

ED2 Customer Service and Consumer Vulnerability

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Consumer Vulnerability Outputs

What we have committed to deliver based on stakeholder feedback



- Reach over 1m on the PSR
- Achieve PSR customer satisfaction score of 9.4
- Contact PSR customers every 2 years to cleanse data
- Vulnerability champion at board level with 200 vulnerability champions embedded throughout the business



- Continue to achieve BS18477:2010
- Introduce bespoke channels to allow new ways for customers to engage with us



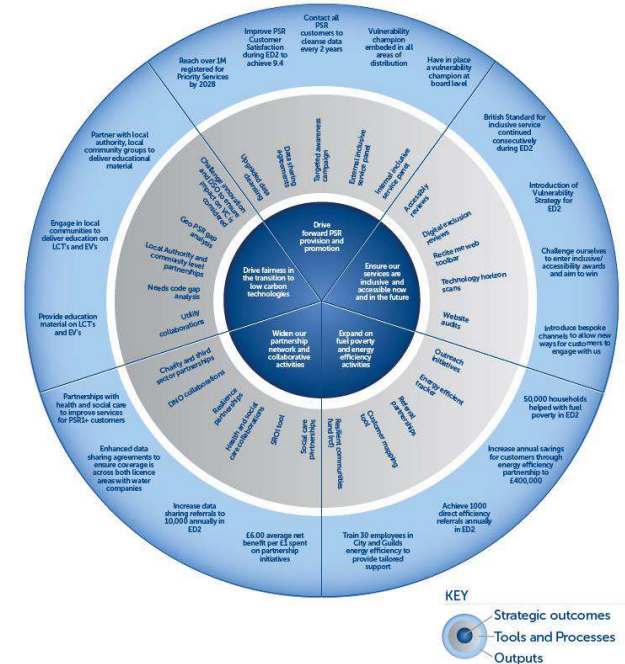
- Help 50,000 households with fuel poverty
- Achieve 1000 direct energy efficiency referrals annually
- Train 30 employees in City and Guilds energy efficiency to provide tailored support



- Partner with health and social care to improve services for PSR1+ customers
- Increase data sharing referrals to 10,000
- Enhance water data sharing agreements to ensure coverage across both licenced areas

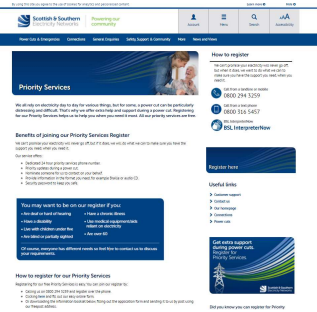


- Produce and provide educational material on LCT's and EV's
- Engage and partner with local communities, local authority to deliver this material
- £250,000 fund available to support customers in vulnerable groups to take up LCT's



Personal Resilience Plan – customer journey

1 Customer registers for the PSR service.



2 Application processed by SSEN PSR team



3 Customer issued with a Personal Resilience Plan



High level costs:

Total cost of approx. **£4.9 million**

With a gross benefit of **£7.7 million**

Social Return on Investment of **67p per £1 invested**

4 Those on medical equipment receive a proactive call



5 In-depth discussion with customer on the plan

- You should make sure you have a backup oxygen tank, you should already have this, but if you don't or have already used it, you should contact Dolby Vivisol or Air Liquide, this is the company that usually provides your oxygen on behalf of the NHS. You can find their telephone number noted on the last page. Your oxygen provider can help you with advice on reducing your oxygen flow if required.
- We highly recommend you purchase a backup battery for your sleep apnoea machine. These can sometimes be provided by the NHS if your medical condition means you may be a serious health risk without the equipment. You may be eligible for our fund, contact us on **0800 294 3259** and a member of the dedicate PSR Team can discuss this further.
- How can Dementia impact you or someone around you in a power cut? If you don't have one already, you could consider fitting a carline alarm so that if the power goes off, a loved one can be notified and check on you quickly. Let our dedicated PSR Team know about an alternative contact, so we can speak to them on behalf of the person who is living with Dementia.

6 Eligibility assessment for battery back up fund

