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Gas Networks role in tackling fuel poverty

Nigel Winnan
Head of Customer Service and Social Obligations



Wales & West Utilities – about us

- Supply gas to 2.5m homes and businesses
- Serve a population of 7.5m people across Wales and south west England
- Provide a 24/7 service, 365 days a year
- 11,000 new customers connected each year
- Respond to 70,000 gas emergencies every year
- Maintain 35,000km of gas pipes
- Invest £2m a week in the gas network
- More than 1,500 skilled and experienced colleagues

- Don't bill customers, fit or maintain appliances
- **12% fuel poverty = 200,000 homes**



Fuel poor network extension scheme (FPNES)

Funding for first time gas connections (up to £2,550)

Links with ECO, NEST, Arbed and other funding for first time gas central heating funding and other measures

Gas is still a good solution for most inefficient homes to raise EPC

Sustainable as gas networks decarbonise through innovation to increase biomethane injection and hydrogen blending with the natural gas

9,500 homes have been connected through the scheme over the last 10 years

Funding secured for up to 7,870 funded connections across our network over the next 5 years

FPNES in Wales last 10 years



Healthy Homes Healthy People

Three year project with Warm Wales primarily targeting on gas homes in fuel poverty

Identification of homes through data mapping, working with Local Authorities and health boards / professionals

Face to face support (pre COVID) and follow up to ensure the customer has seen the benefits – not just signposting

Wales – 2,550 homes supported accessing £2.2m of unclaimed benefits, tariff switches, energy efficiency measures

Homes lifted out of fuel poverty, improvements to health and wellbeing

SROI of £10 for each £1 spent by WWU

Project to continue in Wales and south west England with funding of £300k per annum for next two years minimum

What else are we doing?

- Joint working with other utilities to understand customer behaviours in energy, water and waste
- Promoting the Priority Service Register and sharing data across the utilities
- Raising awareness of carbon monoxide and issuing free CO monitors to the most at risk homes
- Fitting locking cooker valves allowing those with dementia to use gas cooker in safety
- Opening a fund from the start of 2022 for third parties to suggest schemes of how we can work together and jointly benefit

