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By working together, we're making a difference to customers who need it most.

Taking care of our customers, especially those in vulnerable circumstances, is what we do. We're dedicated to keeping our customers safe and warm, and working to make a positive impact on society, improving the lives of the people living and working in our communities.

As the cost of living rises for households across the country, growing energy prices are disproportionately impacting the most vulnerable, and will leave many more people facing fuel poverty. As a valued stakeholder we want to keep you updated on the work we're doing to help.

Now more than ever, it's vital we're able to support individuals and families who are struggling to stay safe and warm in their homes. Using the funds available to us through Ofgem's Vulnerability and Carbon Monoxide Allowance, we're collaborating with a range of expert partners to help those households struggling the most.

Joining forces to tackle fuel poverty

As part of a joint initiative, we're partnering with [Fuel Bank Foundation](#) to provide households with much needed support. Together with Cadent, Northern Gas Networks, Wales & West Utilities, and three regional electricity networks, we've committed to provide the charity with a combined £575,000 fund over two years to support households in a fuel crisis.



Fuel Bank Foundation will use this money to provide same or next day emergency financial support to people struggling to top-up their prepayment gas and/or electricity meters. It also provides additional ongoing support to help manage energy costs, working together to support families out of crisis and find better energy deals.

This new funding will enable Fuel Bank Foundation to support over 8,000 additional homes out of fuel crisis, greatly increasing its capacity to provide urgent assistance to those in need.

[Find out more about the Fuel Bank Foundation](#)

Teaming up with Mental Health UK

In March we launched a unique partnership with [Mental Health UK](#) to help reach vulnerable people whose mental health is being impacted by rising energy costs. We're funding an additional specialist support adviser for its Mental Health and Money Advice Service, a bespoke advisory service that understands the challenges faced by people with poor mental health.



The service is delivered by [Support in Mind Scotland](#), and provides free and impartial information, support and advice for anyone with a mental illness who is struggling with their money, as well as anyone whose financial problems are affecting their mental health.

The programme is running initially as a six-month pilot in Scotland, allowing us to trial the effectiveness of a dedicated pathway for us and our partner organisations to refer customers in need.

[Find out more about this vital partnership](#)

Empowering young people to manage their money and energy efficiently

With young people set to be hit hard by the cost of living crisis, learning how to use energy efficiently is more important than ever.

We've partnered with financial education charity [MyBnk](#) to make sure young people are using their energy safely, efficiently and affordably during the cost of living crisis and energy price cap rise.



We've sponsored two special editions of the My Moneycast video series, which look at a range of energy topics affecting young adults such as financial support to meet the cost of rising bills, using gas safely and the benefits of signing up to the Priority Services Register. The series looks at staying safe and warm at home with details on support schemes available for people across the UK, as well as advice on what to do in the event of a gas leak and information on carbon monoxide safety and its effects.

[Watch MyBnk's My Moneycast energy specials](#)

We'd love to hear your feedback

If you'd like to learn more about our work, share your views, or talk about how we can work together to make a positive impact in our communities, you can email our team at positive.impact@sgn.co.uk.

We're always listening to feedback from our stakeholders, putting customers' interests at the heart of our decision-making process, and using their valuable insight to ensure we're delivering the best outcomes.

You said...

Consider how you can best support households in energy crisis, not just the customers you serve as you go about your works, but also those most likely to be at risk of living in a cold and unsafe home.

We did...

We've worked closely with our Vulnerability Steering group and colleagues in our operations teams to understand what we can do to support those most at risk of extreme fuel poverty, and developed new initiatives to provide immediate and long term support to households in fuel crisis.

You said...

When delivering schemes in the community that address local vulnerabilities including fuel poverty, look to join up with regional utility companies to increase the positive impact and avoid duplicated efforts with charitable organisations.

We did...

We've designed effective partnerships by bringing together regional utility network companies and charities with the skills to identify and support vulnerable people within their local communities, to deliver bespoke support services.

You said...

Use data effectively to identify vulnerable households and to prioritise Vulnerability and Carbon Monoxide Allowance funded community support schemes that help them use energy safely, efficiently and affordably.

We did...

Working with our Vulnerability Steering Group and the Energy Saving Trust we used community data to identify communities most likely to need support to maintain a safe and warm home. This partnership built our Vulnerability Index and helped us pinpoint the 10 most vulnerable communities in our two network areas.

Tell us what you think

In June, we'll be sending you an email invite to take part in our annual stakeholder satisfaction survey. We'd be grateful for your feedback about how we're performing against our priorities and how you believe we can improve our communication and engagement.

Please look out for your invite from our Head of Stakeholder Engagement, Barbara Whiting.

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