customers during power cuts, tackling fuel poverty, removing barriers to Low-Carbon Technologies (LCTs), and improving wider welfare for the customers and communities we serve.



Our key achievements over the past year

Achieved our ED2 commitment of delivering 60,000 fuel poverty services, two years ahead of schedule.

Behind this figure are thousands of households in stronger financial positions, with reduced bills, unlocked government benefits, and resolved debt. This year, the programme delivered £21,497,999 in Net Present Value (NPV) and achieved a customer satisfaction score of 9.43/10.

Accelerated our LCT support, delivering over 9,500 services – a twelve-fold increase on the previous year.

As the energy transition gathers pace, so too does the risk of vulnerable customers being left behind. We scaled up our LCT services, reaching more customers with tailored advice, personalised plans and hands-on support. This year, the programme delivered £2,199,389 in NPV and achieved a customer satisfaction score of 8.81/10.

PSR reach continues to rise, with 1,561,000 households now registered, and our commitment to 80% coverage across every reportable needs code remains firmly on track.

This year, we made significant progress with two groups that have historically been harder to reach: non-English speaking communities and visually impaired customers. For example, in our Scottish Power Manweb (SPM) region, coverage of non-English speakers rose from 52.7% to 66%; while in Scottish Power Distribution (SPD), coverage increased from 32.2% to 39%

Supported customers through four named storms, helping to keep vulnerable households safe when it mattered most.

Storms Amy, Bram, Claudia and Goretta tested both our network and our response teams. Amy alone caused 412 faults and left 43,545 customers without power, while Bram affected more than 34,000 households, with 99.9% of customers restored within 24 hours. Throughout these events, PSR customers received proactive, personalised support – which contributed to an improvement in PSR customer satisfaction from 9.05/10 in 2024/25 to 9.16/10 in 2025/26.

Launched our new dedicated Communication and Wellbeing Team, focused on employee support, connection and resilience.

This team plays an important role in ensuring our colleagues are equipped to respond effectively, and with compassion when customers need us most.

PSR households registered

>1.5m

Created Walter and Skye’s Stormy Night, a children’s book produced with Scottish Book Trust and author-illustrator Emily MacKenzie, and distributed more than 2,000 copies to nurseries, libraries and playgroups across our regions.

Recognising that power cuts can be particularly unsettling for children, the book helps families prepare for storms together in a way that is reassuring, accessible, and easy to understand.

For the second consecutive year, retained both the BSI Inclusive Service Kitemark and the BSI Service Excellence Kitemark – the only organisation globally to hold both.

These independently assessed accreditations reflect a consistent, organisation-wide commitment to a fair, accessible and high-quality service for all customers, particularly those who may need extra support.

Vulnerable customer services delivered in ED2 so far, over

70,000

Our progress over the past year is something we are truly proud of, reflecting the momentum we have built through ED2 and the strength of the support now in place for customers in vulnerable circumstances. With such a powerful platform behind us, we can continue to deepen our impact where it is needed most, and carry forward the lessons of this year with real purpose.

As we look ahead, we are not just continuing the journey; we are raising our ambition. Working alongside our new colleagues in SP ENW, we have an exciting opportunity to shape a bold, forward-looking vulnerability strategy for ED3.

“SP Energy Networks’ achievement in retaining both the Inclusive Service Kitemark and the Service Excellence Kitemark™, is a remarkable demonstration of their sustained commitment to delivering outstanding, fair, and accessible customer service. They are currently the only organisation to hold both Kitemarks, reflecting their unique dedication to continuous improvement, customer-centricity, and the responsible adoption of digitalisation and AI in service delivery. Congratulations to SP Energy Networks for setting an exceptional benchmark for inclusive and high-quality customer service across the sector.”

Julie Walker, Global Scheme Manager, BSI

Dynamics of vulnerability in our region

Many of our customers are experiencing vulnerability in more complex ways than before.

Customers across our regions are navigating ongoing financial pressure from the cost-of-living crisis, the growing use of digital services, and a push from governments in Scotland, England and Wales towards warmer, lower-carbon homes.

These pressures often overlap, reducing resilience and leaving customers in vulnerable circumstances unsure where to start with the schemes and support available.

Vulnerability trends

Regulatory and market trends

The developments below highlight some of the key changes over the past year that have shaped this evolving landscape:

- **Global energy price volatility:** Wholesale energy markets have again reacted to overseas conflicts, impacting energy markets. Price hikes and growing uncertainty are knocking people's confidence and making it harder for households to plan ahead and manage costs.
- **Extension of the Energy Company Obligation (ECO4):** The extension to December 2026 has kept vital funding available for insulation and heating upgrades, making eligible customers' homes warmer and more affordable to run.
- **Greater focus on energy-efficient homes:** New policies across Great Britain are driving a clear shift towards warmer, safer and more energy-efficient homes. While positive, these changes can be harder to navigate for some customers, particularly those already under financial pressure or with limited control over their housing, meaning additional support may still be needed.

Enduring industry, socio-economic and market trends

Alongside recent policy and regulatory changes, longer-term trends continue to shape how customers experience vulnerability.

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

How we define vulnerability: Core insights from our customers' lived experiences, data, and research

Our definition of vulnerability recognises that some customers face additional barriers when accessing support, navigating services or making informed decisions about their energy needs, whether because of their personal circumstances or the wider energy market.

To understand and respond appropriately, we draw on three main sources of insight:

- **Core data sources:** Our PSR and delivery-partner data show us who needs support and where vulnerability is most concentrated.
- **Research and engagement:** Across 279 events in 2025/26, we listened to customers and the organisations supporting them, shaping how we communicate services.
- **Innovative analytics:** We use several tools to pull our data sources together, visualising vulnerability and our impact across our licence areas.

VEST: Enhancing our targeting of LCT support

Our Vulnerability in the Energy System Transition (VEST) tool helps us identify customers and communities at risk of being left behind in the energy transition. The original version brought together PSR, fuel poverty and risk-of-being-left-behind data to show where customer needs were concentrated and our support could make the greatest difference.

Through our LCT programme and partner feedback, we recognised that personal circumstances tell only part of the story. A customer may be willing to adopt LCTs, but their home or local infrastructure can still create practical barriers.

We, therefore, enhanced VEST into a UK-first innovation that now also considers housing characteristics, including tenure, insulation, heating systems and gas grid connection. The tool now maps where these factors block LCT adoption at household, postcode and neighbourhood levels.

Future plans

VEST will play a wider role across the business, supporting how we coordinate local net zero delivery beyond our fuel poverty and LCT programmes. As DNOs take on an enhanced coordination role in ED3, the tool will show where customer need, housing readiness and network opportunity come together.

We will use that insight to develop innovative pilots and identify where targeted action delivers the greatest benefit, including unlooping homes for low-carbon connections.

The areas of vulnerability we are best placed to address

Through our evolving understanding of vulnerability, we now focus on the areas where our services, data, partnerships and operational response best position us as a DNO to reduce harm and improve outcomes for customers.

Fuel poverty

Fuel poverty remains one of the most significant and persistent forms of vulnerability affecting the customers we serve. We estimate that around 600k of our 3.5 million households across our licence areas are impacted.

It arises when households cannot afford to heat their homes to a healthy level without facing financial hardship. Paired with poor insulation or inefficient heating, the situation can be harder to improve. Our research also shows that the impacts fall hardest on customers already facing other difficulties, such as poor health, disability, or insecure housing.

Fuel poverty definitions per nation

Scotland fuel poverty definition:

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.

England fuel poverty definition:

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.

Wales fuel poverty definition:

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

Risk of being left behind

We consider customers to be at risk of being left behind when the benefits of the energy transition, such as warmer homes, lower bills and cleaner energy, remain out of reach even with support and funding available.

Customers rarely fall behind due to a lack of willingness. The barriers are often the practical realities of getting started, such as upfront costs, low confidence in unfamiliar LCTs, limited digital access or the complexity of the journey itself.

This weighs most heavily on customers who are already financially stretched, where the next bill matters more than a longer-term decision about home efficiency. Without earlier identification and steady support through the journey, those most affected by immediate financial pressures will miss out on the long-term savings of the transition.

Vulnerability trends influencing our strategy

Trend	Blockers of LCT uptake	Solutions we are implementing
Ageing population	Caution toward new technology, awareness gaps and financial concerns create greater barriers for older customers.	- The upgraded VEST platform pinpoints the specific blockers to LCT adoption at household, postcode and neighbourhood levels, so that we can tailor solutions. - Drawing on customer insight, we are producing tailored guides, improving our website and running targeted community engagement across our regions. - We are expanding our service offering and delivery, moving more customers onto hand-holding journeys at a pace that suits them.
Inability to engage with the energy market	Service digitisation and complex tariffs restrict participation and can exclude vulnerable customers from the best deals.	
More homes, smaller households, dispersed families	Smaller, dispersed households drive higher per-person costs and slow LCT rollout.	
Financial uncertainty and poverty	Affordability and financing barriers leave financially pressured households less able to adopt LCTs.	
More private renters	Short tenancies, awareness gaps and the landlord-tenant split incentive put renters at a disadvantage without targeted support.	

Impact of power cuts on vulnerable customers

Power cuts are one of the clearest moments when vulnerability turns into real harm, which is why supporting customers during interruptions sits at the heart of our role as a DNO. Loss of supply is most disruptive for customers whose health, mobility or home circumstances make an outage hard to manage safely.

Severe weather has shown our customers need more than technical updates; they need clear information, welfare support, and joined-up help from partners and resilience forums. The PSR remains central to our response, making sure we can identify customers at risk, understand their needs and reach them during interruptions.

Case study: Finding a calm space during a power cut

When a young autistic customer lost power during a fault, the sudden change to their routine caused significant distress. Our engineers confirmed that a generator could not be safely connected, so our Customer Liaison Officer (CLO) visited in person to work with the customer's support worker to find a solution.

They arranged for the customer to spend time in a comfortable environment away from the outage, with transport and cinema tickets covered until power was restored, easing their anxiety. This shows how our teams find practical, personal ways to care for customers when their safety and wellbeing are at risk.

Our vulnerability strategy

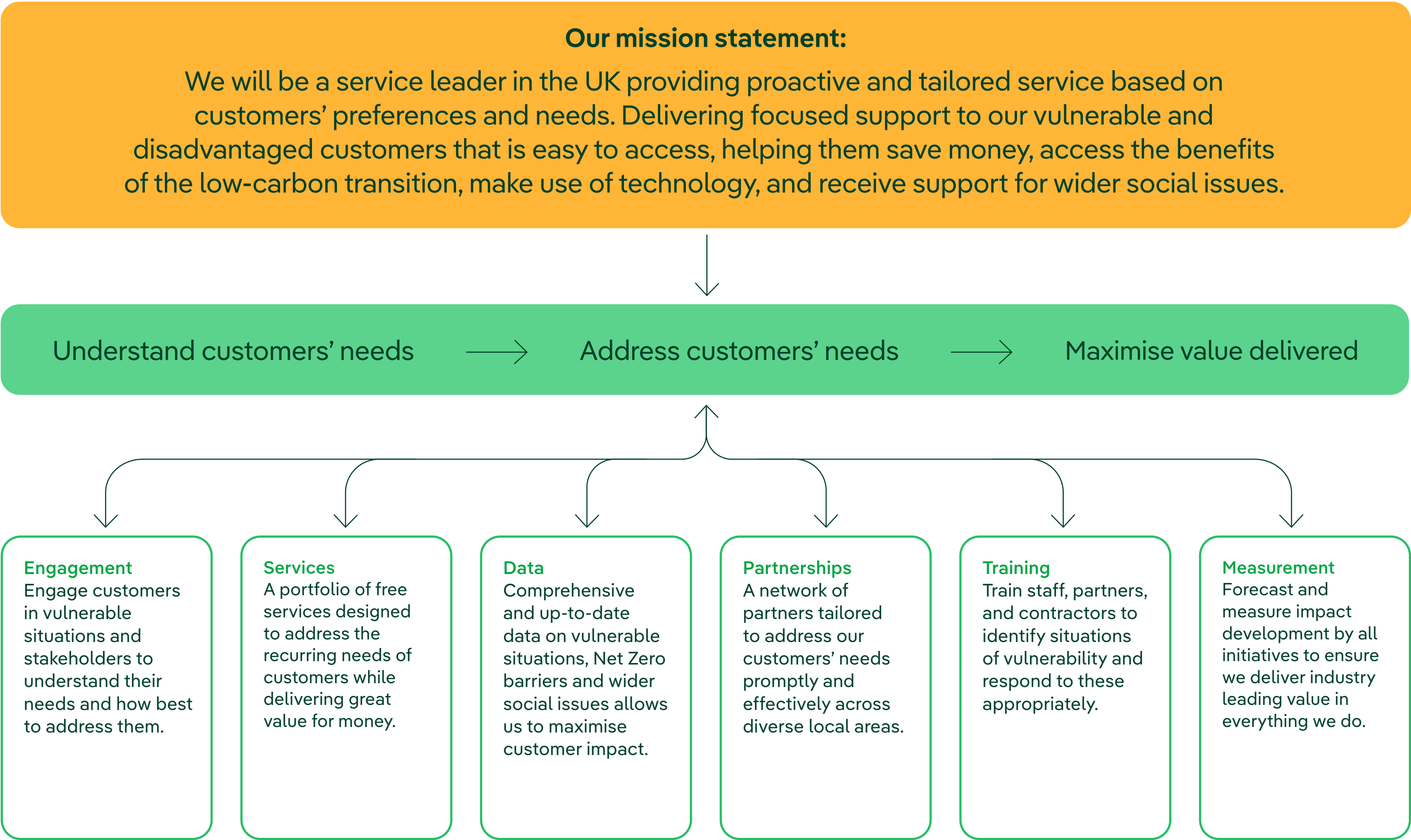
As we move beyond the halfway point of ED2, we are building on what we have learned so far – using data and insight more effectively, improving how we deliver support, and shaping stronger plans for ED3.

Our vulnerability strategy sets out how we identify customer needs, shape support, and improve outcomes for those in vulnerable circumstances. Developed through practical experience and ongoing insight from customers, partners, and our operations, it continues to evolve as needs change. Over the past year, four major storms tested our approach, strengthening how we reach customers and communities when they need us most.

Over ED2, we have increased our use of data to deepen our understanding of vulnerability, anticipate risk and target support before customers reach crisis point, while lived experience and external insight now play a more direct role in shaping our delivery. Guided by the six enablers shown in the diagram on the right, the strategy focuses on delivering meaningful, adaptable support. In this section, we focus on partnerships, measurement and training, where progress has been clearest over the past year.

As we begin working more closely with colleagues at SP ENW, our work to shape the ED3 vulnerability strategy has entered an important new phase. A joint stakeholder engagement programme is now underway to build on learnings from ED2 so far, and raise our ambition for the reach and outcomes we can deliver. The strongest solutions from across both businesses are already emerging, opening the opportunity to lay the foundations for our most ambitious vulnerability strategy to date.

Strategy overview – mission and enablers



Partnerships

To make our services easier to access in familiar, trusted places, we have built a flexible network of partnerships to deliver our vulnerability strategy. Working through trusted organisations and community networks, our storm response and routes into fuel poverty and LCT services reach customers more effectively, identifying needs earlier and providing the right help at the right time.

Our partnership model brings together four core groups, each playing a vital role in how we reach and support customers:



Delivery partners – We fund four core organisations to provide practical support directly to customers. Citizens Advice (CAS) delivers fuel poverty services, while Changeworks and Energy Saving Trust (EST) provide LCT advice. Hope 4U now works across both, so customers who come to them for urgent fuel poverty support can later be introduced to LCT advice and handholding.



Industry partners – We work with utilities and sector organisations to create a more joined-up response to vulnerability across customer journeys. These partnerships support PSR data-sharing, integrated referrals, and better coordination between services, ensuring customers do not have to repeat their situation.



Referral partners – We work with 25 referral partners to identify customers earlier and connect them with the services they need. This includes organisations such as Scottish Fire and Rescue Service, which provides home safety checks, and local authority welfare teams, which support customers with benefits advice and wider practical assistance.



Wider support partners – We also work with community-focused organisations that reach customers in trusted local spaces. This includes partnerships with Glasgow Warriors, Wrexham AFC and Down’s Syndrome Scotland, which support our efforts to connect with families and communities that may be less likely to engage through traditional channels.

Partnership examples across our core areas of focus

Storm support: Local Resilience Forums and Partnerships

Our involvement in Local Resilience Forums (LRFs) and Local Resilience Partnerships (LRPs) is integral to how we prepare for and respond to severe weather.

These networks bring together local authorities, emergency services, health bodies, voluntary organisations and infrastructure providers – who work with us to build a clearer picture of local risks, priority customer groups and escalation points before disruption occurs.

Over the past year, we have focused our engagement on PSR customers, ensuring they receive advice and direct support across every stage of future power cuts and storms.

Fuel poverty and LCT support: Coalition of Partners

The Coalition of Partners (CoP) has grown from an initial trial into an established platform coordinating support across our fuel poverty, LCT and PSR programmes.

Referral and delivery partners share a space to record customer circumstances, connect them with the right services, track support received and, where relevant, request PSR registration.

All four core delivery partners are now onboarded and trained for consistency of service. With a customer’s journey readily available, partners can pick up where another has left off, sparing customers from having to repeat their story.

- 6,860 customers supported through the CoP platform.

Future plans: We are exploring a bulk-upload feature for organisations working with larger groups of eligible customers. With this integration, we can explore onboarding local authorities and housing associations.

Welfare (Community outreach): Glasgow Warriors and Wrexham AFC partnership

Through our partnership with Glasgow Warriors and Wrexham AFC, open training sessions and match-day engagements gave us a way to speak with families about energy safety, vulnerability and the PSR. The Energy Stick Experiment, a practical demonstration of how electricity works, gave our Social Obligations and PSR teams a natural way to explain PSR eligibility and the support we provide during a power cut.

This engagement reached around 3,000 people, with 500 families taking home information packs and many making their first direct contact with SPEN. Grounding the conversations in everyday situations built trust, especially with older generations and families with young children.

Utility Week ESG Award

Our wider partnership with Wrexham AFC Foundation was shortlisted for Environmental, Social and Governance (ESG) Initiative of the Year at the Utility Week Awards.

We reached more than 7,000 people across Wrexham and North Wales, addressing gender inequality in coaching, delivering electrical safety education and creating playing pathways for disabled players.

Welfare (Inclusive engagement): Quiet Sessions for neurodivergent families

Quiet Sessions offer neurodivergent individuals and families with sensory needs a calmer setting to connect and learn about our services. Delivered with organisations including Down’s Syndrome Scotland, they support conversations about the PSR and storm preparedness in an environment that reduces the noise and overwhelm of traditional events.

The quieter format gave parents and carers more time to discuss hidden vulnerabilities, with a bespoke session at Hampden Park bringing together three families with nine children in a space adapted to their needs. Through trusted partners and inclusive formats, Quiet Sessions are helping improve our efforts to reach households less likely to engage through our more standard channels.

Measurement

Measurement plays a pivotal role in how we improve our services and focus resources where they can make the greatest difference. We use Social Return on Investment (SROI) not only to report the impact of our work, but to understand what is genuinely helping customers and communities.

This means we can look beyond the number of services delivered and better understand the value those services create. Supporting our efforts to identify what is working well, where our services may need to be improved, and how we can make better decisions about where to invest time, funding and partner capacity.

Our approach has continued to mature alongside the industry SROI rulebook and our wider work to improve consistency in measuring social impact across DNOs. The result is a stronger, more comparable basis for reporting, and greater confidence that our decisions are shaped by clear evidence of what customers experience and where future needs are emerging.

ED2 Management Platform

The ED2 Management Platform helps us understand how our partners are performing in a more timely and practical way. Partners enter service costs, volumes and customer financial benefits directly into the platform. That data feeds straight into our SROI models and programme outputs, providing an up-to-date view across services, partners and programmes.

After a full year of using the platform, we see more clearly the volumes and social value still required to meet our ED2 commitments. Rather than relying only on periodic reporting or year-end reviews, we can use live insights to shape and adjust the scale and mix of services as the year unfolds.

One example of such change is onboarding Hope 4U as an LCT delivery partner to increase the programme’s volumes. As both a fuel poverty and LCT partner, Hope 4U bridges the two programmes, ensuring customers receive both immediate support to relieve fuel poverty and longer-term help in making their home more efficient, all through the same relationship.



Using SROI to inform decision making

We have used SROI to measure the impact of our vulnerability programmes since RIIO-ED1 (ED1). Over the past decade, this has enabled us to calculate the true value of our work, across our programmes. We were the first DNO to use an online management platform for real-time tracking of partner activities and social returns, and played a leading role in developing the industry-wide SROI rulebook and third-party audit process.

Sharing this knowledge with colleagues across the business has built a shared understanding of how to measure and report social value. That culture of learning set the foundation for embedding SROI thinking into how we track the benefits of our Distribution System Operator (DSO) activities.

In last year’s report, we committed to expanding our DSO Benefits Framework to capture broader social impacts. This year, we delivered on this commitment by developing the industry’s first integrated Social Value Framework (SVF) for SPEN’s DSO function.

Our existing methodology already excelled at capturing direct savings (e.g. lower customer bills and carbon reductions) but it did not capture the wider value our DSO activities create for communities and the economy. These arise, for example, when we help local authorities plan the rollout of heat pumps and Electric Vehicle (EV) chargers, supporting local job growth and unlocking faster progress towards Net Zero.

The SVF now captures indirect benefits across four categories:

- **Economic:** Local economic value generated through flexibility procurement and LCT investment.
- **Environmental:** Carbon savings from faster electrification.
- **Social:** Lower bills for customers as LCTs are deployed at pace.
- **Fiscal:** NHS costs avoided through tackling cold homes.

Across ED2, the SVF has identified a cumulative £608m in indirect social benefits, on top of £37m in direct net benefits already captured.

An example is offered by our Strategic Optimisation Team - who work with all 40 local authorities in our licence areas - to identify optimal locations for heat pumps, EV chargers, and solar panels. The SVF uncovered the impact of targeting heat pump deployment to areas with a high concentration of fuel poor households can have on society. In the current year alone, our SVF identified £0.11m in avoided NHS costs, £8.72m of economic value added, and £3.24m in customer bill savings from this activity.



Training

Training continues to underpin how we deliver our vulnerability strategy, making sure staff across the business feel confident and well-equipped to respond to customers.

Over the past year, we have invested in customer service skills, operational readiness, critical customer care, partner engagement and colleague wellbeing – reflecting the range of people involved in recognising vulnerability and responding well when extra support is needed.

In turn, our teams have the tools and confidence to make the right decisions, and our customers receive a more consistent, thoughtful service.

8,070

hours training completed in customer service excellence and emergency readiness.

Building confidence and consistency

This year, we invested £1.2 million in our Customer Service Capability and Training Excellence programme to improve service quality. The training has built more consistent communication and greater awareness of vulnerability across our customer-facing, operational, and wider support teams.

Customer service excellence

The Customer Service Capability and Training Excellence programme made over 700 courses available to our teams, with 457 employees completing 2,400 hours of training over the past year. The most accessed courses included Mental Health in the Workplace, Better Communication Skills, Technical Report and Business Writing, and 5 Whys Root Cause Analysis.

Faults and emergency readiness

We have strengthened how we prepare for storms and periods of high demand by investing in targeted training to improve the way we respond to faults and emergencies. Through overflow training and our Ramp Up activity, 162 colleagues have received 5,670 hours of dedicated training, ensuring a steadier service when under pressure.

“Working closely with the Learning & Development Forum, we’ve built a comprehensive training programme shaped around your feedback and needs. It’s fantastic to see so many already taking advantage of these opportunities, and we’re not stopping here. We are a high-performing team, and creating a positive workplace with a highly skilled and engaged team is at the heart of that. Supporting continuous learning is just one of the ways we’re investing in growth.”

Kendal Morris, Customer Services Director

Critical customer support

Specialist training has sharpened our support for customers at the point of contact. Our approach works on two levels: foundational learning across the business and partner network, and deeper training for colleagues who work closely with customers in need of extra support. The Treating Domestic Customers Fairly (TDCF) and Vulnerability Training (VT) modules set a consistent baseline, so wherever a customer makes contact, the people supporting them know how to respond.

Training programme	Participation
Treating Domestic Customers Fairly module	• 3,500 employees • 633 external participants from our partner network
Vulnerability Training module	• 2,300 employees • 633 external participants from our partner network

The TDCF module reaches wider back-office roles like legal and procurement, while the VT module is only provided to colleagues in direct customer contact.

Within the contact centre and wider customer-handling teams, a further 720 hours of focused training have improved our colleagues’ ability to recognise additional needs and respond effectively – particularly for customers with critical care needs or those most at risk during a power cut.

Wellbeing and internal communications

This year saw the launch of our Wellbeing and Communications Team, recognising that supporting vulnerable customers during outages and severe weather depends on colleagues who feel well informed and supported. Regular internal updates keep our teams up to date on service changes, storm response and priorities, while wellbeing activities across the year, from healthy breakfasts to team fundraising, help them stay engaged and motivated.

Extending good practice through partners

Training has also extended beyond internal teams through Reach 360, a newly acquired platform for managing training across our service partners more consistently. A discussion-based session between SPEN and GWF Generators put this into practice, giving colleagues across both organisations, from senior leaders to frontline engineers, the chance to build confidence in supporting vulnerable customers on PSR eligibility, referral best practice and customer care during faults. PSR forms were left on site to support registrations, carrying good practice beyond our own teams.

External recognition

The retention of the BSI Inclusive Service alongside the Service Excellence accreditation, provides external recognition of our wider approach to customer service and vulnerability.

These accreditations reflect more than individual training initiatives; they recognise an organisation-wide commitment to accessible, fair and high-quality service. They also provide independent assurance that our investment in customer service, operational readiness, colleague capability and inclusive practice is helping to deliver stronger support for all customers.



Identifying customers who need extra help

Identifying customers early and accurately enables us to deliver support in a way that is timely, targeted and proportionate to the risks they face.

We use high-quality PSR data, local insight and trusted community relationships to build a clearer picture of vulnerability across our licence areas and identify households less likely to come forward through traditional channels. This is crucial for coordinating our response to power cuts, where accurate data shapes how we communicate life-saving information and deploy teams to meet customers’ immediate needs.

Over the past year, we have increased PSR registrations, improved the quality and reliability of the data we hold, and widened outreach to groups that have historically been underrepresented. That progress strengthens the support we deliver today and puts us in a better position to extend accurate, well-targeted help to an even larger number of customers in the years ahead.

165,330

total households added to the PSR this year.

Reaching and registering PSR-eligible households

PSR registration growth remains one of the clearest indicators of how effectively we are identifying customers who may need extra support.

Over the past year, continued outreach, stronger referral routes and more targeted engagement have extended the PSR’s reach across both our licence areas. As a result, we now have a broader and more reliable basis for providing timely, proportionate support, particularly during power cuts.

The value of our progress lies not only in the number of customers added to the register, but in the extent to which the register is becoming more representative of our customers’ needs. To keep our PSR data accurate, we contacted 100% of customers on the register within the last 24 months asking them to review and confirm their information. Where customers responded or updated their details, we validated, cleansed or removed records as required.

- 100% of PSR customers contacted within the last 24 months.
- 1,015,138 premises validated in the last 24 months, representing 65% of the register.
- 703,414 premises validated in the last 12 months, representing 45% of the register.
- 99,794 outdated entries removed.

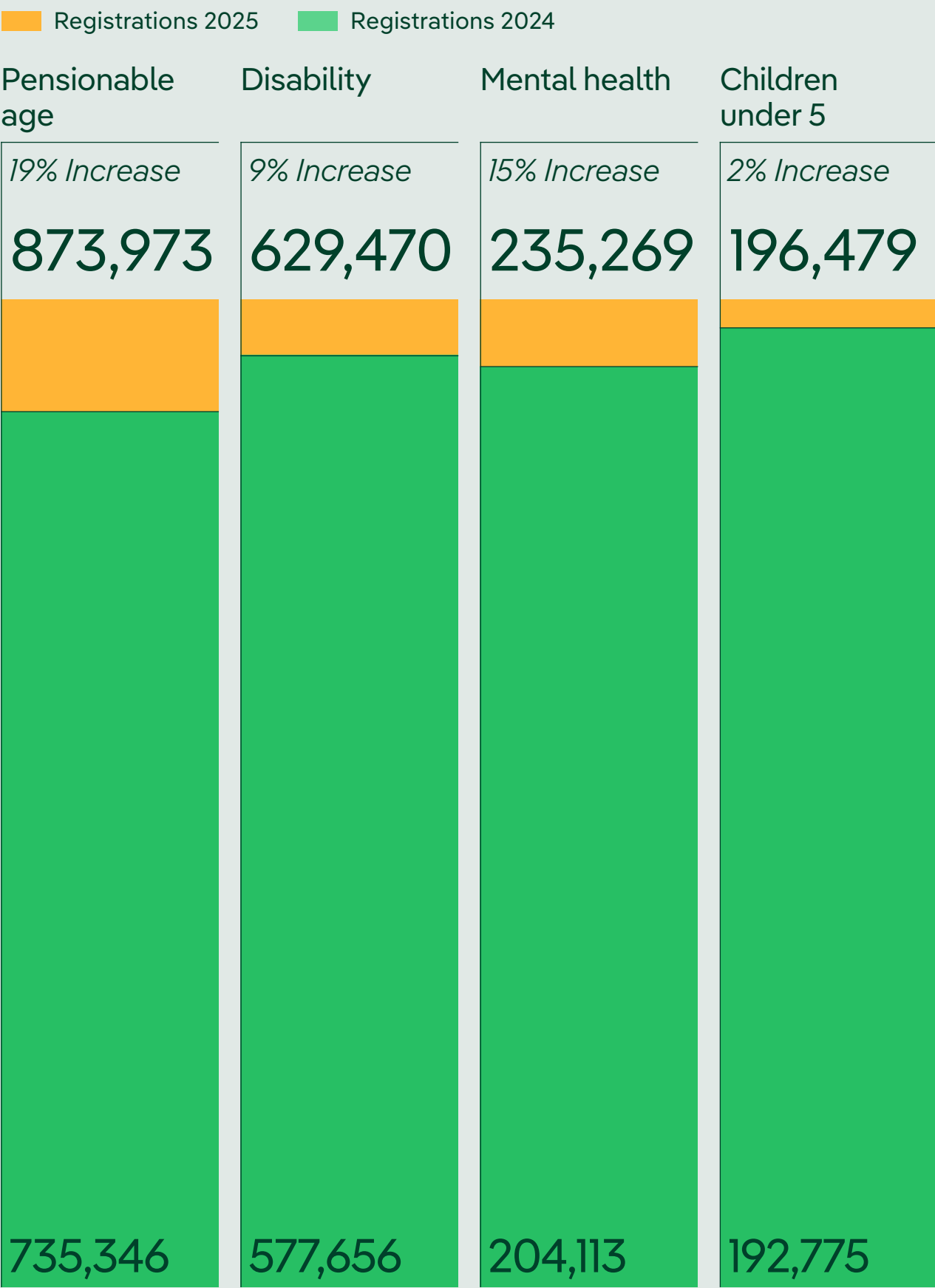
In 2025, we exceeded our ED2 commitment to maintain at least 60% of PSR data validated, achieving 65% validation over the last 24 months. Building on this progress, we are now increasing our focus on 12-month validation to keep the PSR even more up to date and reflective of our customers’ current needs.

While the 24-month contact cycle and manual validation have kept our records current, this approach is becoming harder to sustain as more customers join the PSR. We are now working with the Centre for Electrification and Energy on a smarter way to validate our PSR records. By cross-checking our own information against independent third-party data, we can confirm what we already hold for many customers behind the scenes, while making sure our teams follow up with anyone whose details have changed.



Who’s on the PSR?

The PSR highlights the needs most frequently recorded across our licence areas, providing a more practical understanding of how vulnerability is currently being experienced, and changing as registration volumes increase. The most common categories are set out below, showing the trends that shape how customers receive information, prepare for interruptions and manage disruption in the home. These insights will guide how we target and deliver future services.



Medically dependent customers

Customers recorded as medically dependent need particular care, because a loss of power can have immediate, life-threatening consequences for those who rely on electricity for medical equipment, treatment, or essential day-to-day routines. Keeping this information accurate helps identify customers who may be most at risk before an interruption occurs and respond quickly and appropriately if power is lost.

The main medically dependent categories, therefore, provide an important view of where fast, tailored support may be needed most, supporting our efforts to plan ahead and prioritise welfare during outages.

New registrations over 2025/26:



Engagement with underrepresented groups

Growing the PSR requires more than broad public awareness, as some customers are less likely to encounter information through standard communications or to act on it without more direct and trusted contact. This year, we targeted engagement towards non-English speaking customers and customers with sight-loss, two groups historically underrepresented on the PSR. To reach these groups, we used community networks, specialist groups and face-to-face sessions to have conversations about the PSR in familiar settings.

Non-English speaking customers

Engagement with non-English speaking customers was delivered through English for Speakers of Other Languages (ESOL) sessions and multicultural community events, placing PSR information in more accessible settings for customers facing language and cultural barriers.

Throughout 2025 and early 2026, we attended 33 events involving non-English speaking groups, with a further 10 already booked for the coming months, reflecting a more targeted presence in communities that are less likely to engage.

Working with Glasgow Life, we used ESOL learning sessions to discuss PSR eligibility, storm preparedness, and wider needs with non-English speakers, and provided interpreter-assisted registrations where needed. We held our first event in Glasgow, before expanding into several events across Fife and Ayrshire.

8,035 PSR Reach achieved in SPD, an increase of

6.8%

6,062 PSR Reach achieved in SPM, an increase of

13.3%

Customers with sight loss

We worked with specialist sight-loss groups and charities to reach customers living with visual impairment through organisations they already know and trust. During the year, we attended 13 events, including eight Macular Society Scotland groups since autumn 2025, helping raise awareness of the PSR in communities whose needs may not always be identified through standard communication channels.

Network Natter sessions with Macular Society Scotland groups formed an important part of this work. The sessions covered the PSR, what customers can expect during a power cut, how to use the interactive voice response system, and practical advice on home safety and carbon monoxide awareness. Customers were also given 105 power cut lightbulbs and solar-powered keyring torches to improve preparedness for any future interruptions.

These sessions helped build a clearer understanding of how power cuts can affect customers with sight loss. For someone with reduced vision, the loss of lighting can make it harder to move around safely, access information, or feel confident at home, particularly where a condition is progressive or may deteriorate quickly. By holding discussions in familiar and trusted settings, we were able to talk about storm preparedness and PSR registration in a way that felt more relevant to their everyday lives.

37,508 PSR Reach achieved in SPD, an increase of

6.3%

31,765 PSR Reach achieved in SPM, an increase of

8.6%

Our PSR recruitment programme

Our PSR recruitment programme consists of direct outreach from our teams, public-facing campaigns and partnerships with organisations already connected to the people we are trying to reach.

Customers, carers and frontline professionals now have more practical routes to PSR information, particularly in places where vulnerability may be recognised before a customer contacts us directly. By using community events, care-sector networks, hospitals and established safety partnerships, we have widened awareness of the PSR and created more opportunities for customers to be identified before they need assistance during a power cut.

Community outreach

The Care Management Show, a two-day event with around 2,000 delegates, brought together carers, care managers and organisations responsible for people who can become highly vulnerable during outages or extreme weather.

Through the joint DNO-led stand and four mini-theatre sessions, around 200 attendees heard about power-cut preparedness and the assistance available through the PSR, and we promoted a new Caring Times feature and an interactive resilience guide for PSR.co.uk. Delegates left with clearer information for planning around outages and welfare, and we will take these conversations further to reach people not fully served by traditional PSR channels, including residents in caravans, park homes and other non-standard accommodation - a shared challenge across DNOs.

Wider reach

Across the SPM licence area, our hospital campaign placed PSR posters and leaflets across six hospitals and nine display sites. Delivered in two bursts, in November 2025 and January 2026, the campaign generated an estimated 1.5 million impressions, around 50% above forecast. Hospitals are settings

where people may already be thinking about health, care and support, making them a natural place to raise PSR awareness and prompt people to recognise needs in themselves, family members and those they care for.

Strategic partnerships

Our work with Children’s Hospices Across Scotland (CHAS) and Scotia Gas Networks (SGN) showed how cross-industry relationships turn PSR awareness into practical help. A CHAS-supported family had faced repeated boiler failures, leaving them without reliable heating or hot water, while callouts and quotes of around £1,700 left the problem unresolved and unaffordable. Once escalated through SGN, a site visit found a failing fuse box was the cause rather than the boiler, and our field team replaced it free of charge, restoring heating and hot water the same day.

We are also working with the Scottish Fire and Rescue Service to include PSR information in the next national Home Safety Guide, placing preparedness and assistance messaging in a resource households already trust. 25,000 copies were recently printed, and a further print run is planned for later in the year.

Trend analysis – looking back over the year

This year’s PSR growth has come from recruitment that is more locally informed and better tailored to how customers prefer to be reached. Registrations have grown across all key vulnerability categories, with the largest gains in groups historically underrepresented on the register.

Clear upward movement across all categories:

Our latest PSR data records growth across every key vulnerability group, several now at their strongest position to date. The most notable movement is among non-English speaking customers, blind and partially sighted customers, families with children under 5, customers of pensionable age and customers living with dementia.

Geographic targeting is producing stronger reach:

Our Local Authority and Lower layer Super Output Areas analysis directs coordinators to the areas with the largest eligible populations and lowest current coverage. Glasgow, Edinburgh, Liverpool, Wirral, Sefton, Cheshire West and Fife remain priority hotspots, where a sustained local presence will continue to increase registrations.

Community partnerships continue to drive results:

The strongest growth comes from partners offering face-to-face access. Relationships with Unity Springburn, Glasgow Afghan United, Wellness Wednesdays, ESOL providers and sight-related organisations help build a consistent presence among the groups most in need, through multicultural hubs, sports clubs, dementia cafés, food banks and sight loss groups.

Internal awareness supporting external growth:

Conversations across our central and regional offices, contact centre coaching and internal inclusion networks give colleagues a clearer understanding of what the PSR means and who it supports. This helps them spot customers who would benefit and improve the flow of information into tools such as Tractivity, our tool for engaging with stakeholders during storm events.

Future plans

Our plan for the year ahead is to turn what we have learned into a data-driven recruitment strategy that reaches further into underrepresented communities.

Local insight will direct activity to the highest-gap regions across SPD and SPM, while sustained relationships with trusted partners reinforce PSR messaging with hard-to-reach groups through familiar routes. We will raise the PSR’s profile across internal and external communications, and continue improving data tools such as VEST and Mapolitical so coordinators can better target services, track needs gaps and measure progress.



Supporting customers during power cuts

When the lights go out, customers remember more than how quickly power was restored. Their experience is also shaped by whether they felt informed, reassured and protected in the hours before, during and after the disruption.

A power cut is more than an inconvenience for all customers - but especially for those who rely on electrically powered medical equipment, live without family or friends nearby, face language barriers, or are caring for young children. For these customers, the experience of a storm is shaped not just by the speed of restoration but by the support they receive throughout. Providing that support consistently, and at scale, is one of our most important responsibilities as a DNO.

9.16/10

PSR customer satisfaction score

In last year’s report, we identified six clear areas for improvement spanning every stage of a storm:

Stage	Areas of improvement	How we responded in 2025/26
Before storms	Customers told us our pre-storm materials, including the Security of Supply leaflet, could be simpler and clearer.	We redesigned them, applying customer feedback to the language, layout and visual design.
	The Warm Hub network had gaps, with hubs not established in all storm-affected areas.	We expanded the network and built closer community relationships, so hubs can open quickly during a storm.
	Generator demand outstripped our stock in severe weather, requiring rentals and support from other networks.	We bought 200 smaller, portable tabletop generators that are easier to transport and install, reducing the need for external suppliers.
During storms	The hotel booking process was slow and complex for customers needing alternative accommodation.	We simplified booking and improved website pop-ups, so customers can reach accommodation and access compensation support more quickly.
	Coordination with LRFs, LRPs, councils and community groups needed strengthening in severely affected communities.	We worked more closely with these partners to align emergency planning and resource sharing across our licence areas.
	A more structured, ongoing process for gathering feedback from customers impacted by storms would help strengthen our understanding of their experiences.	We established an ongoing customer panel whose feedback now shapes our planning and response.
After storms		

Winter Performance: How we prepared, protected and learned from storms

Effective storm response is shaped by how we prepare customers ahead of severe weather, protect them through outages, and continue to meet their needs once power is restored.

Preparing customers for winter

Ahead of winter, we advertised our services through a range of channels, distributed winter packs, and worked with LRFs and LRPs to coordinate local responses.

Winter awareness campaign: Our campaign ran from September 2025 to March 2026, promoting the PSR, 105 number and helping customers prepare for power cuts.

Communication channel	Description	Number of people reached
All-customer leaflet	Distributed the Security of Supply leaflet to 3.5 million premises.	3.5 million
Outdoor advertising	Delivered a campaign across rural and urban locations, including phone kiosks, buses, rail, Amazon lockers and hospital advertising.	206.5 million impacts
Video adverts	Delivered two TV adverts, one on power-cut guidance and brand awareness, and another promoting the PSR.	2.5 million impressions
AdPause	Ran a brand-led Channel 4 campaign to raise awareness of the 105 number.	18.8 million impressions
Radio and digital ads	Ran a campaign across the top-performing Global and Bauer stations across SPD and SPM.	24.9 million impressions
Display ads and online video	Targeted digital advertising, including 30-second skippable and 15-second non-skippable YouTube formats.	6.1 million impressions
Social media advertising	Targeted social media advertising used audience segmentation and timely messaging to increase awareness among key groups.	9.6 million impressions
PR activity	Secured significant media coverage to support our campaign, including collaborations with ambassador Jennifer Reoch, and award-winning author-illustrator Emily MacKenzie.	159.6 million impressions
Community outreach	Distributed posters and postcards to community hubs, giving harder-to-reach audiences clearer information.	95,000 posters and postcards distributed

Winter activities

Winter packs: Ahead of winter 2025/26, our Social Obligations team assembled 1,000 winter packs to offer warmth, light and reassurance during cold weather and power cuts. Each contained a power bank torch, hand warmers, a warm-wear kit and a rechargeable light bulb.

Trusted local partners carried the packs into a wide range of communities. Falkirk Women’s Guild distributed them to pensioners, Cyrenians Bathgate supported people facing homelessness, Sight Scotland provided safe lighting to people living with sight loss, and a Cumbernauld event shared them with residents at risk of hardship. During extreme weather and prolonged outages, our teams also hand-delivered packs to customers in need.

Enable magazine: To reach customers with disabilities and long-term health conditions through a trusted source, we joined other DNOs in contributing to the November/December issue of Enable Magazine, the UK’s leading disability and lifestyle title, which reaches 200,000 readers an issue.

The issue reached customers through multiple routes, with 20,000 hard copies distributed and the digital edition sent to our database of around 10,000 subscribers. Jane Hatton of Evenbreak shared the issue with her 30,000 newsletter subscribers, around 90 local organisations shared it through their own networks, and an Instagram video drew 123,000 views.



Using data to prepare earlier

We use data to anticipate severe weather and prepare customers well before the first warnings arrive, drawing on forecasting, network impact modelling and stakeholder engagement.

1.

Met Office forecast and weather warnings
Tracking yellow, amber and red warnings, we share early information with teams, councillors, local authorities and resilience partners to position resources before a storm arrives.
2.

Predict4Resilience
Predicts faults and outages up to five days ahead of severe weather, drawing on weather modelling and live network data. Developed with SIA Partners and the University of Glasgow – and now in the final year of live trial – we actively use these insights to deploy teams and equipment into predicted high-impact zones, ensuring customers face shorter outages and faster repairs.
3.

Mapolitical
When severe weather is forecast, Mapolitical identifies the MPs, councillors and representatives serving affected communities and reaches them with location-specific information to keep residents informed. Real-time Met Office data now triggers these communications automatically once an area enters the forecast risk zone.
4.

Tractivity
During storm events, our stakeholder engagement management platform, Tractivity, tracks our communications and distributes targeted updates to councillors and community stakeholders. Across the 2025/26 storm season, councillors regularly noted how clear, timely updates helped keep their communities informed.

Making storm response more visible

Storm Shielders: When storms roll in, customers often see the weather warnings, fallen trees and flickering lights, but they rarely see the people working behind the scenes to keep them safe. The Storm Shielders campaign made that work more visible by showing the engineers, call handlers and frontline responders involved in preparing for and responding to severe weather.

SPEN partnered with award-winning broadcaster Jennifer Reoch to tell these stories in a more personal and relatable way. Through a series of short films, Jennifer met colleagues involved in storm response, from early-morning callouts and repairs in difficult conditions to the customer support taking place behind the scenes. The campaign showcased the teamwork, commitment and care that underpinned each restoration effort, ensuring customers better understand what is happening during an outage.

The films were shared across local and regional media, our own channels and Jennifer’s platforms. By putting real people and their stories at the centre of the campaign, Storm Shielders reassured customers about the work being done behind the scenes, particularly during periods of disruption when they might otherwise feel alone and unsure where to turn.

“Winter weather can be demanding and unpredictable, and it’s easy to overlook the work happening behind the scenes to keep our electricity supply running 24/7.

Spending the day with the Live Line Hands On team gave me a rare insight into the specialist work the team carry out in tough winter conditions to keep the power flowing.

What struck me most is the Storm Shielders’ commitment to the communities they serve, going above and beyond to keep people safe and supported when the weather is at its worst.”

Jennifer Reoch, Broadcaster



“Stories are a wonderful way for children and families to bond, and Walter and Skye’s Stormy Night does just that. It’s a charming story with beautiful illustrations that will help families to be prepared for stormy winter weather. We’re proud to share this adventure through Bookbug, and help the book to reach families across the country.”

Marc Lambert, CEO at Scottish Book Trust

Reassuring our customers ahead of storms

Stormy nights

We know storms can be unsettling for the whole family, particularly for young children who may not fully understand what is happening when the lights go out. To support families in talking about storms, safety, and preparation in a calm and accessible way, we partnered with the Scottish Book Trust and award-winning author-illustrator Emily MacKenzie to create Walter and Skye’s Stormy Night, a children’s book designed to help families prepare for severe weather.

The story follows two puppies, Skye and her younger brother Walter, as they prepare for a power cut on a stormy night. Through their experience, children are gently introduced to simple preparedness messages, such as having a torch, blanket and other comforting essentials nearby. The book helps children understand that although storms can feel strange or scary, being prepared, staying close to family and knowing what to do can make the experience feel calmer and safer.



For parents and carers, the story provides an easy way to start conversations about safety during power cuts, offering reassurance before severe weather occurs. It turns storm preparedness into a shared family moment, rather than a frightening or technical message.

Families across Dumfries and Galloway have shared how the book has become a familiar and comforting resource, particularly during the winter months. More than 2,000 free copies have been distributed through nurseries, libraries and playgroups across our licence areas, with a free online version also available.

Read the book with your little ones [here](#).



“I loved the idea of turning a wild, windy night into something exciting rather than scary. Walter and Skye are the kind of friends you’d want by your side when the lights go out, curious, brave and ready to spring into action.”

Emily MacKenzie, author-illustrator

Protecting customers during power cuts

Our storm response depends on how quickly we reach customers most at risk and how well we coordinate with delivery partners on the ground. This year, we responded to four named storms - Amy, Bram, Claudia and Goretti – prioritising direct contact and practical support for PSR customers at greatest risk.

Support provided	Storm Amy	Support provided	Storm Bram
Customers impacted	Over 43,000	Customers impacted	Over 34,000
Customers restored in 24 hours	99.8%	Customers restored in 24 hours	99.0%
Customers restored in 48 hours	100%	Customers restored in 48 hours	100%
Pre event messages sent to customers	140,000 PSR customers contacted	Pre event messages sent to customers	24,000 PSR customers contacted
Inbound calls	11,000	Inbound calls	6,800
Hits on Website	78,000 (22,390 used our power cut map)	Hits on Website	90,000 (22,100 used our power cut map)
Social Media reach	153,000	Social Media reach	165,000
Welfare	Food vans deployed, generation or hotels offered to customers off supply overnight, and hot food and drinks provided		

Warm Spaces
During extended outages, we work with LRFs, LRP’s and community organisations to activate Warm Spaces, giving residents a safe, heated environment and a point of contact.

As a Category 2 responder, we share outage intelligence, identify the communities most affected, provide restoration timelines and help partners signpost vulnerable customers to support.

Case study:

During Storm Goretti, our PSR team took a call from a customer at home with her newborn during a power cut, unable to boil water for feeds as heavy snow affected local access. The team escalated the request, and David, one of our Social Obligations coordinators, filled a thermal flask with boiling water and travelled through difficult conditions to get to the customer.

When David arrived and found the customer was not at home, he followed welfare procedures, leaving the hot water and a winter pack safely at the door before calling to confirm the support had arrived.

Continuing to improve customer communications

Building on last year’s review, we have continued working with Three Hands and their network of lived experts to improve how customers use our website during storms and power cuts.

This year’s redesign focused on the storm and power-cut journey, when customers are least able to take in the detail. Living Lab workshops with Three Hands and lived experts in April and June 2025 set three priorities: better usability for screen-reader and voice-command users, more prominent contact routes, and a clearer explanation of SPEN’s role for first-time visitors.

Several improvements are now in place, with further changes underway:

- **More accessible power cut map:** Clearer icons, accessible colours and high-contrast modes help customers find key information under pressure.
- **List view for outages:** Sitting alongside the map, with voice command support and easier use on smaller screens.
- **Plain-language incident updates:** Customers can see at a glance whether a fault has been reported, an engineer is on the way, or power has been restored.
- **One-step sharing:** Customers can pass live outage details directly to a carer, family member or friend acting on their behalf.
- **Easier navigation:** Anchor links let customers find the sections of the site they need more easily.

Next steps

AgentForce AI – We are exploring Salesforce’s AgentForce, an AI agent drawing on our trusted Customer Relationship Management (CRM) data to handle routine queries during storms and outages. Customers get clear information quickly when phone lines are under pressure, freeing teams to focus on urgent, more complex cases and PSR customers.

Palliative Care Outreach – With community healthcare partners, we are developing a service for palliative care patients reliant on electrically powered medical equipment at home. Three components will keep critical equipment running and give clinicians a reliable escalation route during outages:

- **Equipment mapping:** Identifying each patient’s needs and what is at risk during an interruption.
- **Tabletop generators:** Keeping essential medical devices running.
- **End-to-end management:** Delivery, collection and upkeep alongside clinical workflows.

Keeping Comms Open – With UK Power Networks and Northern Powergrid, we trialed two technologies to keep medically dependent or isolated customers connected during prolonged faults. A Smart Uninterruptible Power Supply (UPS) gave 24 to 72 hours of backup to fibre-based home phones, while a Courtesy Satellite Phone Call Point covered areas where local connectivity could be lost.

The trial produced 18 UK Conformity Assessed and Conformité Européenne certified Smart UPS devices, with DefProc refining the design alongside us. The next phase will be a smaller, home-friendly device with stronger router compatibility, more pre-deployment testing and backup power that better reflects real outages.

Supporting customers after power cuts

The hours and days after a storm are often when the most important customer interactions take place. Our responsibility extends well beyond the moment supply is restored; households need reassurance that someone is still alongside them. Building on last year’s commitments, we are working more closely with LRFs, LRPs and community groups, and have established an ongoing customer panel whose feedback will continue to shape our response.

Listening closely: Following a storm, an elderly customer contacted us about a persistent noise she believed was coming from a nearby SPEN substation. Our engineers inspected the substation and surrounding equipment, all operating normally, and we brought in an acoustic specialist for independent reassurance.

Throughout the process, our CLO kept in close contact, visiting her home to talk through her concerns and explain each stage, and arranged an additional meter inspection. The customer reported feeling informed, supported and taken seriously – highlighting the value of combining technical investigation with clear communication and face-to-face support.



Customer Voices: Some of the most powerful evidence of our service comes through customers’ own words.

One customer wrote to our CEO, Nicola Connelly, after a storm brought down a power line behind the home of his elderly parents, his father in a wheelchair and his mother living with dementia, both relying on a stairlift to reach their bedroom.

“Every single interaction I had with the SP Energy team was outstanding. I called 105 to report the outage, and the call handler couldn’t have been more professional, caring or helpful. He was extremely thorough, even though he must have been inundated with calls. The engineers arrived by 19:00 to assess the situation, and the linesmen were on site and began fixing the line at 22:00. By 02:00, it was fixed. If this had been a normal day, I would have been impressed.

Given that it was pretty stormy with trees and lines down all over the place, I am hugely impressed. All your staff were a credit to the company; they had come a long way to restore everyone’s power, and to a man, they were cheerful and professional. Many, many thanks to you and your team for looking after us so well.”

SPEN Customer

During the same season, contact centre colleague Laura-May took a call from a customer who was very unwell, partially sighted and alone, waiting on a prescription for antibiotics. She offered to ring the local chemist, found it had also been hit by the storm, and kept checking in through her shift until power was restored, when the customer called back to thank her.

These examples show the judgment, empathy and follow-up our teams bring to every storm, where the most valuable support is often the time taken to understand what a customer is facing and stay in touch until the risk has been resolved..

Lessons learnt

Every storm season leaves us with a clearer picture of what is working and where there is more to do. This year, insights from communities, local authorities, resilience partners, and our own teams have shaped a focused set of priorities for how we prepare for and respond to future disruption.

Provide more targeted and locally relevant communications: Tailored updates so local authorities, resilience partners and community organisations can understand the likely impact in their area and support residents more effectively, rather than relying on generic messages.

Strengthen coordination and consistency across internal teams: A clear, shared view of storm activity across operational, customer and communications teams, so updates stay timely, accurate and consistent on every channel.

Deepen proactive engagement with local authorities and resilience partners: Building on direct engagement sessions before extreme events to clarify roles and strengthen local resilience planning.

Use tools and data to improve response: Real-time forecasts, weather warnings, network insight and stakeholder mapping to identify affected areas earlier and send the right information to the right people faster.

Embed place-based insight into future storm planning: Local knowledge from LRF, LRP and delivery partner feedback to shape where additional support is needed and adapt our response to local circumstances.



Supporting customers in fuel poverty

This year, we delivered over 37,000 services to customers experiencing or at risk of fuel poverty, taking us past our 60,000-service ED2 commitment two years early.

Fuel poverty continues to shape lives across our licence areas, with consequences that reach beyond energy bills into health, debt and the daily ability to cope.

This year, we reached our ED2 commitment to deliver 60,000 fuel poverty services two years ahead of schedule, and with the model proven at scale, our focus now shifts to refining services and exploring new approaches as we prepare for ED3.

We issued 7,740 Fuel Bank Foundation vouchers worth

£427,377

to customers in crisis.

How we support customers in fuel poverty and measure financial impact

Customers experiencing fuel poverty often reach us at a point of crisis, when financial pressure has already taken hold. Our service model is shaped around that reality, using data to identify customers, understand their circumstances, and support them through their journey of support.

Our approach follows three steps:

Identification

We identify households at risk of fuel poverty through the following routes:

Data tools: like our VEST tool, highlight areas most in need.

Referrals: from community partners who work directly with people in vulnerable circumstances.

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

Support routes

Once identified, customers are offered 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.

Working with trusted partners

Delivery is carried out by expert partners with deep roots in the communities we operate in. Over 2025/26, our partners delivered the following volumes of support:

Service type	Volumes (SPD + SPM)
TARIFF SWITCHING	2,813
INCOME MAXIMISATION	19,780
DEBT ADVICE	1,508
ENERGY EFFICIENCY ADVICE (PERSONALISED)	13,136

Services are delivered by:

citizens advice scotland

Hope 4U
FOR A BRIGHTER FUTURE

CSAT

The quality of our work is reflected in strong Customer Satisfaction Scores (CSAT), which average 9.43/10 across our delivery partners this year.

Licence area	Delivery partners	CSAT score
SPD	Citizens Advice	9.53
SPD	Hope 4 U	9.45
SPM	Citizens Advice	9.37
SPM	Hope 4 U	9.19
Combined		9.43

Customers have told us that being listened to, and understanding the options available to them, made the biggest difference:

“The advice they gave was brilliant. I explained everything about my benefits, she was able to look everything up to help me financially. She gave me a follow-up call after and said she got everything with my Universal Credit sorted, which was amazing.”

Hope 4U Customer

“The lady I spoke to was very helpful... I felt very listened to and she put my feelings into consideration... all I wanted was to feel listened to.”

“I just think they were really helpful at a time when bills are really high and it’s a struggle.”

Citizens Advice Scotland customers

Social Value generated

We use the industry-recognised SROI methodology to calculate the value our programme delivers. The strength of this year’s delivery is reflected in both the immediate savings customers receive and the longer-term financial improvements that follow.

Metric	Value
Net benefits generated in Y3	£21,497,999
Net benefits generated to date (Y1-Y3)	£32,074,237
Unlocked net benefits by end of ED2 (Overall)	£43,817,617

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.

Customer success stories

Tailored support can make a real difference to the lives of the customers we work with.

Over £15,200 in annual financial uplift identified for a pensioner on a low income

An elderly woman living alone in Northwest England was on a low income and struggling to make ends meet. We carried out a full benefits check and guided her through applications for Pension Credit, Housing Benefit and Council Tax Reduction, alongside practical energy-saving advice. The review identified a total uplift of over £15,200. The lady felt her situation had completely transformed and described the outcome as genuinely life-changing.

Over £1,400 in benefits and essentials secured for a single parent undergoing cancer treatment

A single parent undergoing treatment for stomach cancer came to us struggling with essential costs after a period off work. One of our advisors registered him on the PSR, submitted a Council Tax Reduction application, and secured a spare-room exemption to reflect his overnight care needs. Recognising that a working washing machine was essential during treatment, the advisor also referred him to the Household Support Fund, which covered the cost of a replacement. Together, those steps established over £1,100 in benefit entitlements and secured an appliance worth over £230, significantly easing pressure during his treatment period.

£953 saved through bill corrections, grants and a tariff switch for a refugee navigating language barriers

A refugee and single mother received an energy bill of over £300, which she believed was incorrect, and required Arabic-language assistance to resolve it. After verifying the billing dates, we reduced the outstanding balance and established an affordable repayment plan. She was also guided through a switch to a cheaper tariff, received a British Gas Energy Trust grant, and was registered on the PSR. In total, she saved over £950 and now has a clear route to language-appropriate advice for future energy queries.

Preventing a total loss of income and securing an additional £2,446 per year

A registered-blind man recovering from a stroke was moving to Universal Credit, and without intervention, risked losing his income entirely. We walked him through the Help to Claim process and revealed that his Personal Independence Payment award was lower than expected. A review supported by appropriate evidence secured an additional £2,446 per year, providing a critical safety net at a particularly vulnerable point in his recovery.

Over £13,000 of debt relief and benefit entitlements secured for a customer managing serious mental health conditions

A woman living in social housing in Scotland was carrying multiple debts alongside serious mental health conditions. We responded by helping her register on the PSR, open a basic bank account and complete a full income review. She was also assisted with applications for Adult Disability Payment, Council Tax Reduction, and Housing Benefit, and with pursuing debt relief through the Minimal Asset Process. This resulted in over £6,700 in debt relief and nearly £6,400 in benefits and grants. With her finances stabilised, she can now manage her ongoing household bills.

Keeping a rural household warm through winter, with up to £200 per year in potential savings

An elderly couple, living in a rural cottage in poor repair with limited digital confidence, were concerned that their heating oil supply was running out. In response, we registered the couple on the PSR and secured £350 of heating oil through the Household Support Fund, £100 of free logs, and guidance on social tariffs. They can now heat their home safely over the winter months and could save up to £200 per year on household bills.

Partner spotlights

Partner spotlight 1: Hope 4U Fuel Poverty Programme

Hope 4U were recently awarded the Championing Community Resilience Award at the National Energy Action (NEA) Conference for supporting households under acute financial pressure, particularly new parents and people with serious health conditions.

Through our partnership, advisors provide support across benefit checks, income maximisation, debt guidance and emergency fuel assistance, drawing on long-standing NHS maternity, local authority and community group relationships to identify customers early.

Over the past year, more than 1,000 interventions through the maternity pathway, in particular, generated over £3 million in financial uplift for local families, with customers reporting less stress and greater confidence in managing their costs.

Since our partnership began, Hope 4U have delivered more than 12,500 services to customers in or at risk of fuel poverty. We are proud of their work and their passion for delivery, and we are honoured to welcome them as an LCT programme partner, extending what we can offer customers in need.



“We feel incredibly proud and fortunate to work alongside SP Energy Networks, and being recognised with the NEA award means a huge amount to us all.

Together we’ve delivered a fuel poverty programme that provides genuine, lasting value for the customers who need it most, supporting people right across the SPEN licence areas, from central and southern Scotland through to Merseyside, Cheshire and North Wales. We couldn’t be prouder of what this partnership has achieved or of the team behind it.”

Luke Arnold, Hope 4U

Partner spotlight 2: Citizens Advice Fuel Poverty Services

CAS is a central delivery partner for our fuel poverty programme, providing tailored advice to households facing financial pressure, complex energy issues or wider wellbeing concerns. Its flexible, locally led model spans Scotland, England and Wales, shaping support around each community’s needs.

Since 2023, advisors across the three nations have delivered 47,035 services, covering income maximisation, energy efficiency, best-tariff advice, debt support and PSR assistance. Bureaux in each nation have spoken to what the partnership has made possible:

In Scotland, unrestricted programme funding kept vital services running:

“For our Bureau, this has provided us with unrestricted funding which has been a lifeline for us. I can’t express what a difference this funding has made for us at a time when we are all feeling financially insecure as charitable organisations. For our clients, this has opened up income maximisation and energy efficiency savings which would not always have been offered as a standard part of our service.”

CAS Scotland

In England, close alignment with local schemes supported advisors:

“The SPEN funding has had a huge impact on our local office and clients. We have been able to tie in with our local authority household support funded vulnerable clients and provide holistic advice on energy efficiency, debt and income maximisation which we would not have had the means to do otherwise.”

CAS England

In Wales, advisors reached customers who might not otherwise seek help:

“The SPEN Fuel Poverty Service has strengthened our ability to support clients struggling with energy costs, delivering practical advice on income maximisation, energy efficiency, and debt. This has led to meaningful financial gains and improved resilience for many vulnerable households. It aligns strongly with SPEN’s wider vulnerability approach to delivering targeted, preventative support through trusted local partnerships.”

CAS Wales

Future plans

Project WARMTH – Shaping a new model of targeted support

Project WARMTH (Wellbeing and Resilience through Medical-Thermal Heating) supports households where a cold home is already affecting, or could worsen, a health condition. Based on the Warm Home Prescription® approach developed by Energy Systems Catapult, the programme aims to target eligible customers through trusted health and community partners, offering tailored interventions to make homes warmer and healthier.

WARMTH – What we’ve done so far:

Continued to engage expert stakeholders – Working with health, energy, fuel poverty and voluntary sector organisations to test assumptions, refine the trial design and bring the perspectives of those closest to vulnerable households into the model.

Applied learning from Warm Home Prescription® – Working with Energy Systems Catapult to draw insights from their trials and shape a DNO-led approach.

Assessed the social value – SROI modelling indicates that targeting customers whose health conditions are worsened by a cold home could generate greater value than standard fuel poverty interventions, strong evidence for the trial’s design and feasibility.

Designed supporting systems – The process map, data and system requirements and digital referral and reporting infrastructure are now defined, and ready for live delivery.

Started local delivery partnerships – Engaging prospective health and delivery partners in high fuel poverty areas, preparing for launch while making sure the model works in practice.

WARMTH – What’s next:

With the trial model defined and live testing scheduled for Autumn 2026, the next phase includes:

- Refining the approach with health, fuel poverty and community partners, using their delivery insight to strengthen the design before launch.
- Building and testing the referral and decision-making systems behind live delivery.
- Finalising partnerships with local health and delivery organisations in target areas.
- Testing customer journeys, referral processes and outcomes through the live trial, carrying learnings into a rollout plan.
- Developing an approach for wider rollout across our licence areas, so WARMTH can reach customers beyond the initial trial communities.

Final considerations for ED2 fuel poverty delivery

Reaching our ED2 target of 60,000 customers is a milestone we are proud of and intend to build on. As we prepare for ED3, active fuel poverty delivery will continue through two developing channels:

- **CoP:** We will maintain referral coordination and information sharing across our delivery partners, so customers can receive multiple services without gaps or unnecessary delay.
- **Customer Portal:** We are developing a simple, direct route for customers to access our services and explore practical ways to improve energy efficiency and reduce energy costs, at their own pace.

Financial pressures do not ease because a regulatory target has been met. For that reason, both channels will continue to be refined and scaled throughout the remainder of ED2, helping us strengthen support for customers now while preparing for ED3.



Supporting the transition to low-carbon technologies

This year, we ramped up our LCT support, delivering over 9,500 services to customers at risk of being left behind in the energy transition.

LCTs are reshaping how households interact with the energy system, as heat pumps, electric vehicles, solar panels and digital tools become part of everyday life. The benefits of lower bills and warmer homes should reach every customer, but many households face significant barriers.

Our Digitalisation Action Plan and wider vulnerability commitments recognise that digitally excluded customers, financially vulnerable families and communities at the margins of the energy market face the steepest barriers, and the gap is widening as the system becomes more digital and complex.

Early challenges and how we responded

In our first full year of LCT delivery, performance fell short of our expectations. Lack of awareness, mistrust and financial constraints were all barriers we had to work through to reach the customers who needed us.

Changeworks responded to the slower start by adding new channels, giving customers a more flexible way to engage. EST rebuilt Energywise around customer feedback and focus groups, redesigning the service around what mattered most to customers. We also onboarded Hope4U, connecting customers across both our fuel poverty and LCT programmes. As we continue through delivery, we will keep adapting our services around what matters most to our customers.

Our approach follows three steps:

Identification

We identify customers at risk of being left behind through the following routes:

Frontline engagement: Speaking with customers directly at community events, focused sessions, and home visits.

Partner referrals: Trusted local organisations connect us with customers in need.

VEST tool: Highlights areas where take-up of LCTs is falling short.

Fuel poverty partnership: Customers receiving our fuel poverty services also want to receive LCT advice.

Customer queries: Some approach us directly via help lines or advice sessions.

Support routes

Once identified, customers are offered support best suited to their LCT journey:

Advice: Providing information and guidance to help customers understand options.

Personalised plans: Setting out a tailored roadmap based on the customer’s home and energy use.

Client journeys: Offering end-to-end guidance from initial enquiry to LCT installation.

LCT guides: Refreshed in January 2026, with printed and digital self-help guides for customers exploring at their own pace.

Working with trusted partners

Delivery is carried out by expert partners across our licence areas. In 2025/26, our partners delivered the following volumes of support:

Service type	Volumes (SPD + SPM)
ADVICE LINE	4,824
PERSONAL PLANS	4,676
CLIENT JOURNEYS	46

Services are delivered by:

GREEN ENERGY HELPLINE FROM
CHANGeworks.



CSAT

Our CSAT scores overall are improving each year, however lower CSAT performance from Energy Saving Trust identified clear opportunities for service improvement. Through proactive analysis of customer feedback, a 13-point action plan has been implemented, focused on customer journey mapping, process reviews, and experience enhancements to improve satisfaction and deliver a more consistent customer experience going forward.

Licence area	Delivery partners	CSAT score
SPD	Changeworks	8.97
SPD	Hope 4 U	9.11
SPD	Energy Saving Trust	7.84
SPM	Hope 4 U	9.33
SPM	Energy Saving Trust	7.20
Combined		8.81

“The person I spoke with was very helpful and told me a lot of things that I didn’t know and actually helped me.”

Hope 4U Customer

“They listen, communicate and explain very well, going the extra mile in sending the information by email. I find it really helpful to refer back to.”

Changeworks Customer

Social Value generated

We use the industry-recognised SROI methodology to calculate the value our programme delivers. This year, the programme generated:

Metric	Value
Net benefits generated in Y3	£2,199,389
Net benefits generated to date (Y1-Y3)	£2,335,366
Unlocked net benefits by end of ED2 (Overall)	£10,241,569

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.

Partner spotlights

Changeworks Responding to barriers

Over the past year, Changeworks has reshaped the Green Energy Helpline from a telephone service into a multi-channel offer, broadening its advice to cover both energy efficiency and LCTs, reflecting that customers are more likely to engage through groups and settings they know and trust.

To reach customers not yet on a retrofit journey, Changeworks introduced Low Carbon Living sessions, free bite-size workshops run online and in person, covering everyday energy-saving habits through to LCTs, EVs and e-bikes. After a small pilot, more than 50 sessions were delivered to charities, housing associations, universities, and private-sector companies, reaching over 450 households, each with a follow-up so they knew where to turn next.

For customers already receiving LCTs from local authorities and housing associations across Scotland, Changeworks brought the helpline into their retrofit journey. Their Retrofit Delivery advisors spoke to each household before and after measures were installed, using those conversations to introduce smart meters, offer EV advice and refer customers for billing or debt support. Our next step is to extend the helpline across all our retrofit services, and our SPM region.

Case studies:

Solar panel support for housing association tenants: A housing association tenant approached Changeworks’ Retrofit Delivery team, unsure whether solar panels would meet her needs. The advisor walked her through the ECO4 scheme and the day-to-day impacts on her home energy use.

Once the customer agreed to proceed, the advisor handled PSR registration, smart meter visit, survey and installation from start to finish. Now generating her own solar power, the customer described the process as the first time she had felt informed and in control of a decision about her energy use.

- We estimate that the customer could save around £450 off their energy bills per year.

Helping a blind customer explore affordable heating options: A customer living with sight loss contacted us after hearing about the service on a talking newspaper, looking for alternatives to expensive electric panel heaters. The advisor explained her heating options, worked with Home Energy Scotland to identify funding, and followed up so she could review everything at her own pace.

A heat pump installation was ruled out given the disruption involved, but a subsequent application through Warmer Homes Scotland secured free solar panels and a battery system, lowering her electricity costs in the long-term. The support gave her greater confidence and control over her energy choices, with clear information helping her make decisions at her own pace.

- We estimate the customer could save around £600 off their energy bills per year.

LCT guide refresh

In January 2026, we refreshed all LCT guides on our website. The guides are kept under regular review so customers stay up to date with funding criteria and eligibility. The latest updates include:

- Content was rewritten to mirror the words customers use when searching for advice, replacing technical terminology that can deter engagement.
- All embedded links are regularly checked and updated, so customers looking for further detail are routed to live, relevant sources.
- Cost and potential savings figures were updated to give a more accurate picture of the financial implications for LCTs.
- Funding guidance now links directly to provider websites, so the information remains accurate as eligibility criteria and grant levels change.

We will continue to refresh the guides, ensuring our customers have clearer, more reliable information relating to the stage they are at in their LCT journeys – whether they are exploring LCTs for the first time or returning to check details for peace of mind before committing.

Customer Portal

In last year’s AVR, we set out the case for a self-service tool that would offer customers a direct route into LCT installations. The tool has now been built and is ready for hosting on our website, where customer testing will begin over the coming year.

Through the portal, customers will be able to generate a personalised plan based on their property and personal circumstances, see which upgrades suit their home, view likely costs and savings, and identify the funding they may be eligible for. When customers need further guidance, the portal will connect them directly to the most relevant delivery partners for tailored advice.

By placing the first step of an LCT journey directly in customers’ hands, the portal opens a new route into LCT advice for households ready to explore at their own pace without waiting for a referral or an outreach event.

Future plans

The foundations laid this year position us to continue ramping up the delivery of our LCT programme over the remaining years of ED2. Drawing on performance data, delivery partner feedback and customer insight, our next steps over the coming year are focused on three priorities:

Targeted customer segmentation: Directing outreach towards households facing the greatest barriers to LCT adoption, and least likely to benefit from the energy transition without direct engagement.

Continued expansion of Changeworks’ delivery model: Scaling the multi-channel approach to cover all eligible retrofit services and to reach organisations across our licence areas.

Building on Hope 4U’s new role: Increasing delivery volumes through a partnership that bridges our fuel poverty and LCT programmes, supporting customers along the journey from financial crisis to longer-term energy decisions.

Together, these developments reflect our confidence in delivering on our commitment to support 40,000 customers through our LCT programme by the end of ED2, ensuring more of our customers in vulnerable circumstances can adopt LCTs and enjoy the benefits of participating in the energy transition.

Supporting customers' welfare

Loneliness, cognitive decline, and unsafe homes shape the daily lives of many customers in ways our core services cannot address alone, so we extend our reach to safeguard the safety and wellbeing of customers.

Over 2025/26, we signposted 376 customers to tailored services, including befriending, dementia care, and home safety checks. We have also continued to invest and source grant funding for organisations and communities delivering welfare support to individuals in need.



How we support customers' welfare

Identifying customers in need of welfare support
Welfare needs surface through two main routes: data insights and frontline engagement, delivered by our vulnerability teams and trusted partners.

Data insights – Using tools, such as VEST and the PSR, we identify households and communities where customers at risk are most likely to be present, while least likely to surface through the referral routes of our core services.

Frontline engagement – PSR conversations, community partner referrals and direct contact with our advisors all bring welfare needs into view as part of our everyday customer conversations, allowing us to respond promptly.

Routing customers to the right support
Once a need is identified, customers are matched to a specialist partner.

Trusted signposting – We connect customers to the organisation best placed to address their circumstances, prioritising the closest match to each customer's specific need.

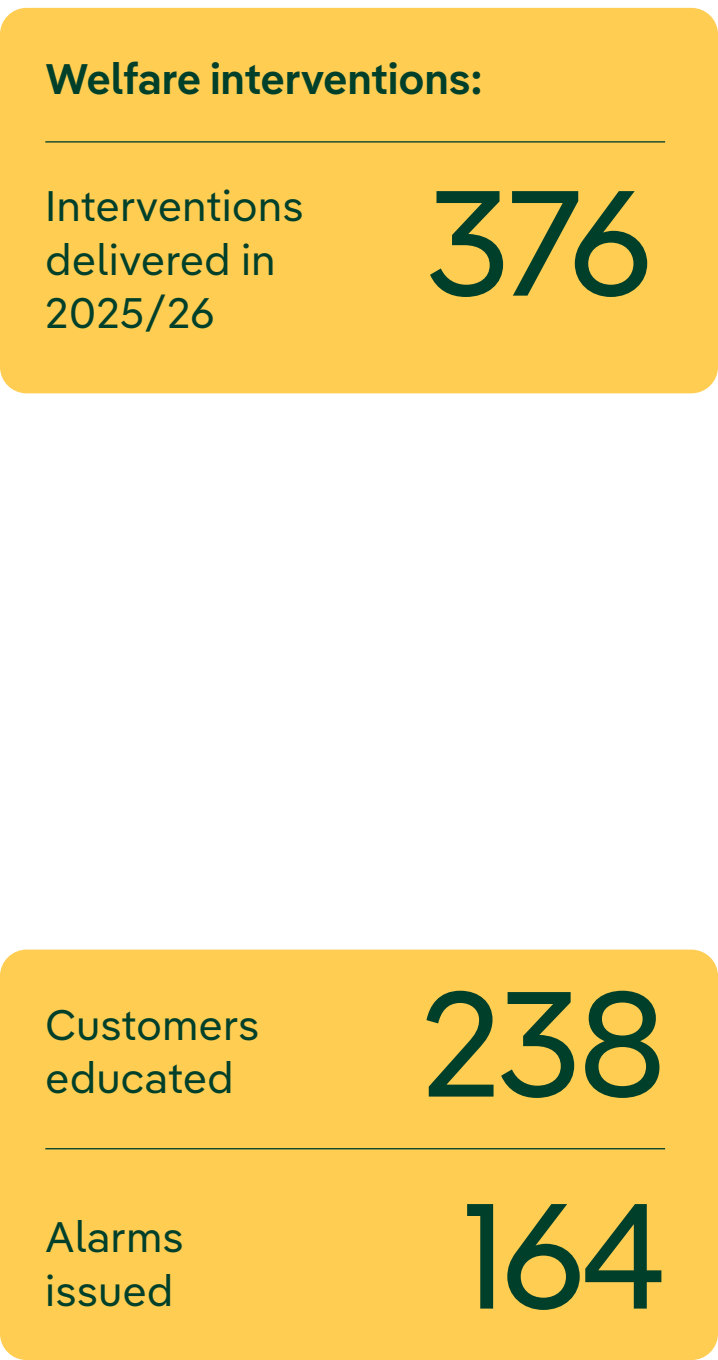
Coordinated delivery – Working alongside partners through to completion, we confirm customers have been reached and ensure support has been received.

Support routes

The services available to customers through our partner network include:

- Befriending**
Regular phone or in-person check-ins for customers at risk of social isolation, matching them with a volunteer who builds a consistent and trusted companionship over time.
- Help for dementia**
Tailored assistance for customers and families living with dementia, designed to improve safety and comfort at home and help navigate the challenges the disease creates.
- Help for carers**
Assistance for customers taking care of a vulnerable family member, providing them with practical guidance and the entitlements available to them.
- Stay safe at home**
Home assessments to identify and address trip and fall risks, improve lighting conditions and install assistive equipment, enabling customers to remain safe and independent for longer.
- Carbon monoxide and alarms**
Targeted delivery of carbon monoxide alarms, accompanied by clear information on symptoms and safe usage.

Our welfare partners include Fire Services across our licence areas, Age UK, Alzheimer Scotland, British Red Cross and local carers' organisations that support people in the communities we serve.



Community funding support

Supporting customers in vulnerable circumstances is a priority that reaches well beyond our Distribution teams. Our Transmission function plays an active role by extending welfare support beyond signposting to specialist partners, investing directly in community initiatives and organisations that build resilience across our licence areas.

This year, our Transmission Net Zero Fund directed grant funding towards these organisations, aimed at reducing running costs, upgrading facilities and reaching the people who depend on them most.

The projects opposite showcase the impact of our Transmission Net Zero Fund over the past year.

Coppermine Community Hub

Coppermine Community Centre in Gourock is a volunteer-run community hub managed by the 1st Gourock Scout Group. Around 500 people use the centre each week, including disability support services, exercise classes, Coastguard training, NHS Blood Bank sessions, and Scout and Brownie groups.

We unlocked £169,563 of funding for a major retrofit of the ageing building. The works included air-source heat pumps, improved insulation, mechanical ventilation, and new doors and windows.

Following the upgrade, the centre reopened as a modern, energy-efficient hub with lower running costs. This gives the volunteer team a firmer footing for the years ahead and helps keep an important local space available to the community.

“Around 400 to 500 members of the Gourock community and slightly beyond make use of this vital community centre, including those in vulnerable circumstances. Having an upgraded building that is now cheaper to run gives us the ability to keep on doing what we do – providing a safe space for the people of Gourock, by the people of Gourock. It will also allow us to scale up our activities, and we hope to support 500 to 600 people weekly. Thanks to everyone who came out to our relaunch, to our all-volunteer staff who run the centre, and a big thanks to SP Energy Networks for making it all possible.”

Ryan Bissett,
Assistant Explorer Scout Leader

Bonnybridge Community Hub

Bonnybridge Community Hub is a busy local centre offering toddler groups, sports clubs and digital-literacy classes throughout the week. It also hosts ROOTS’ weekly Happy Mondays sessions, which provide free meals and a welcoming space to reduce loneliness and social isolation.

Recently brought into community ownership, the building needed significant upgrades to better suit the community now running it. Through the fund, we supported the installation of solar panels, LED lighting, full roof insulation and the first phase of a modernised outdoor sports pitch.

These improvements are reducing long-term running costs and creating a warmer, greener space for local people. To mark the upgrade, Scotland’s National Chef, Gary Maclean, joined volunteers and families at the hub to prepare a Christmas meal and share practical cooking and cost-saving tips.

“What’s happening here in Bonnybridge is a brilliant example of community strength. It’s a privilege to be part of that and to help show how good food doesn’t need to cost a lot; it just needs a bit of confidence and a few simple tricks. Thanks to SP Energy Networks’ recent investment in the building, the Hub is now even better equipped to support local families and provide a warm, sustainable space for the community. Christmas can be a tough time for many, so being able to share some cost-saving tips and help prepare a festive meal with the team has been a real joy.”

Gary Maclean, Scotland’s National Chef

Twechar electric minibus

Twechar’s community minibus provides daily journeys around the rural village, connecting older residents, people with limited mobility, and families without a car to appointments, shops, community groups and other essential services.

The previous diesel vehicle had become unreliable and expensive to run. A community-led consultation confirmed that residents relied heavily on the service and needed an urgent replacement.

We secured funding for a new electric minibus, reducing running costs and emissions while improving the reliability of a service many residents depend on. To mark the launch, Still Game’s Jane McCarry joined residents on board for a trip around the village, taking time to hear how the service supports their daily lives.

“This funding is transformational for Twechar. Reliable, sustainable transport means our elderly residents can get to appointments without worrying about how they’ll get home, our community groups can plan more activities knowing transport is sorted, and families on lower incomes can get out and about without extra expense.

For us, it’s about removing barriers and making sure everyone – regardless of income or mobility – can stay connected to opportunities beyond the village.”

Lorna Thomson,
Twechar Community Action

Next steps

£7.8m Community Benefit Funding programme – In January 2026, we launched our new Community Benefit Funding programme to back local communities through the transition to a greener, more resilient energy system. The £7.8 million programme builds on £25 million already invested through our Green Economy Fund and Net Zero Fund across more than 60 community projects, with funding directed to skills, employability, financial resilience, green spaces, inclusion and improved community facilities. Further community engagement is now underway to shape additional local funds later in 2026.

“Support we received from SP Energy Networks’ Net Zero Fund enabled us to renovate our much-loved community centre. It’s a fantastic opportunity for other local projects to bring their ideas to life and make a real difference.”

Sarah McCusker,
Trustee, Glenkens Community Centre

“We have recently received funding from SP Energy Networks’ Net Zero Fund to purchase a new fleet of electric delivery vehicles, and the positive impact has been clear from day one. It’s fantastic to see SPEN continuing their commitment to supporting local communities through the launch of its Community Benefit Funding programme.”

Rosie McLuskie, CEO, Food Train

Our progress and performance

The tables below set out our performance against Ofgem’s Consumer Vulnerability Incentive (CVI) and Regulatory Reported Evidence (RRE) metrics from the start of ED2 to the end of Year 3, with independent assurance confirming alignment with the agreed reporting guidelines.

We have made strong progress against our CVI ED2 targets. PSR reach and our fuel poverty programme metrics have remained above target across ED2, and our LCT programme customer satisfaction and NPV are on track to reach target by the end of ED2.

Metric	Year 1		Year 2		Year 2 target		Year3		Year 5 target	
	SPM	SPD	SPM	SPD	SPM	SPD	SPM	SPD	SPM	SPD
PSR Reach (Cumulative)	89.9%	93.3%	97.3%	100.4%	74.0%	74.0%	108.8%	112.3%	80.0%	80.0%
Social value of Fuel Poverty services delivered (NPV, Cumulative)	£0	£0	£3,091,126	£7,442,930	£2,456,500	£3,243,500	£9,726,237	£22,348,000	£3,680,000	£4,850,000
Social value of Low-Carbon Transition services delivered (NPV, Cumulative)	£0	£0	£32,370	£147,395	£844,500	£1,115,500	£458,010	£1,877,356	£4,980,000	£6,570,000
Average Fuel Poverty Customer Satisfaction Survey score	9.5	9.38	9.58	9.50	9/10	9/10	9.35	9.51	9/10	9/10
Average Low-Carbon Transition Customer Satisfaction Survey score	N/A	N/A	8	8.45	9/10	9/10	8.74	8.84	9/10	9/10

Performance across our RRE measures is equally positive. Data cleansing and satisfaction scores are tracking ahead of expectations, fuel poverty service volumes have already met our ED2 commitment two years ahead of schedule, and LCT delivery is beginning to scale. We remain confident in reaching our target by March 2028.

RRE	Expectations	Year 1	Year 2	Year 3
Frequency of PSR customer data cleanse	Licensee has attempted to contact all PSR Customers to verify their data	100.0%	100.0%	100.0%
Customer Satisfaction Survey score for PSR customers who have experienced a power cut	9.01 target	9.01	9.05	9.16
The volume of Fuel Poverty Services Delivered	60,000 by year 5	62	22,763	37,237
The volume of Low-Carbon Transition Services Delivered	40,000 by year 5	0	787	9,546

Progress in delivering our vulnerability strategy commitments

The table below shows our progress to date against the nine commitments in our ED2 strategy, reflecting consistent delivery across our programmes.

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 with dedicated focus on gaps identified via nationally available data.		We extended outreach to hard-to-reach and historically underrepresented groups across 279 events, with particular focus on families with children under 5, people with visual impairment, and non-English speaking communities. In other areas, PSR coverage is now at 80% or more, compared with the 2021 census, for customers over 65, those with hearing impairment, dementia, and mental health conditions.
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 #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.		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 National Innovation Allowance (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 licence areas that focuses on the three dimensions of vulnerability addressed by our ED2 Strategy.		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.		We completed the exploration of additional datasets to enrich our ‘risk of being left behind index’. Through VEST Enhancement workshops, we scoped a broader set of inputs covering Energy Performance Certificate ratings, insulation status, income segmentation, tenure type, LCT readiness factors, smart-meter insights, storm-impact overlays, and worst-served transformer reporting. Insight supported the production of a more granular, household-level picture of vulnerability across our regions.
			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.		We progressed the implementation of the confirmed dataset layers within the VEST platform, including EPC and insulation status, LCT adoption indicators, and smart-meter granularity. Once embedded, these layers will sharpen our household-level view of need and allow our vulnerability teams to direct customers to the most relevant delivery partner’s support services more accurately.

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.		We supported customers through four major storms this year – Amy, Bram, Claudia and Goretti – offering hotels, hot food vouchers, food trucks, warm hubs, generators, and bespoke support tailored to individual needs. PSR customer satisfaction improved from 9.05/10 in 2024/25 to 9.16/10 in 2025/26.
			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 so we can meet those needs going forward.		Advisors use a customer needs tracker in our Salesforce CRM to record specific support requirements (e.g. hot food, hotel stays, generators) in real time. The system actions these through defined Service Level Agreements and supports 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.		This year, we registered 165,330 new households, updated 703,414 existing records, and removed 99,794 outdated records.
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.		In 2023/24, we worked closely with potential suppliers to (i) design the appropriate tender and contract strategy 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.		This year, we achieved our ED2 target to support 60,000 customers through fuel poverty services and accelerated LCT delivery, reaching 9,546 customers. Across ED2 to date, fuel poverty services have generated £32,074,237 in NPV benefits and LCT services £2,335,366, with the latest customer satisfaction scores reaching 9.43/10 and 8.81/10 respectively.

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.		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.		The CoP platform transitioned from trial to full operation this year. All delivery partners are now onboarded under improved data-sharing agreements, with intelligence dashboards and a standardised onboarding and training module embedded across the network. Development of a bulk-upload capability is also underway to accommodate high-volume partners.
			Milestone #3 Expand the CoP to other areas outside of the trial Expand the CoP into the broader Scottish and Manweb areas.		The CoP platform now operates across the full SPEN network, with the transition to contractual partners complete and coverage extended to all fuel poverty and LCT services.
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.		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.		PSR functionality is now fully embedded in the CoP platform, enabling our vulnerability teams and delivery partners to submit PSR referrals through it.
Measure up against the best	We will benchmark our service externally every year, achieving relevant standards and Institute of Customer Service (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.		This year, we retained both the BSI Inclusive Service and Service Excellence Kitemarks for the second year, reflecting continued best practice performance, earning an ICS benchmarking score of 84.6.

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 LCTs.	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.		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.		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.

