

Northern Powergrid as a Distribution System Operator and Social Inclusivity

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#NPGFuelPoverty2020

#northpowergrid #poweringfutures #powergridcares

Our current 'Consumer vulnerability strategy' defines 3 types of role for the electricity network



Customers who need extra support when accessing and receiving our services or as a result of a power loss or interruption.

To provide **support tailored 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 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.

An evolving world



The drivers for change



Democratisation



Decentralisation



Decarbonisation



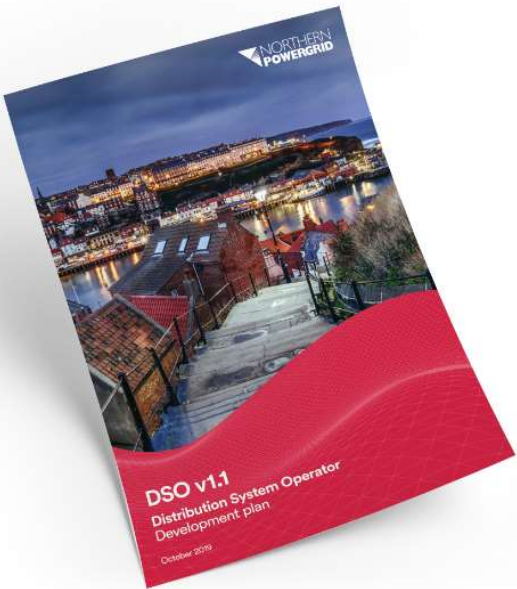
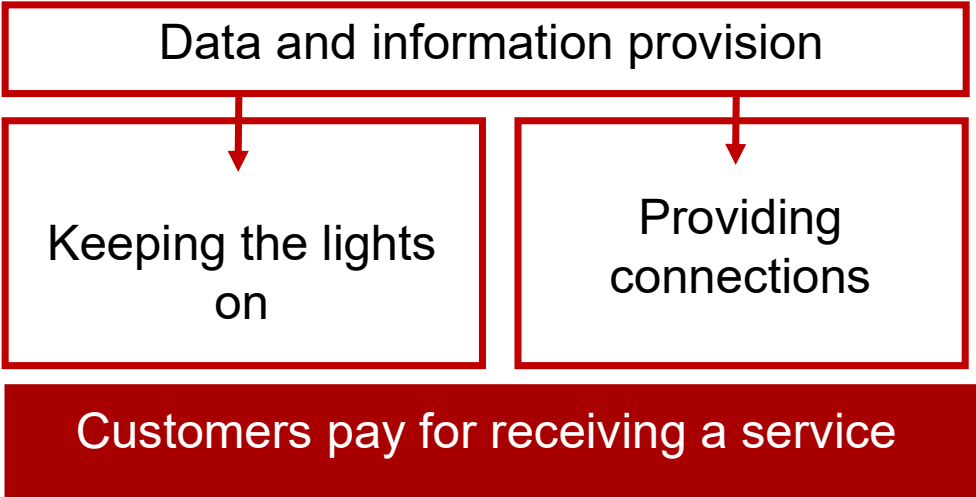
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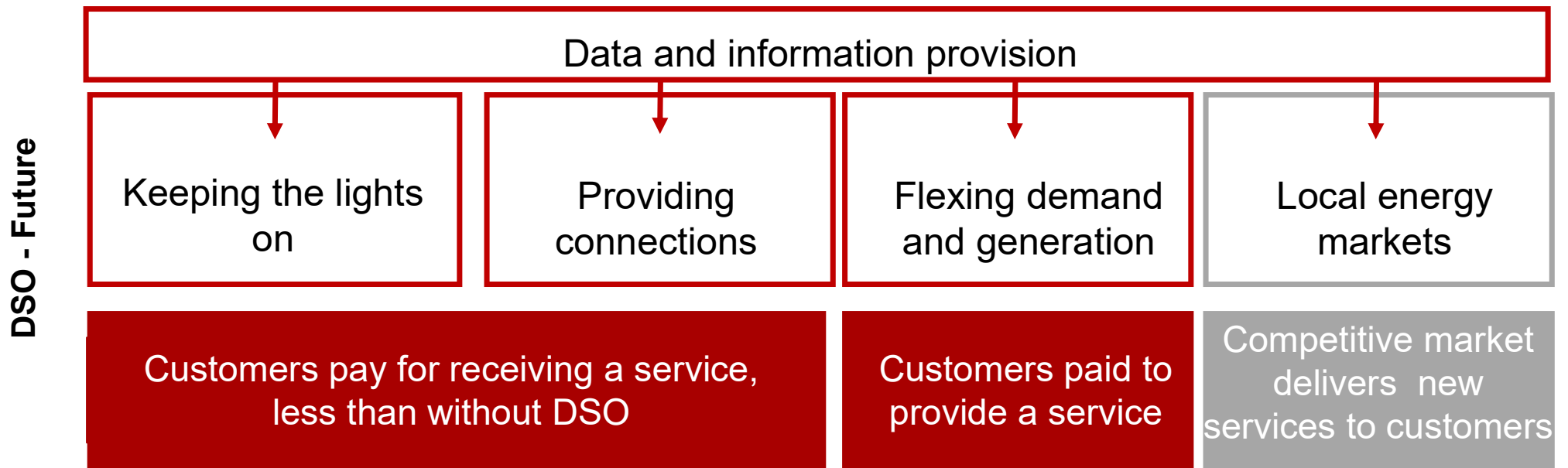
A new smart, flexible and fair energy system

What DSO means for our customers

DNO - Today



What DSO means for our customers



Our proposition

