

Fuel Poverty and The Gas Distribution Networks

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NGN.



nationalgrid
gas distribution

Northern
Gas Networks

SGN
Your gas. Our network.

WALES & WEST
UTILITIES



The 'power of four'

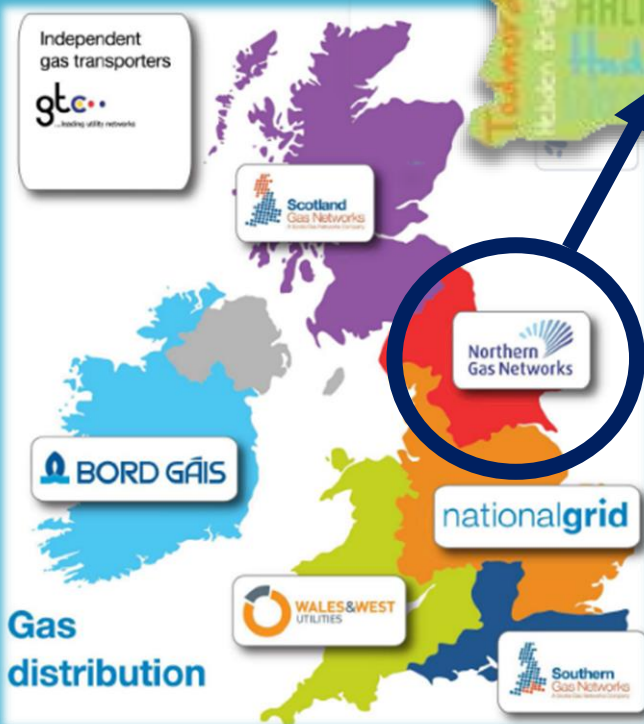
We're working together using the '*power of four*' to deliver benefits in the areas important to our stakeholders and us. We will do all we can to:

- Ensure no person is harmed through accidental Carbon Monoxide (CO) poisoning;
- Support the eradication of fuel poverty;
- Safeguard the needs of our vulnerable customers;
- Reduce our impact on the environment to provide a sustainable greener future for gas.

As a group of Gas Distribution Networks (GDNS) we have all committed the eradication of Fuel Poverty and support the Fuel Poor Network Extension scheme (FPNES)

Who are we?

- **2.7 million customers** across the North East, Yorkshire and Northern Cumbria
- **1,600+** direct employees and a further 600+ contractor partners
- **37,000km** of gas pipes
- Span an area **25,000km²**



- Replace **500km** of ageing metal pipe every year
- And connect **8,000** properties to the gas network
- Provide the region's gas emergency service **24 hours a day, 7 days a week**
- Maintain, rebuild and refurbish critical infrastructure



More than **18%** of households in the **North of England** spend more than 10% of their income on heating.

Fuel Poverty in our region...

Fuel Poverty-Why does it matter to us?



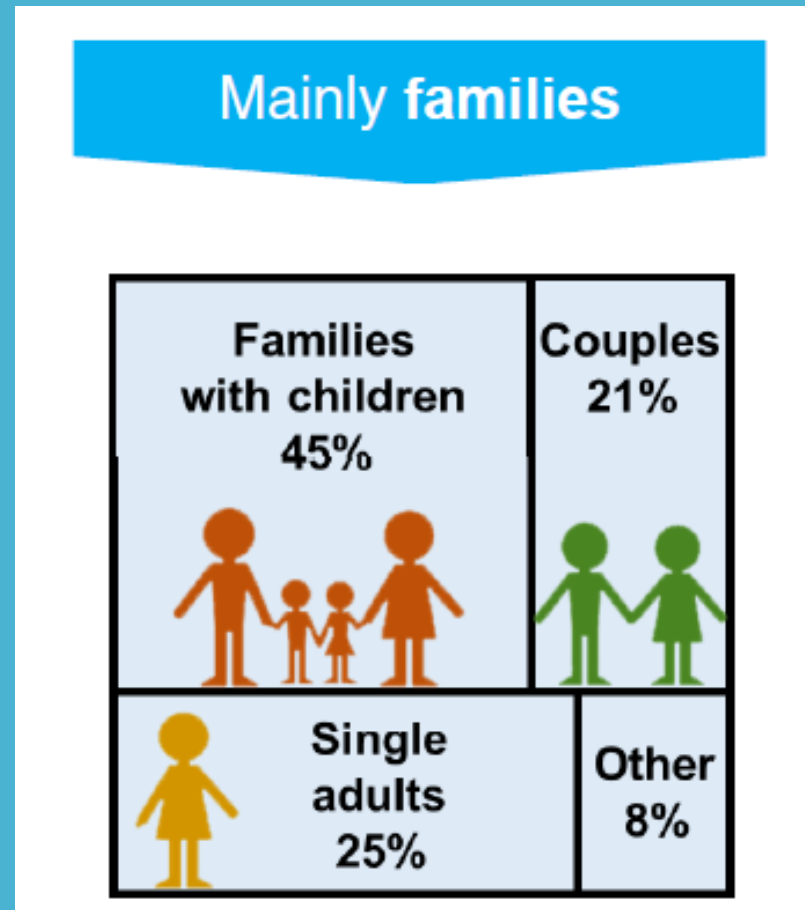
Our business is all about customers and energy. Fuel poverty brings both of these issues together.

- Supporting the elimination of fuel poverty is the right thing to do
- Ofgem recognise this and have set regulatory targets under RIIO

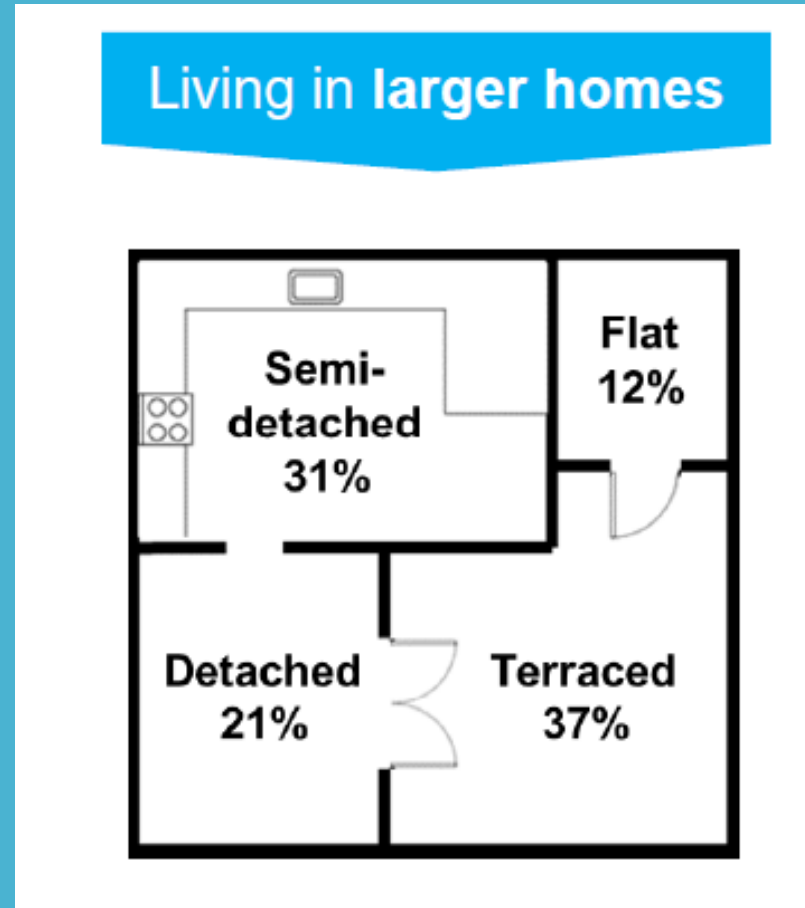
It's not always who you think...



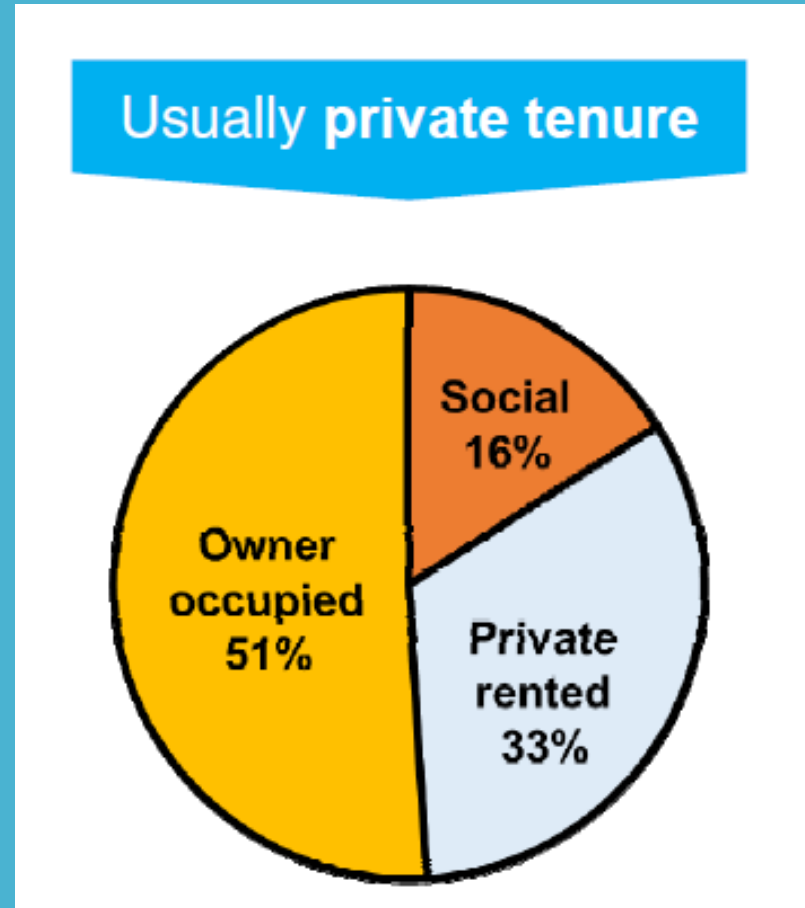
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What are we doing?



Connecting 12,000 fuel poor homes to gas network by 2021



Voluntarily increased
Ofgem target to 14,500

And its not just us, other GDNS have increased their targets, as a group of GDNS



Original targets as an industry, connect 77,450 Fuel Poor Customers to the gas Network, by 2021



Voluntarily added 13753 to our original target to a revised 91,203 Connections

So how do we engage?



Talk-Make decision makers aware of our plans and aspirations around fuel poverty.



Engage with communities, and look for supporters and ambassadors.



Partner with like minded organisations- Trusted Intermediaries.

So what can we offer?



- A free gas connection- up to a value
- Gas will typically reduce fuel bills by around a third compared to electricity.
- Referrals to companies that may be able to help with central Heating installations
- Energy advice- to use more wisely the energy/money people have

So what s the catch?



There isn't one but a qualification process has to be met.

- Property has to be in lowest 25% of listed Lower Super Output Areas,
- or
- Property/tenant needs to Meet low income High Cost Criteria (England)



Children in Bradford living in fuel poverty

1830

Interactions with families through workshops and follow up visits



Funded 3 outreach workers to support families in need



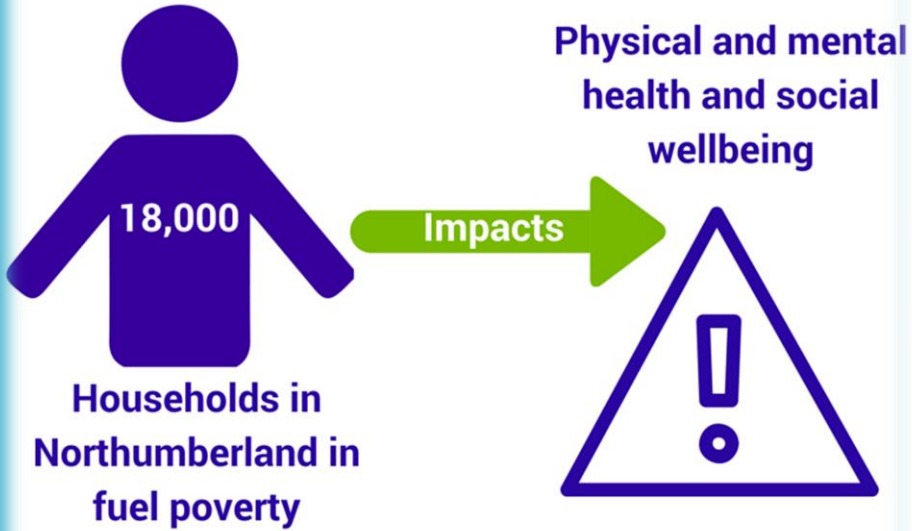
Efficiency workshops have been delivered

320

Families supported to set up manageable repayment plans for debts totalling £95,021

Warm Hubs...

Warm Hubs: Context



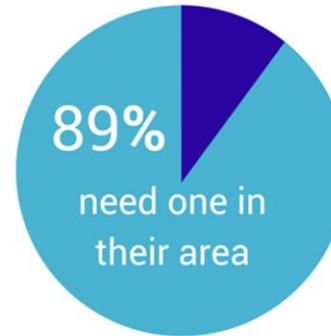
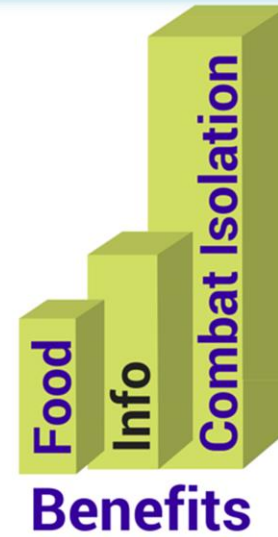
Warm Hubs: Concept



£ 12,000 pa for 3 years

- Safe, warm and friendly environment
- Healthy, good value food
- Company of other people
- Access to services and information.

Warm Hubs: Pilot Feedback



would consider attending



94% definitely



Pop-up Energy Cafés

Free energy advice, hints and tips...



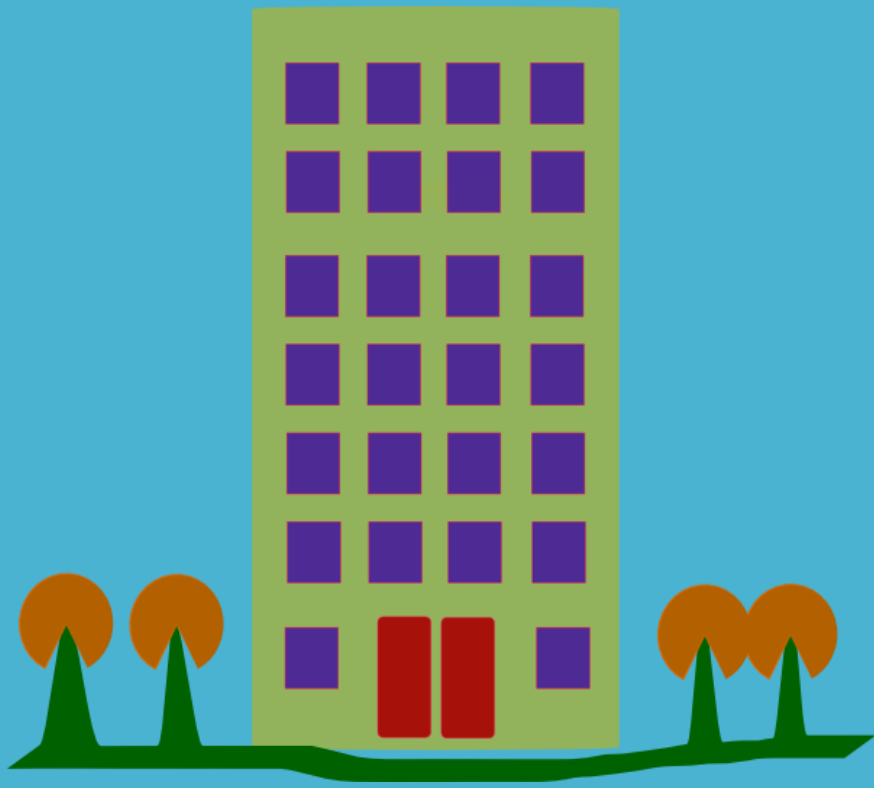
Green Doctor Partnership



- **Joint initiative – NGN and Northern Powergrid**
- **Visit by Green Doctors on referral**
 - Energy advice
 - Energy switching
 - Heating controls
 - Simple installations i.e draft proofing, energy saving lightbulbs, water saving devices
- **One visit, multiple benefits**
 - Reduced energy, lower water bills, more comfortable home

High Rise research- a case study

Engaging those that live in high rise buildings to understand their energy needs



- Engaging with communities and buildings to understand opportunities/challenges, 5 block surveys
- **Community Engagement**
 - Energy uses
 - Energy expectations
 - Views on sustainability
- **Fabric first**
 - Construction, orientation, limitations, opportunities

AND... it's good for the environment!

The maths!

- Average carbon savings 2.3t/y
- Number of connections 91203
- Carbon savings to end march 2021
- That equates to a million tons of carbon.

1 million t

That's the same as the carbon



produced by around 45000
cars each driving 10,000
miles per year