



FAIR BY DESIGN

Ending the extra costs of being poor

INCLUSIVE DESIGN IN ESSENTIAL SERVICES

National Energy Action: Warm Homes Week

Wednesday 29 September 2021

Sohaib Malik





THE POVERTY PREMIUM

The extra costs of being poor for a low income household is an average of **£490 a year**, but for more than one in ten households it costs at least **£780**.







INCLUSIVE DESIGN IN ESSENTIAL SERVICES



We want all consumers (particularly those in vulnerable situations) to have access to affordable energy and suitable services. We want products and services to be designed to meet the needs of a wide range of consumers (including the most vulnerable)." Ofgem ³

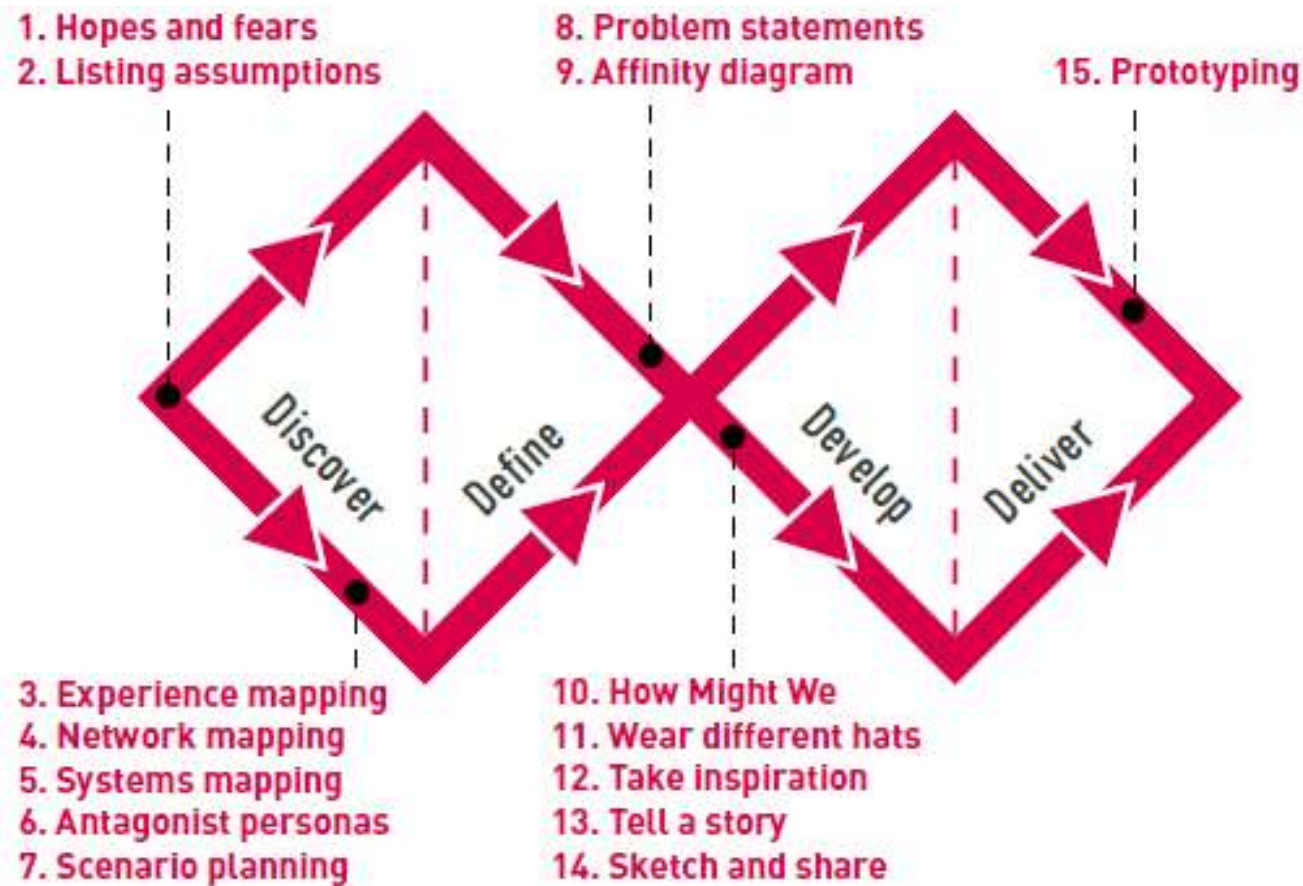


INCLUSIVE DESIGN IN ESSENTIAL SERVICES





INCLUSIVE DESIGN IN ESSENTIAL SERVICES (2)





INCLUSIVE DESIGN...





MAKING A START WITH INCLUSIVE DESIGN





FAIR BY DESIGN

Ending the extra costs of being poor

Thank you

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