



Northern Powergrid

Consumer Vulnerability

Catherine Harris

Consumer Vulnerability Manager

04.03.2020

#NPGFuelPoverty2020

#northpowergrid #poweringfutures #powergridcares

Our Consumer Vulnerability strategy and approach

Defined customer group	Our role
▶ Customers who need extra support when accessing and receiving our services or as a result of a power loss or interruption.	▶ To provide tailored support to their needs during a power cut and when accessing our wider services, for example connection.
▶ Customers experiencing vulnerabilities which Northern Powergrid has a legitimate role in addressing, reducing or supporting.	▶ To develop innovative ways to support our customers and communities experiencing affordability and wider societal issues with an aim of reducing vulnerability in the future.
▶ Customers who are less able to represent themselves or their interests in energy matters.	▶ To give our customers a voice – acting as an advocate when discussing industry policy and to share best practice.

Our key objectives			Our enablers	
1. Expanding our understanding of vulnerability	2. Increasing access to the hard to reach	3. Improving our services	4. Developing our people, capacity and culture	5. Developing our partnerships

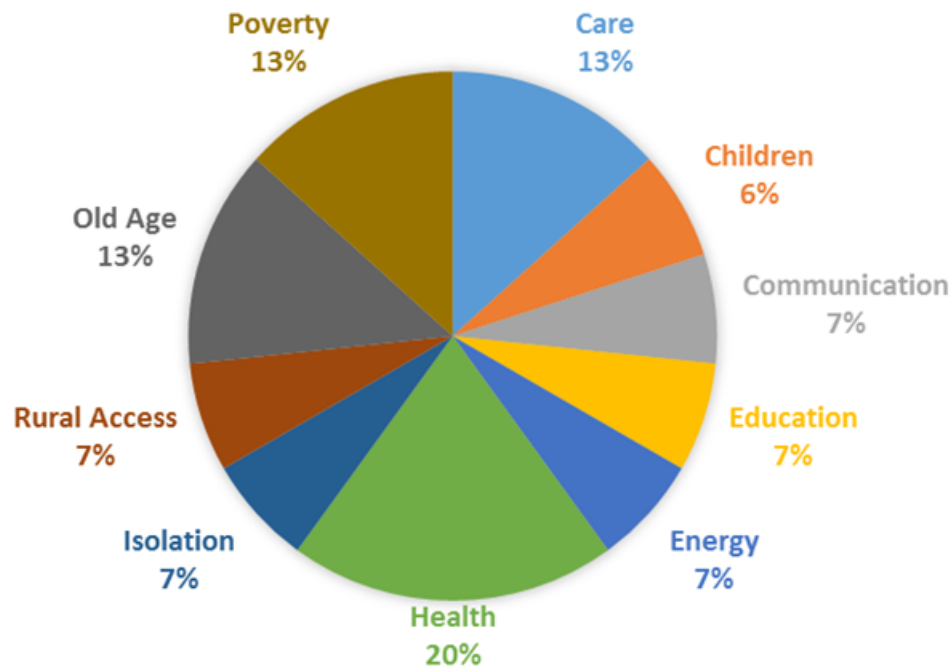
Our Priority Services Register (PSR)

Industry PSR needs codes

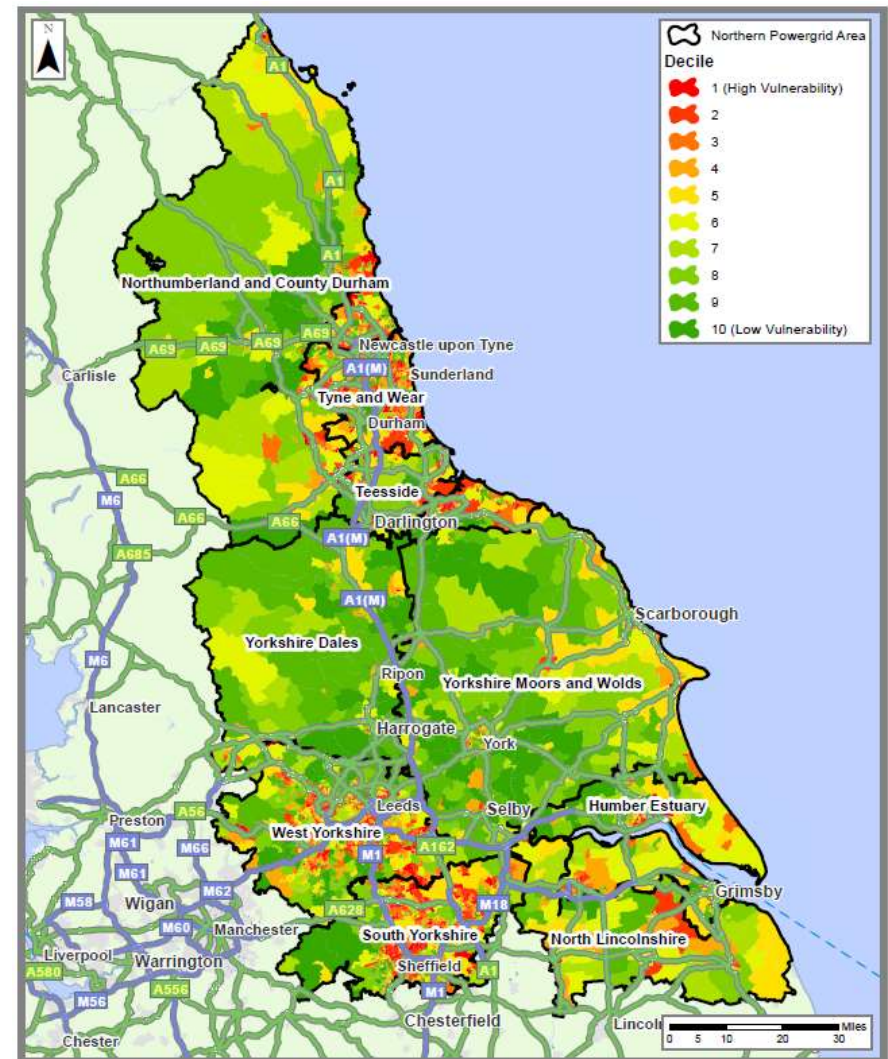
Medically Dependent Equipment <ul style="list-style-type: none"> Dialysis, feeding pump & automated medication Heart, Lung & Ventilator Oxygen Concentrator Nebuliser and Apnoea Machine MDE Electric Showering Careline/Telecare system Medicine Refrigeration Stair lift/Hoist/Electric Bed 	Age Related <ul style="list-style-type: none"> Pensionable Age Families with children under 5 	Safety <ul style="list-style-type: none"> Oxygen Use Poor sense of smell 	Poor mobility <ul style="list-style-type: none"> Physical Impairment Restricted Hand Movement Unable to answer door/Restricted Movement
Communication <ul style="list-style-type: none"> Unable to communicate in English Hearing/Speech Difficulties Partially Sighted Blind 	Chronic/Serious Illness <ul style="list-style-type: none"> Cancer Stroke Heart disease MS ME 	Industry Shared Best Practice <ul style="list-style-type: none"> Dementia Developmental Condition Mental Health Additional presence preferred 	Temporary <ul style="list-style-type: none"> Life Changes Post Hospital Recovery Young Adult Householder

Overall Vulnerability

Dimension weighting percentage breakdown:



LSOA overall vulnerability
within Northern Powergrid's territory



Vulnerability - Regional Profiling



Region	PSR	Total Households	Proportion on PSR
Northumberland, Co Durham and Tyne and Wear	223,449	867,000	25.8%
Teesside	94,677	412,000	23.0%
North Yorkshire	104,923	439,000	23.9%
West Yorkshire	245,718	1,049,000	23.4%
Humber	89,299	326,000	27.4%
South Yorkshire & North Lincs	188,688	763,000	24.7%

Northumberland Co Durham and Tyne and Wear	Fuel Poverty	Low EPC rating	Poor Health	Isolation
	33,069	37,522	107,188	150,031
Teesside	Fuel Poverty	Low EPC rating	Poor Health	
	27,754	30,946	61,758	
North Yorkshire	Fuel Poverty	Low EPC rating	Rural Access	Old Age
	35,027	46,376	56,674	104,600
West Yorkshire	Fuel Poverty	Low EPC rating	Education	
	146,037	102,177	170,281	
Humber	Fuel Poverty	Low EPC rating	Education	
	49,294	44,947	70,744	
South Yorkshire and Northern Lincolnshire	Fuel Poverty	Low EPC rating	Poor Health	Rural Access
	124,949	46,134	179,272	77,311

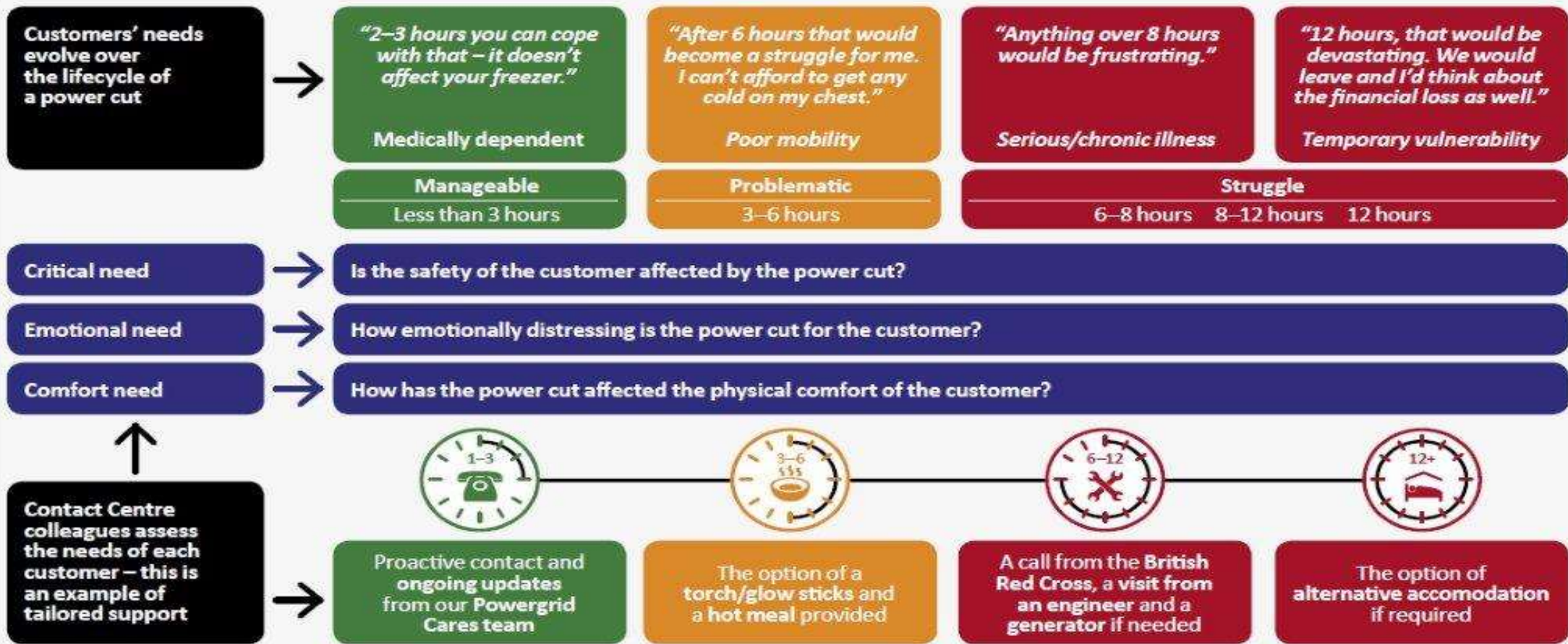
* Energy Performance Certificate (EPC) measures the energy efficiency of a property

Priority Services Register (PSR) Segmentation

Category	Eligible population within our region	Number of PSR customers	Percentage of population covered
Medically dependent on electricity	540,806	274,803	50.8%
Severe physical disability	1,148,130	333,525	29.0%
Mental Health	171,193	105,315	61.5%
High Risk needs	1,860,129	713,643	38.4%
Health Condition or disability that affects day to day activities	493,811	143,449	29.0%
Above Pensionable Age	1,561,134	567,086	36.3%
Children under 5	501,438	94,242	18.8%
English is not first language	105,061	6,785	6.5%
Transient Need	NA	86,776	NA
General PSR Needs	1,860,129	713,643	33.8%
Total Needs	1,860,129	713,643	35.7%

Metric	Eligible	Actual	Achieved %
Population	4,521,573	1,611,981	35.7%
Households	1,883,989	902,000	47.9%

Priority Service Toolkit

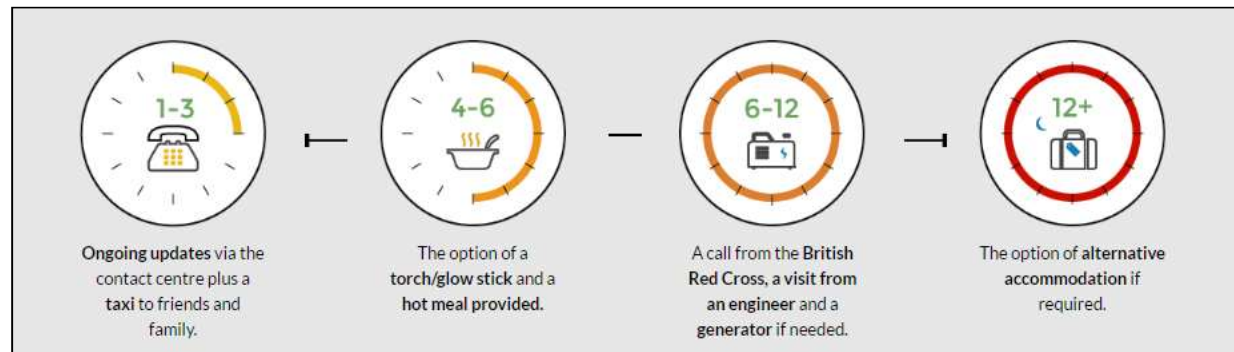


Vulnerability assessment matrix

	Description	1	2	3
Critical Need	<i>Is the safety of the customer affected by the power cut?</i>	The customer's safety is a priority - they are in a potentially dangerous circumstance and immediate assistance is needed	The customer's safety currently in a manageable situation however could escalate in time.	The customer is safe and requires no assistance other than consistent & regular communication. Re-evaluate if length of time off supply changes.
Emotional Need	<i>How emotionally distressing is the power cut for the customer</i>	The customer is in a lot of distress and requires immediate assistance	The customer is emotionally distressed but able to cope with minimum service from ourselves. The situation could escalate	The customer is inconvenienced however is not considered to be in distress. No assistance needed other than consistent & regular communication. Re-evaluate if length of time off supply changes.
Comfort Need	<i>How has the power cut affected the physical comfort of the customer?</i>	The customer is in a lot of discomfort (cold/ uncomfortable/ unable to use any facilities etc) and requires immediate attention.	The customer is in some discomfort but is able to manage for the duration of the power cut. The situation could escalate if services stay interrupted for longer than anticipated.	The customer is uncomfortable but able to manage without service assistance from NPg. No assistance needed other than consistent & regular communication. Re-evaluate if length of time off supply changes.

Our Enhanced Support Services

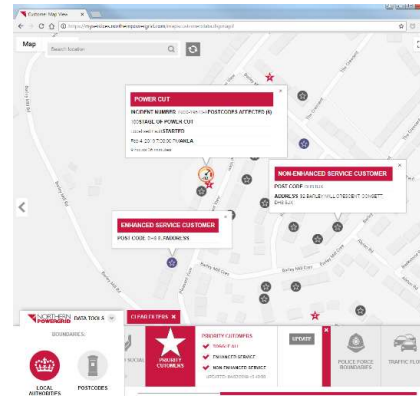
- Our current toolkit includes several support services which can be deployed for our individual customers in need, including:
 - Emergency Accommodation
 - Hot Meals
 - Back-up Oxygen (through Home Oxygen Providers)
 - Local Authority Welfare Support
 - British Red Cross Support
 - Alternative Communication Support
 - Generators
 - Customer Support Vehicles
 - Winter Warmer packs



PSR partner resources

Stakeholder maps

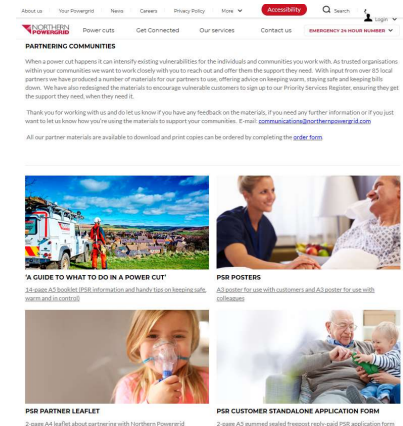
- Our stakeholder maps now offer **Priority Services data for live faults** on our network
- This data is displayed as 'pins' showing the **individual properties which may be affected by a planned or unplanned power cut.**
- Any details of households registered on our PSR have been anonymised and categorised in two ways:
 - **'Enhanced'** highlights households with high priority needs, such as medical equipment or chronic/serious health conditions; and
 - **'Non-enhanced'** are households with priority needs relating to communication, age or mobility
- To gain access, please send an email to emergency.planning@northernpowergrid.com



PSR resources portal

- Accessible information for supporting customers with vulnerabilities
- Online order and downloadable PSR materials
 - PSR application forms
 - Preparing for winter
 - Energy efficiency advice

www.northernpowergrid.com/psrpartners



Thank you