



Delivering what matters
For customers who need us most

ANNUAL VULNERABILITY REPORT 2025/26

FOREWORD

Supporting vulnerable customers

As the UK's largest electricity distributor, keeping the lights on is our core focus for our 19 million customers across London, the East, and the South East of England.

For us, delivering electricity to our customers also means keeping them safe, warm and well. The ongoing cost-of-living crisis continues to put pressure on our customers, forcing them to choose between essentials and putting more people at risk of being left behind in the low-carbon transition. Wages are not keeping up with inflation, pushing more customers into the 'squeezed middle' who don't qualify for government support to help with rising costs. This means the ambitious RIIO-ED2 targets we set to support 500,000 fuel poor customers and 500,000 customers at risk of being left behind, as well as registering at least 90% of eligible customers on our Priority Services Register (PSR), are more important than ever as we strive to make a meaningful and lasting difference for the vulnerable customers in our communities.

While we remain strongly focused on these targets, what matters to us most is the difference we can make for customers who need our support: helping them feel more in control of their bills, supporting those who need extra help during power cuts, and reducing barriers to taking part in the low-carbon transition.

The progress we have made over the past year would not have been possible without working hand in hand with our trusted partners. Embedded in local communities, their expertise, compassion, and commitment have enabled us to deliver lasting support across our regions, helping us to meet vulnerable customers where they are and support them in safe, familiar environments. We are grateful for our partners' continued collaboration.

I am proud of the level of support and positive impact we have achieved this year. We have provided over 213,000 customers with fuel poverty and low-carbon transition support, delivering £32.24m total social value for those in need. We have also exceeded our RIIO-ED2 PSR target, reaching and registering over 98% of eligible households across our communities. Listening to customers and understanding their needs has been at the heart of our approach, with engagement, collaboration, and innovation enabling us to deliver support where it has the greatest impact across an increasingly complex range of vulnerabilities. We will continue to listen, learn, and adapt our services to drive genuine change and ensure our support feels valuable and authentic.

Joanna Lomax
Consumer Vulnerability Manager

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VS

These icons are used to highlight where our stories demonstrate progress against our Vulnerability Strategy Commitments.

OUR REPORT AT A GLANCE

Creating real-life impact for vulnerable households

Our Annual Vulnerability Report highlights how we are delivering against our ambitious targets and creating real-life impact for vulnerable households and communities. In the third year of the current price control period set by Ofgem (RIIO-ED2), we have continued to embed engagement and research throughout what we do to ensure customer and stakeholder insights directly shape our support provision. Continuous improvement remains at our forefront – we regularly assess our own performance and that of our partners to strengthen the support we provide. Using research and insights, we test data-led ideas with customers and refine our approach to better meet their needs.

	Targets for 2025/26	2025/26 Performance
Fuel poverty 	100,000 customers in or at risk of fuel poverty supported	110,923 customers supported who are in or at risk of fuel poverty Target exceeded 
Leaving no one behind 	100,000 customers at risk of being left behind in the transition to Net Zero supported	102,734 customers supported who are at risk of being left behind in the transition to Net Zero Target exceeded 
PSR customers 	93% PSR customer satisfaction	93% PSR customer satisfaction Target met 
	2.98m (90%) eligible households registered	3.25m (98.5%) eligible households registered Target exceeded 

Understanding vulnerability and our role

Vulnerability is multidimensional and ever evolving within society, meaning our vulnerable customers face a broad range of financial, health, and access related challenges. These challenges often overlap and compound with one another, making it essential to approach support holistically. Our customers include those in fuel poverty who are struggling to manage electricity costs and debt, as well as those in the emerging ‘squeezed middle’. They may be living in cold, damp, or under-heated homes, putting strain on their physical and mental health. They may be medically dependent or have higher energy needs due to illness or disability, putting them at risk during power cuts. With their immediate needs and challenges front of mind, vulnerable customers may lack the confidence, time, or support to engage with the energy system. They often face financial and psychological barriers to participating in the low-carbon transition, even though it could help lower their bills and improve home energy efficiency.

As a trusted and responsible corporate citizen in the energy sector, it is our role to ensure all customers have access to a safe and reliable electricity supply, while providing tailored support to those who need it most.

We take a human-centred, flexible approach by working with and through our partners to make sure our vulnerable customers are not left to cope on their own when they are facing challenges.

During power cuts, we provide support such as temporary supplies and welfare checks. Through our wider programme, we also provide support including fuel vouchers, targeted energy advice, and help accessing energy efficiency measures. This combined support helps reduce hardship, protect wellbeing, and support customers to manage cost of living pressures and changes in the energy system.



Delivering impactful support

Maintaining a deep, nuanced understanding of customers' needs sits at the heart of our Consumer Vulnerability Strategy (see p.4), enabling us to deliver more tailored and impactful support. Our regular horizon scanning brings together insights from industry experts, customer feedback from a range of channels, and input from national stakeholders and frontline partners, alongside comparing our approach within and outside the industry to make sure we stay aligned with evolving challenges and customer needs.

Our research and engagement have helped us understand how customers' needs have evolved since the start of RII0-ED2. Customers and partners alike have told us that challenges such as financial strain, poor housing quality, and energy affordability are now continuous, not seasonal. Increased cost-of-living pressures, ongoing energy price volatility, and rising long-term health challenges mean that many

of our customers now require more immediate and hands-on help in addition to sustained, longer-term support.

Broadening our engagement with organisations across sectors such as health, housing, and financial services has deepened our understanding of emerging and growing trends affecting our communities. This includes evidence showing that children living in fuel poor households face increased risks from cold and damp homes, leading to respiratory illnesses, developmental delays, and longer-term health issues. We have worked more closely with our partners in the health sector this year to ensure support is holistic by considering the range of evolving hardships impacting our customers.

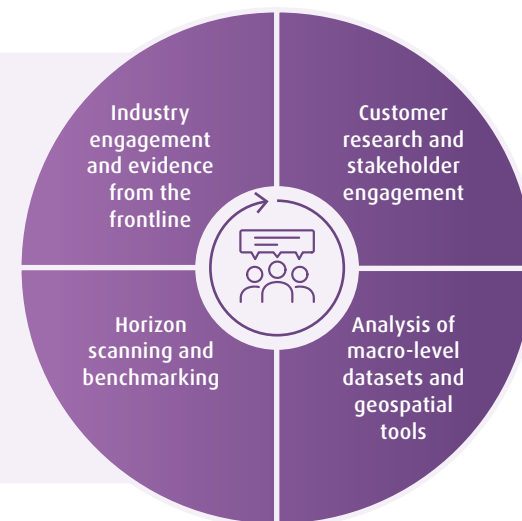
Throughout the third year of RII0-ED2, we have deepened our understanding of vulnerability and how it varies across the communities we serve. Research for our Home Energy Saver website (see p.21) highlighted groups that are over-represented in our licence area, including private and social renters, families with young children, and non-English-speaking communities, particularly in London and suburban areas. Our Spotlight tool brings together multiple data sources to identify potential household-level vulnerability and shows clear regional differences: Eastern Power Networks (EPN) has higher fuel poverty, London Power Networks (LPN) has more customers facing language barriers, and rural isolation is a key challenge in parts of the South Eastern Power Networks (SPN). These insights strengthen our understanding of customer needs across our regions, helping us tailor support effectively and work with the right partners to drive meaningful change.

VS10 VS11



Our engagement and research

Our engagement and research shape how we design and deliver support. We bring together insights from across four key areas to understand changing customer needs and continually improve our approach.



Our core delivery partners and where they deliver



Delivering the right outcomes for the communities we serve

We refreshed our Consumer Vulnerability Strategy in October 2025 to make sure we are still delivering the right outcomes for the communities we serve. Our evidence, data, and insights showed that while the fundamental goals of our strategy were still the right ones, how we deliver those outcomes needed to be refined to reflect the evolving challenges our vulnerable customers are facing.

Ensuring every customer has a voice has been the foundation of our strategy refresh. By listening to our customers and key stakeholders we have built an in-depth picture of their needs, experiences, and challenges. Our strategy is focused on ensuring our vulnerable customers receive tailored and impactful support by using insight to drive action and achieve real-world outcomes.

Underpinned by evidence-based decision-making and delivered in partnership with organisations who have deeply-established community relationships, our strategy turns insights into action across three delivery pillars: tackling fuel poverty, leaving no one behind, and registering and supporting PSR customers. Although distinct in focus, these pillars are delivered holistically with their overlaps and interconnections actively considered in our approach.

Our strategy is also built on three principles that shape how we deliver support across each of our priority areas: supporting customers through all service journeys, delivering greater support to people and communities in need, and innovation for all.

Our Consumer Vulnerability Strategy	TACKLING FUEL POVERTY 	LEAVING NO ONE BEHIND 	REGISTERING AND SUPPORTING PSR CUSTOMERS 
	Build collaborative partnerships with trusted, community-based organisations to: • Prevent customers from entering fuel poverty • Support customers to overcome fuel poverty • Provide longer-term help for customers to stay out of hardship	Ensure vulnerable customers are not excluded from the transition to Net Zero by: • Understanding barriers that put them at risk • Developing solutions to meet their needs • Scaling up support to deliver outcomes	Expand the scope and reach of the PSR while sustaining industry-leading customer satisfaction by focusing on: • Data-led innovation • Expanding collaboration and partnerships • Improving accessibility and inclusive support
Our 2025/26 targets	100,000 customers in or at risk of fuel poverty supported	100,000 customers at risk of being left behind in the transition to Net Zero supported	2.98m (90%) eligible households registered 93% PSR customer satisfaction
Our RII0-ED2 targets	500,000 fuel-poor customers provided with targeted support and advice	500,000 vulnerable customers at risk of being left behind in the energy transition provided with information and help	3m eligible households registered on the PSR #1 DNO as measured by PSR customer satisfaction
Underpinned by Supporting customers in vulnerable circumstances through all service journeys From getting customers connected to getting them back on supply during works or power cuts, we will take every opportunity to deliver outstanding service. Delivering greater support to people and communities in need Providing a comprehensive range of services to help customers in, or at risk of, fuel poverty, while removing barriers to ensure no one is left behind in the low-carbon transition. Innovation for all Using our industry-leading innovation programmes to find smarter ways to identify emerging vulnerabilities, close service gaps, and make low-carbon technologies accessible and affordable.			

OUR FOCUS AREAS

Delivering the right outcomes for customers

Four key priorities guide how we are continuing to meet the evolving needs of our customers and keep our strategy focused and relevant:

Broadening our stakeholder engagement

expanding into new sectors including health and housing to learn from best practice and gain new types of insights.



See p.3 for more information

Testing innovations with our customers

particularly those with lived experience of vulnerability, to ensure solutions are practical and inclusive.



See case study on p.21

Working with partners to reach underserved and marginalised groups

such as non-English-speaking communities, refugees, and asylum seekers, to ensure we provide support where it is needed the most.



See case study on p.15

Measuring and understanding customer feedback and satisfaction

exploring alternative ways to accurately reflect customer sentiment in the channels of their choice.



See case study below

Giving every vulnerable customer a voice

Collaborating across partners, customers, other DNOs, and utilities, we are leading and funding an industry-wide research programme to design a more effective approach to obtaining feedback, measuring satisfaction, and understanding outcomes for vulnerable customers. Our vision is to co-design a more inclusive method that enables every vulnerable customer to have a voice and focuses on capturing the impact of support delivered.

One of the key early insights from our work with DJS Research is that many vulnerable customers face barriers to providing feedback through traditional channels. This means their experiences and outcomes are often underrepresented in customer satisfaction measures. Alongside this, we are continuing to harness customer feedback for insight, having gathered and reviewed 6,780 individual pieces of feedback from vulnerable customers. This is helping us to better understand their lived experiences and shape improvements in how support is delivered.

By increasing participation, we can ensure industry services are shaped towards more customers' needs – reducing the risk of service design being skewed towards the smaller proportion of customers who are currently able to provide feedback. While this work is still in development, we remain committed to leading the way and continuously improving how we and the wider industry listen to and support customers in need.

“It was great to attend the Consumer Vulnerability Summit at the House of Commons alongside industry stakeholders and leaders. UK Power Networks provided a valuable platform to showcase the work of community energy groups, and the event was a really beneficial opportunity to share learning, build connections and better understand how we can collectively support vulnerable customers.”

Ollie Pendered
Executive Chair, Community Energy Pathways



Our industry-leading Consumer Vulnerability Summit VS9

Our Consumer Vulnerability Summit reflects what we fundamentally aim to achieve through our Consumer Vulnerability Strategy: listening, learning, and putting our customers at the centre of what we do.

In October 2025, we held our first Summit at the Houses of Parliament with a clear goal: to bring together those working at the heart of consumer vulnerability and enable meaningful knowledge sharing that could be applied in practice. Attended by over 100 regulators, MPs, senior leaders from the voluntary sector, utilities representatives, and consumer organisations, our Summit brought together industry experts to explore challenges our vulnerable customers are facing. Keynote speeches by Polly Billington MP,

Warren Buckley (Ofgem) and our own Director Andrew Pace set the tone for collaboration, strategy, and the need to design support around real-life customer experiences.

Our core focus was sharing learning and practical insight from across the sector. We highlighted that customers do not always identify with the term ‘vulnerable’, reinforcing the need for inclusive language and flexible routes into support. We shared learning from our own delivery and innovation work, including how we use data to better identify and offer support to vulnerable customers and how customers’ lived experiences have shaped our services such as Home Energy Saver. Setting out what we have learned about the limitations of traditional measures of customer satisfaction, we emphasised the need for a more inclusive and accessible way for vulnerable customers to provide feedback on services.



Our partners played a central role on the day, sharing their work and reflecting on their experience of collaborating with us. A panel discussion with our enduring partners Citizens Advice Arun & Chichester and Community Energy Pathways explored the real-life impact of support, the importance of stable funding, and how our partnerships have evolved over time.

We are proud of what we achieved through our first Consumer Vulnerability Summit and the positive feedback from attendees has encouraged us to host it annually, with the next Summit planned for autumn 2026. Going forward, our Summit will continue to act as a forum for shared learning, open discussion, and collaboration, helping to improve outcomes for our communities.

OUR DELIVERY MODEL

Collaborating to reach our communities

Delivering impact through partnership

Through our partners, we can provide a more hands-on level of support than we could achieve on our own as a DNO.

We know that many of our customers do not see their DNO as the first place to turn when they need help, meaning it is our responsibility to connect with them through channels they already know. We do this by delivering support through trusted local partners already embedded in communities who have a strong understanding of our customers' lived experiences. Our partners are well placed to provide holistic support, having expertise in multiple support streams with the ability to link customers up with other specialist organisations when needed. For example, working with Citizens Advice partners across the East and South East, we have delivered in-house debt support to customers experiencing fuel poverty, with 6,341 customers receiving advice this year.

"Our partnership with UK Power Networks demonstrates what effective system leadership looks like in practice: trusted organisations working together to reach more people, more effectively. By combining local insight with strategic investment, we are extending our reach and strengthening support for those who need it most, building a more connected and resilient system during a period of significant uncertainty."

Martin Lord
Director, Citizens Advice Essex – Enduring Partner

By working with recognised and trusted charities and community organisations, we can reach more vulnerable customers and provide support in familiar, accessible settings. One of many examples is where we funded a coffee morning and Easter egg hunt for children and families through our partner Springboard in Horsham. By attending the session we were able to raise awareness of our PSR and introduce families to our new Home Energy Saver website. Using a child-friendly activity enabled us to engage and build trust with parents and carers, reaching vulnerable customers in local spaces to provide targeted support in a way that would not be possible without the help of our partners.



Enduring and flexible partners

To ensure we can be responsive and flexible while delivering high-quality support where it provides the most value, we work with two types of partners:

Enduring partners

Our enduring partners deliver large-scale, multi-year support programmes, providing a network of stability and long-term impact. Longer-term funding helps these partners plan effectively and ensure they are fully resourced to deliver against our commitments.

Flexible partners

Our flexible partners provide smaller scale, targeted support we can scale up and down as trends emerge and needs evolve.



OUR DELIVERY MODEL

Empowering our partners and driving a culture of excellence

Our partners tell us how valuable it is to be brought together with others delivering vital services to share insights, emerging trends, and best practice. In response, we have embedded regular partner forums and events into our way of working, fostering a culture of collaboration, open dialogue, and knowledge-sharing.

By creating space to discuss challenges, exchange insights, and co-design solutions, we connect partner voices to help identify emerging issues early and join up support for our customers.

Examples of engagements that have brought together our partners from across our regions are:

Our annual Consumer Vulnerability Summit



See p.6 for more information

Partner knowledge sharing and best practice sharing sessions, for example:

Partner roundtables/workshops

In these workshop-style events, we invited our partners (including a dedicated online workshop for frontline advisers) to come together to discuss challenges, barriers, and trends they are seeing, and what is needed to ensure support for vulnerable customers is valuable and has the intended impact. At our partners' request we will continue to run these roundtables regularly to boost our knowledge sharing and connectivity.

Working with partners to strengthen delivery and maximise impact

We work closely with our partners to understand how services are performing in real time and spot opportunities to drive improvements. Our customers are at the heart of our approach – we know that when we play a more active role, we help our partners to ensure vulnerable customers receive high-quality support.

To strengthen our in-depth support for partners, this year we introduced weekly reviews focused on key themes and trends in their customer satisfaction data and working collaboratively to address any challenges. Through reviewing call data, customer feedback, and the partners' insights, these sessions give us a clear view of the customer journey at partnership level – helping us stay connected to our customers and what they need.

For example, we worked closely with one partner to support them to use data and insights to develop their customer journey. Together we reviewed customer comments and listened to calls, using these insights to build an action plan to elevate the customer experience. This led to a 10.3% increase in their customer satisfaction score, resulting in more impactful service for vulnerable customers.

Alongside our partner reviews we undertake regular visits to partner sites, attend and host training sessions, and share service improvement models and resources – for instance, see our Customer Satisfaction Partnership Day case study on p.17. Through working more closely with our partners we have increased our fuel poverty customer satisfaction score from 92.8% to 94.1%, including a 5.5 percentage-point increase in our score for EPN. We have also increased our leaving no one behind score from 89.9% to 93.6%, demonstrating the impact of our collaborative approach.

“Our partnership with UK Power Networks has been built and strengthened over a number of years, grounded in a genuine commitment to supporting vulnerable customers. Our collaborative way of working has enabled us to truly understand each other's approach and priorities, helping us to create greater impact for customers and connect them with the right support. By combining our knowledge, insights and resources, we are stronger together.”

Luca Badioli

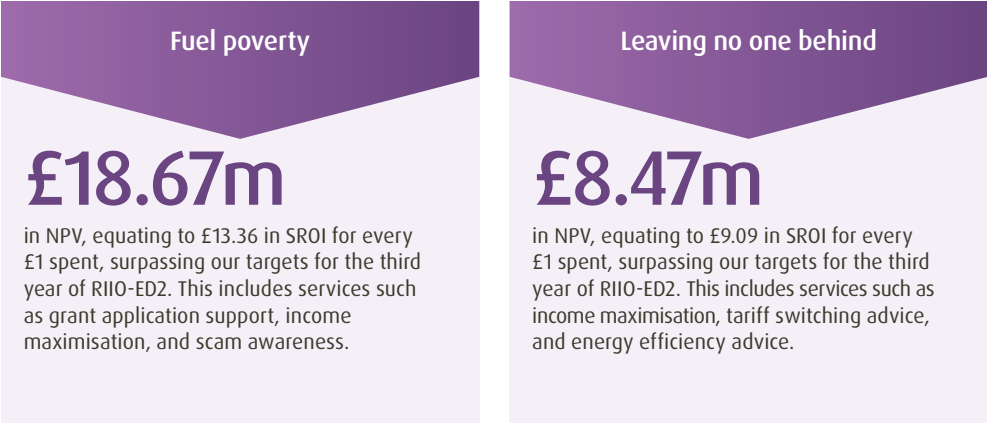
CEO, Citizens Advice Arun & Chichester



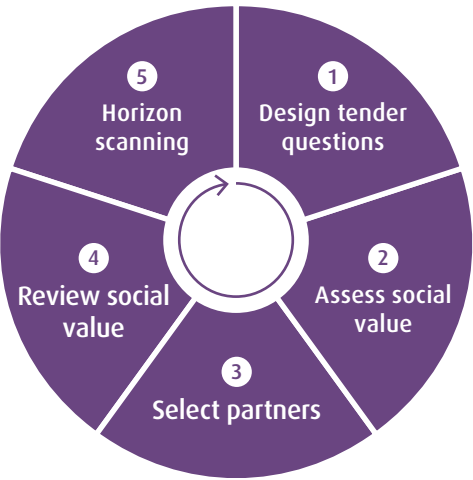
HOW WE USE THE SOCIAL VALUE FRAMEWORK

Maximising impact for our customers

The Social Value Framework plays a key role in how we choose delivery partners and which services we prioritise to maximise impact for our customers. Behind our Net Present Value (NPV) and Social Return on Investment (SROI) figures are tangible outcomes like warmer homes, reduced energy bills, increased confidence in managing energy use, and improved health and wellbeing. In practice, we use NPV and SROI to help us understand which services will deliver the greatest real-world benefits. The in-depth social value we delivered in 2025/26 is summarised below.



The Social Value Framework in practice



- 1 We design partnership tender questions around social value for customers.
- 2 We assess and compare social value delivery of potential partners and prioritise services that deliver the most benefit and impact.
- 3 Considering social value and other factors, we select partners who can deliver meaningful services.
- 4 We regularly review the social value delivered by partners.
- 5 We constantly scan the horizon to make sure our support offerings are meeting customers’ needs.

How we use the Social Value Framework in senior decision making

The Social Value Framework guides senior decision making by helping us understand how we can provide the most impactful support. When we invite potential partners to tender, we include competitive questions to assess the NPV and SROI of their proposed benefits. We compare these values, alongside other important factors such as location and reach into vulnerable communities, to inform which partners to work with. Innovation projects to help vulnerable customers participate in the energy transition must meet a clear social value threshold before proceeding. Our senior management team regularly reviews our NPV outcomes, and our CEO approves our enduring partners and NPV targets, ensuring we are delivering meaningful, tangible support.

Example:

The Social Value Framework informed our decision to establish a new partnership with Green Doctors (see p.19), one of our delivery partners helping us to make sure no one is left behind in the low-carbon transition. Our decision-makers evaluated potential partners based on the social value they could provide, finding that Green Doctors could deliver a high level of social value – £728,680 over 12 months – from their face-to-face community sessions and in-home visits. To provide further reassurance, we commissioned an independent assessor to work with Green Doctors to gain a detailed understanding of their service model and how it reflects the real-life experiences of vulnerable customers.

How we use the Social Value Framework in service prioritisation

Social value also plays a key role in how we evaluate and prioritise services to ensure our partners focus on delivering support that has the biggest impact for customers. Combining SROI analysis and customer feedback, we understood that supporting customers with behavioural change by providing energy efficiency advice is one of the most valuable services for customers; it underpins long-lasting change that helps reduce bills, improves home efficiency, and eases financial pressure. As a result we have prioritised this type of support, with 40% of all leaving no one behind services delivered this year including energy efficiency advice.

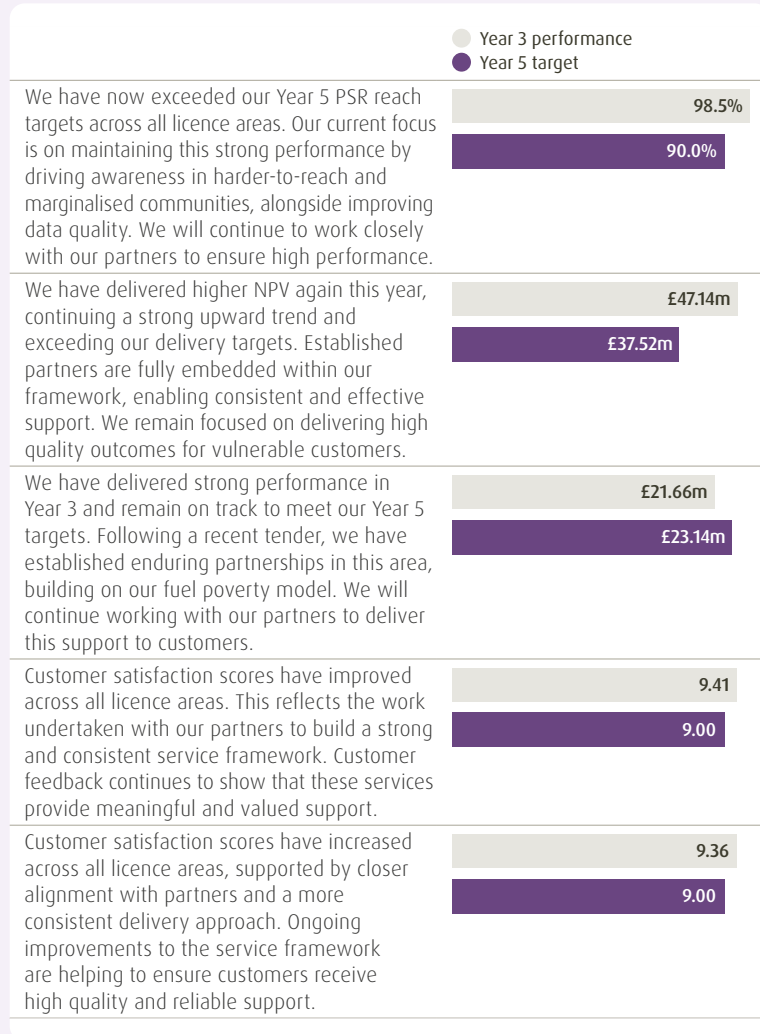
Example:

The Social Value Framework sits at the core of how we work, so it must continue to reflect the changing needs of our vulnerable customers. Through ongoing engagement with customers and partners, we identified two growing areas of need: digital skills and scam awareness. We worked collaboratively with other DNOs to ensure these services could be provided so support remains relevant. This strengthens our ability to offer more joined up support, helping customers stay safe from energy-related scams and build confidence with digital services. This year, we delivered over £1.4m in social value through scam awareness support and over £383,000 supporting customers with digital skills.

CONSUMER VULNERABILITY INCENTIVES

Exceeding expectations

This table sets out our performance against the Consumer Vulnerability Incentive metrics set by Ofgem.



Metric	Licence area	Year 1 Performance	Year 2 Performance	Year 2 Target	Year 3 Performance	Year 4 Performance	Year 5 Performance	Year 5 Target
PSR Reach (reported annually)	UKPN	77%	93.5%	90%	98.5%			90%
	EPN	78%	94.97%	90%	99.9%			90%
	LPN	79%	89.48%	90%	93.2%			90%
	SPN	74%	94.28%	90%	100.2% ¹			90%
Social Value of Fuel Poverty Services Delivered (NPV) (reported cumulatively)	UKPN	£12.33m	£25.67m	£8.97m	£47.14m			£37.52m
	EPN	£3.21m	£6.12m	£3.95m	£12.58m			£16.50m
	LPN	£1.80m	£4.28m	£2.51m	£6.94m			£10.50m
	SPN	£7.32m	£15.27m	£2.51m	£27.62m			£10.50m
Social value of Low Carbon Transition Services Delivered (NPV) (reported cumulatively)	UKPN	£1.81m	£8.88m	£3.93m	£21.66m			£23.14m
	EPN	£0.59m	£2.93m	£1.73m	£8.15m			£10.18m
	LPN	£-9k	£1.77m	£1.10m	£5.03m			£6.48m
	SPN	£1.24m	£4.18m	£1.10m	£8.48m			£6.48m
Average Fuel Poverty Customer Satisfaction Survey score (reported annually)	UKPN	9.21	9.28	9.00	9.41			9.00
	EPN	8.95	8.83	9.00	9.38			9.00
	LPN	9.13	9.26	9.00	9.36			9.00
	SPN	9.37	9.39	9.00	9.44			9.00
Average Low Carbon Transition Customer Satisfaction Survey score (reported annually)	UKPN	9.00	8.99	9.00	9.36			9.00
	EPN	9.42	8.90	9.00	9.23			9.00
	LPN	5.25	8.86	9.00	9.23			9.00
	SPN	9.22	9.19	9.00	9.56			9.00

¹ We work proactively to grow and maintain our PSR through promoting its benefits, utilising new reliable data sources, regularly contacting existing customers, and cross-referencing the information we hold. However, as the regulatory baseline measure of eligible customers was set using 2021 census data, taking into account how vulnerability is growing among our customer base, it is possible for our reach to be above 100%. We will continue to seek out new vulnerabilities and use proactive communication and data to maintain the integrity of our PSR so we can provide customers with the tailored support they need.

REGULARLY REPORTED EVIDENCE

How we performed

This table sets out our performance against the Regularly Reported Evidence metrics set by Ofgem.

Regularly Reported Evidence	Expectation	Year 1 Performance	Year 2 Performance	Year 3 Performance
Frequency of PSR Customer data cleanse (reported annually)  Find out more p.25	Licensee has attempted to contact 100% of PSR customers to verify their data.	100% of registered PSR customers have had contact or contact attempted to verify data in 2023/24.	100% of registered PSR customers have had contact or contact attempted to verify data in 2024/25.	100% of registered PSR customers have had contact or contact attempted to verify data in 2025/26. Over 1.25 million customer records have been updated this year.
Customer Satisfaction Score for PSR Customers who have experienced a power cut (reported annually)  Find out more p.24	9.01 target	Overall: 9.33 EPN: 9.30 LPN: 9.51 SPN: 9.30	Overall: 9.34 EPN: 9.33 LPN: 9.37 SPN: 9.33	Overall: 9.29 EPN: 9.29 LPN: 9.37 SPN: 9.28
The volume of Fuel Poverty Services Delivered (reported cumulatively)  Find out more p.14	500,000 customers supported by a variety of fuel poverty services across RII0-ED2.	Total services delivered: 82,256 EPN: 27,517 LPN: 9,572 SPN: 45,167	Total services delivered: 177,303 EPN: 50,495 LPN: 20,886 SPN: 105,922	Total services delivered: 318,097 EPN: 90,738 LPN: 30,470 SPN: 196,889
The volume of Low Carbon Transition Services Delivered (reported cumulatively)  Find out more p.18	500,000 customers supported by a variety of low-carbon transition services across RII0-ED2.	Total services delivered: 26,802 EPN: 7,512 LPN: 217 SPN: 19,073	Total services delivered: 145,077 EPN: 45,846 LPN: 27,675 SPN: 71,556	Total services delivered: 209,160 EPN: 78,009 LPN: 42,298 SPN: 88,853

PROGRESS IN DELIVERING OUR VULNERABILITY STRATEGY COMMITMENTS

Progress against commitments

We set 11 Vulnerability Strategy Commitments in our RIIO-ED2 business plan. The table below shows how we are performing against each commitment. We are on track to complete – or have completed – each of our commitments, exceeding our ambitious targets in many areas.

Vulnerability strategy commitment	Description	Expected outcome/benefit	Key milestones for implementing commitment (if relevant)	RAG status	Status update
VS1	We will continue to improve satisfaction of our PSR registered customers over our RIIO-ED1 baseline. We aim to be the #1 DNO Group as measured by PSR customer satisfaction or at least delivering 93% scores on average across our networks in each year of ED2 (vs. 91.5% average achieved in RIIO-ED1) – whichever is higher.	93% customer satisfaction among PSR customers.	#1 DNO as measured by PSR customer satisfaction 93%+ Customer Satisfaction Score each year of RIIO-ED2	●	We are the top performing DNO with a 92.9% customer satisfaction score. We have achieved an average of 93.2% every year across RIIO-ED2.
VS2	We will expand the scope and reach of our Priority Services Register, delivering an overall 30% increase in registrations from the end of RIIO-ED1 in those categories that are most impacted by our service by the end of RIIO-ED2. We will target 3m households and 600,000 businesses registered.	3m domestic customers on the PSR by 2028, plus 300,000 business PSR customers by 2025 and 600,000 by 2028.	3 million PSR households registered 300,000 and 600,000 businesses registered	●	We have 3.25 million customers registered on our Priority Services Register. In addition, nearly 310,000 businesses are currently registered on our Business PSR. We remain on track to meet our RIIO-ED2 commitment to register 600,000 non-domestic customers by the end of RIIO-ED2.
VS3	We will keep our Priority Services Register (PSR) data up to date to maintain the relevance of our service, ensuring that we contact customers to update their PSR data and refresh our understanding of their needs every 18 months. In addition, we will conduct proactive data quality checks on all our PSR records every 12 months throughout RIIO-ED2.	100% of PSR customers with data older than 18 months contacted for updates and all PSR records undergo proactive data-quality checks every 12 months.	- Contact 100% of PSR customers every 18 months - Annual proactive data quality checks for 100% of PSR customers	●	We are exceeding our 18 month target by carrying out an annual contact campaign for all customers. Our key contact channel was email with over 5.2 million emails sent (57% minimum open rate), including tailored messages depending on contact history. A monthly PSR data quality check and report is ongoing to ensure we exceed our commitment.
VS4	Our customers will only need to register for the Priority Services Register once. By 2024 (at the latest) we will develop automated data links with other utility companies so customers will automatically receive enhanced service from us and other organisations providing essential services.	Establish automated data links to share and receive PSR data with all other regional network companies.	Develop automated data links with the other utilities companies	●	This commitment has been fulfilled. We have developed data links which mean that our customers now need to only register once, and will automatically be registered with other utility companies.
VS5	We will help all medically dependent PSR customers realise the benefits of having a smart meter by sharing targeted advice every two years throughout RIIO-ED2. For example, we will utilise smart meters to establish new arrangements so that carers are automatically notified when a power cut occurs by 2024.	Reach 100% of all medically dependent PSR customers without a smart meter to share targeted advice on the benefit of smart meters every two years.	- Share targeted advice every two years - Carers automatically notified when there is a power cut	●	Our most recent biennial smart meter targeted advice campaign occurred in 2024/25 and our next will occur in 2026/27. In 2024/25, over 2.1 million emails were sent to PSR customers encouraging smart meter uptake. We allow multiple phone numbers to be logged for PSR customers, including numbers for carers, and contact all numbers in the event of a power cut.

PROGRESS IN DELIVERING OUR VULNERABILITY STRATEGY COMMITMENTS

Vulnerability strategy commitment	Description	Expected outcome/benefit	Key milestones for implementing commitment (if relevant)	RAG status	Status update
VS6	By 2028, we will offer increased support for our medically dependent PSR customers by dispatching battery banks to customers who are at risk of being without power for more than four hours.	Continue to call all medically dependent customers during power cuts and offer/install battery packs for at-risk customers.	100% of our operational areas equipped with battery packs	●	Battery packs have been rolled out across our footprint and an improved tracking mechanism has been introduced.
VS7	In collaboration with regional partners we aim to provide targeted support to a total of 500,000 fuel poor customers over RII0-ED2, investing £18m to support over 200,000 directly and 300,000 through partnership programmes, delivering £67m of benefits by 2028. Additionally, we will provide fuel poverty information to 800,000 customers each year, working with trusted partners.	100,000 customers receive targeted support and 800,000 receive general advice during 2025/26.	- Targeted support to over 500,000 fuel poor customers - Provide fuel poverty information to 800,000 customers each year	●	This year, we have supported 110,923 fuel poor customers delivering a total of £21.23m in social benefits. This is made up of 21,221 through one-to-one in-depth support (£18.67m of social benefits) and 89,702 through lighter touch support (£2.55m of social benefits). We also provided general advice to over 2.27m customers in the form of leaflets and emails, exceeding our target of 800,000 per year.
VS8	We will provide information and help to 500,000 customers over RII0-ED2 to ensure no one is left behind in the changing energy system, at no cost to customers. As part of this, we will also co-fund grants towards the installation of low-carbon technology systems via the UK Power Networks foundation.	100,000 customers receive information and help to ensure they are not left behind in the transition to Net Zero during 2025/26.	- Provide information and help to 500,000 vulnerable customers - Co-fund LCT grants via UKPN foundation	●	This year, we have supported 102,734 customers, delivering over £11m in benefits – 89,362 through lighter-touch help and 13,372 through one-to-one support. We fund initiatives directly to respond to emerging needs more efficiently and have paused low-carbon grant co-funding pending discussions with Ofgem on our energy-efficiency role.
VS9	We will establish an annual cycle of research and engagement, to shape our vulnerability plans as our understanding in this area develops and the priorities of our customers change. We will use this to inform the publication of an updated RII0-ED2 Vulnerability strategy in 2025 and 2027.	Research and engagement ensure we keep pace with evolving customer needs, helping us spot emerging issues and understand what drives satisfaction.	- Establish an annual cycle of research and engagement - Refreshed vulnerability strategy in 2025 and 2027	●	We broadened our research this year, including projects focused on vulnerable groups and feedback preferences, and matured our engagement approach with quarterly delivery partner sessions. Our refreshed vulnerability strategy was published in September 2025, with the next update planned for 2027.
VS10	We will deliver industry-leading innovations to improve support to disadvantaged and vulnerable customers, ringfencing £5m of our Network Innovation Allowance (NIA) investment over the RII0-ED2 period to focus in these areas.	Explore different innovation solutions to support vulnerable customers in collaboration with other organisations.	Invest £5m in consumer vulnerability NIA projects	●	Since the start of RII0-ED2 we have invested £5.01m in vulnerability NIA projects. In 2025/26 we launched Greener Home and Engage+, while Spotlight and Power Protect have moved into business-as-usual. Home Energy Saver was launched at the end of 2025.
VS11	We will collaborate with other organisations to ensure at least 50% of our vulnerability innovation initiatives in RII0-ED2 are delivered in partnership with other utilities and will attract £750,000 funding from these partnerships across the period.		- Collaborate to deliver 50% of vulnerability innovation projects - Receive funding of £750,000 during RII0-ED2 for vulnerability projects	●	Seven of our eight NIA-funded customer vulnerability projects (87%) are delivered in partnership with external organisations. Since the start of RII0-ED2, we have secured over £542,600 of contribution in-kind for consumer vulnerability innovation projects.

TACKLING FUEL POVERTY



Supporting customers in or at risk of fuel poverty

Our achievements

The third year of RIIO-ED2 has been our most impactful delivery year for social value and we are well on our way to exceeding our ambitious price control targets. Through focusing on firmly embedding and utilising our enduring partner model, we have provided year-round support for 110,923 customers in or at risk of fuel poverty.

The fuel poverty landscape has continued to evolve at pace, with the cost-of-living crisis causing more customers to struggle with their bills, including customer groups not traditionally associated with fuel poverty. This year, we have prioritised getting closer to the customer journey to understand what meaningful and long-lasting fuel poverty support looks like across customer groups. We supported our partners to increase the range and depth of services they provide, working with them to build understanding and best practice for consistent year-round support. This reflects what our customers and partners have told us – that fuel poverty is no longer just an issue in the winter months.

Through customer call analysis and feedback from our frontline partners, we learned that many customers are growing increasingly wary of engaging with energy support, fearing scams and misinformation. Our engagement has also highlighted the importance of trust and familiarity to help vulnerable customers feel safe when voicing their needs and accessing support. This year we have worked with specialist community partners to ensure that those with unique backgrounds, such as asylum seekers and refugees, receive support that acknowledges and caters for their circumstances. By working with trusted organisations already embedded in these communities, we can provide more fit-for-purpose and accessible support.

Building blocks of our fuel poverty strategy

We deliver a mix of in-depth and lighter touch support, balancing reach and impact to ensure support is appropriate for customers' needs.

RIIO-ED2 Target: 500,000 fuel poor customers to receive targeted support by end of RIIO-ED2

What we did

Provided in-depth one-to-one support for customers who are in or at risk of fuel poverty, tailored to customers' needs.

Performance 2025/26

£18.67m

social value delivered

£13.36

SR0I over and above every £1 spent this year

94.1%

customer satisfaction

21,221

customers supported

What we did

Provided lighter-touch fuel poverty advice and support, including support delivered in a group setting.

Performance 2025/26

£2.55m

social value delivered

£61.46

SR0I over and above every £1 spent this year

89,702

customers supported

110,923

total customers supported in 2025/26, including:

17,733

with income maximisation or debt advice

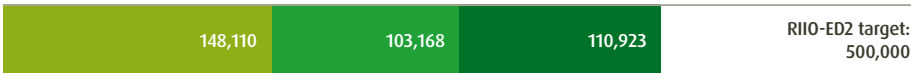
10,367

with grant applications

9,664

with scam awareness

Overall performance against our RIIO-ED2 target



● 2023/24 ● 2024/25 ● 2025/26

RIIO-ED2 Target: 800,000 customers to receive fuel poverty information each year

What we did

Provided general information and energy advice to UK Power Networks' customers to help tackle fuel poverty.

Performance 2025/26

739

energy champions trained

2.27m

customers received energy saving advice, including:

>1.4m

via our partners

556,460

via welcome packs

53,577

via Winterwise guides

Yearly performance against our RIIO-ED2 target



RIIO-ED2 target: 800,000 per year

● 2023/24 ● 2024/25 ● 2025/26



TACKLING FUEL POVERTY

Collaborating with partners for inclusive fuel poverty support **VS7**

We know that some community groups, including non-English speakers and refugees and asylum seekers, face distinct challenges in the energy system, especially around understanding their bills, navigating tariffs, and accessing support. Our engagement with partners and stakeholders has consistently shown that customers feel most comfortable engaging with support in spaces they know and trust, so this year we have stepped further into our customers' spaces to support them.

What we did

Partnered with National Energy Action (NEA) to support asylum seekers and refugees

We partnered with NEA to commence Empowered by Energy, a project that will support 130 refugees and asylum seekers who are in or at risk of fuel poverty and deliver over £594,000 in social value by December 2026. Empowered by Energy provides tailored workshops that help community members navigate the British energy system, make sense of their bills, and understand tariffs. Participants also receive energy efficiency advice and practical items such as LED lightbulbs. Workshops are delivered in attendees' first language, ensuring support is clear, meaningful, and culturally sensitive. During the workshops attendees are encouraged and supported to become energy champions, empowering them to share their knowledge and skills within their local communities – extending the impact of the project beyond those who have been directly supported.

Case study

During a workshop, NEA identified that Karim,¹ a recently resettled refugee from Afghanistan, was struggling with energy costs. Going beyond providing personalised energy efficiency advice and ensuring their family were added to the PSR, following the workshop NEA helped them to secure essential household items to support their wellbeing. The family were also provided with an air fryer – chosen based on workshop guidance around energy-efficient cooking methods.

¹ Name changed for anonymity



Provided targeted fuel poverty advice through community-focused Warm Welcome Spaces

Warm Welcome Spaces offer a safe, welcoming environment for customers struggling with the cost of energy. These spaces bring people together and can be a lifeline for those feeling isolated and disconnected to get support and advice for the challenges they are facing. To engage customers in a setting they know and trust, we organise and fund events at a range of Warm Welcome Spaces in areas of high fuel poverty. These events focus on raising awareness of practical support available to help customers stay warm and reduce the risks associated with living in a cold home. As we approach support holistically, we also use these spaces to raise awareness of the PSR and connect our customers to other organisations who can help them when they need it. 10,656 customers have been supported this year through the Warm Welcome Spaces we work closely with.

"That was so informative, thank you UK Power Networks. I will be filling in the others at my community centre."

Customer who attended a Warm Welcome Space event



IMPACT

£594,000
in social value through
Empowered by Energy

9
support sessions held in
Warm Welcome Spaces

10,656
customers supported through
Warm Welcome Spaces

Collaborating with partners for inclusive fuel poverty support VS7

What we did

Partnered with trusted organisations across our communities to provide holistic, wrap-around support

We are proud to work with and through six enduring and flexible partners to provide impactful and holistic support to vulnerable customers facing fuel poverty challenges. Two of our key enduring partners are Citizens Advice Essex (CAE) and Citizens Advice Arun & Chichester (CA A&C).

CAE delivers specialist, in-depth energy advice throughout the East of England on our behalf, with an emphasis on addressing the root cause of the challenges customers are experiencing. Support is targeted towards people at the greatest risk of detriment, such as low-income households, those with health conditions, and those living in poor quality housing. Recognising that energy affordability issues are often linked to other factors such as debt and housing conditions instead of energy usage alone, CAE has provided wrap-around support to 4,311 customers this year. These customers were provided services such as income maximisation, fuel debt advice, and tariff and supplier guidance, with access to grants and emergency support (where eligible).

Case study

When Emerson¹ contacted CAE they were feeling vulnerable and overwhelmed, with rising energy costs and mounting financial pressure taking their toll. Sitting down with a CAE advisor to receive personalised, one-to-one support, Emerson received guidance on energy-saving measures paired with proactive income maximisation, helping them access financial support they were entitled to but had not yet received. Emerson is now £7,600 per year better off through benefits, discounts, and changes to appliance and heating use. This integrated approach – tackling energy costs and income in the same conversation – reduced immediate strain while laying the groundwork for lasting resilience, helping Emerson to feel back in control of their situation.

¹ Name changed for anonymity.

“I was feeling quite vulnerable when I reached out, but the team made everything so easy to understand and never made me feel rushed. They took the time to listen and explained all the energy-saving options in a way I could actually manage, which has already helped me reduce my bills. The support felt genuinely caring, not just procedural, and that made a huge difference. Their kindness and patience gave me confidence at a time when things felt overwhelming. I honestly don’t think the service could have been better.”

Emerson

Like CAE, CA A&C provides in-depth support focusing holistically on what will help customers move out of fuel poverty. In addition to personalised energy-saving advice, income maximisation services, and debt support, CA A&C offers guidance on wider issues that can prevent customers escaping fuel poverty. 9,365 customers have been supported this year with services such as debt advice, energy efficiency advice, and income maximisation, recognising that lasting support depends on addressing the root cause of each customer’s circumstances.

Case study

Seeking help and advice from CA A&C, Reese² was facing financial strain and a cold home. During their one-to-one energy exploration session, CA A&C learned that Reese was a carer and supported them to sign up to the PSR, as well as referring them on to vital support they were unaware of, such as a Carers Health and Wellbeing Grant. Reese was also referred to the Household Support Fund, which provided them with draught excluders, radiator reflectors, and a heated throw. Through a combination of energy saving advice and measures, their support fund payment, council tax savings, and their carer’s grant, Reese is £5,776 better off per year, making a significant difference in reducing their strain and improving their wellbeing.

² Name changed for anonymity.



IMPACT

4,311

customers supported by CAE including:

- 4,008 income maximisation discussions
- 3,713 discussions about smart meters

9,365

customers supported by CA A&C including:

- 7,763 scam awareness discussions
- 4,388 grant support discussions

TACKLING FUEL POVERTY

Enhancing the quality and consistency of our fuel poverty support

From our partner engagements we have learned that to help them drive the most impactful fuel poverty service improvements, we need to work more closely with them to provide continuous, enduring support. Over the third year of RII0-ED2, we have taken a data-driven approach to get closer to the customer journey than ever before, working to understand customer feedback on a deeper level and implement targeted improvements with our partners to provide the most effective support. This has led to a significant increase to our customer satisfaction score for fuel poverty, directly enhancing the quality and impact of our support.

What we did

Brought partners together to workshop what excellent customer satisfaction looks like in practice

We continued to embed our enduring partnership model in the fuel poverty space with a focus on improving our customers' experience and satisfaction with the support they receive, as well as sharing our learning and strengthening relationships. Using the insights from our weekly partner data reviews, we identified areas where service improvements could make a meaningful difference to support for fuel poor customers. We then brought key partners together for a Customer Satisfaction Partnership Day workshop.

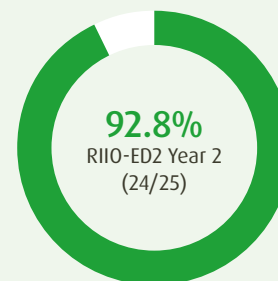
"The Partnership Day with UK Power Networks was incredibly valuable. We came away with new insights, practical ideas, and a stronger understanding of how we can improve the support we provide to customers. It was also a great opportunity to collaborate and share experiences with other delivery partners. Learning about the new customer support model has already helped us structure our conversations more effectively."

George Hall
Partnership Manager, We Are Group

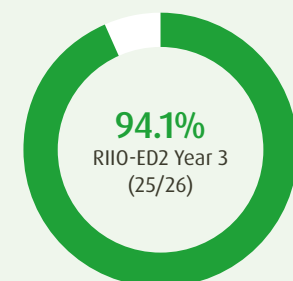


During the workshop we explored ways to improve the quality, consistency, and clarity of the advice and support delivered to our customers. Our industry-leading Customer Service Team (94.7% BMoCS score) attended to introduce a tailored support model designed to improve the consistency and structure of customer interactions. The model focuses on providing customers with clear, actionable information and next steps about the support available, helping to ensure they leave the conversation feeling informed and reassured. Through live example scenarios, partners explored what excellent support looks like and how to apply the model in practice. Partners also discussed what best practice looks like in their own organisations, encouraging a cross-sector knowledge exchange. For example, one partner shared how they drive and maintain a consistent approach among advisors to deliver a better customer experience.

Following the workshop, partners were able to use our model to review their own end-to-end customer journey and assess their service against best practice. We then supported them to roll out the model by providing five targeted training sessions to upskill more than 50 of their frontline staff members.



1.3
percentage-
point
increase



Including a
5.5
percentage-point
increase in the East

IMPACT

>50

frontline staff members trained across
five targeted sessions

LEAVING NO ONE BEHIND IN THE ENERGY TRANSITION



Building an inclusive path to Net Zero

Our achievements

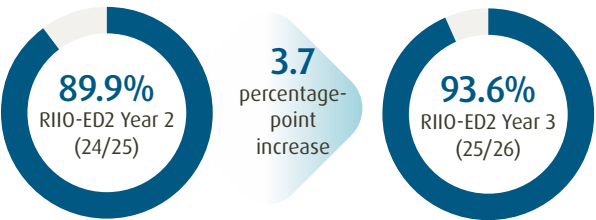
This year we supported 102,734 customers in the low-carbon transition, providing £11m total social value and enabling them to participate in the transition no matter their circumstances or income.

Vulnerable customers such as low-income families and those who are medically dependent on electricity continue to face significant financial barriers to adopting low-carbon technologies and installing energy efficiency measures to reduce their emissions and save money. Psychological barriers are becoming more prevalent, with many customers lacking the confidence or digital skills needed to understand which type of role in the transition is appropriate for their circumstances. Our engagement has highlighted that customers are increasingly fearful of low-carbon technology scams and misinformation, which creates additional barriers to participation.

This year we focused on addressing barriers by working with trusted and familiar local community energy groups, strengthening our ability to reach customers and provide support in a way that reflects local needs and challenges. We carefully selected enduring partners to provide continuity of care, recognising that having longer-term community presence can help break down walls for customers who are hesitant to engage. We acknowledge that low-carbon action is not a priority for customers in crisis, so we have continued to incorporate advice into broader energy efficiency conversations, ensuring support feels appropriate and empathetic.

We also piloted our innovative [Home Energy Saver](#) website, developed using customer insight and feedback, to help customers lower their energy bills and reduce emissions through personalised home energy action plans. We will continue to listen to customers to iterate the website design as it moves past its pilot phase, empowering them to self-serve and build confidence throughout their decarbonisation journey.

Average leaving no one behind customer satisfaction score increase (%)



Building blocks of our leaving no one behind strategy

We deliver a mix of in-depth and lighter touch support, balancing reach and impact to ensure support is appropriate for customers' needs.

RIIO-ED2 Target: 500,000 customers supported to ensure no one is left behind in the transition to Net Zero

What we did

Provided in-depth one-to-one support to customers at risk of being left behind, tailored to customers' needs.

Performance 2025/26

£8.47m	93.6%	13,372
social value delivered	customer satisfaction	customers received one-to-one support

What we did

Provided lighter-touch Net Zero advice and support, including support delivered in a group setting.

Performance 2025/26

£2.54m	30	89,362
social value delivered	energy champions trained	customers received information and help

102,734
total customers supported in 2025/26, including:

25,670
with energy efficiency/behavioural change advice

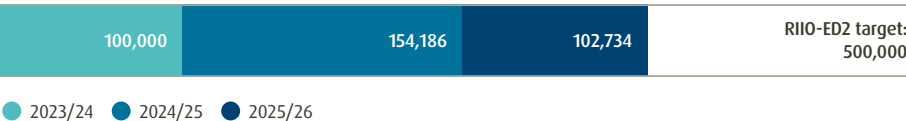
8,531
with smart meter advice

8,109
with grant applications

£11m

total social value delivered in 2025/26

Overall performance against our RIIO-ED2 Target





LEAVING NO ONE BEHIND IN THE ENERGY TRANSITION

Getting into the heart of communities to scale up Net Zero support **VS8**

A consistent message from our engagement on leaving no one behind is the importance of local, community-based advice and support, delivered through trusted organisations that understand vulnerable customers' lived experiences and can offer culturally appropriate guidance. Through analysing application data and discussions with delivery partners, we also learned that many of our vulnerable customers struggle to engage with online forms and digital communications, reinforcing the importance of working with partners with non-digital access routes who can prioritise telephone and face-to-face support.

What we did

Collaborated with Community Energy Pathways (CEP) to reach those most at risk of being left behind

We renewed our long-standing partnership with CEP to provide tailored energy efficiency advice, low-carbon technology support, and grant advice. As a locally embedded, community-based provider, CEP works on-the-ground with other trusted local organisations, playing a critical role in reaching and supporting customers who would not normally engage with their DNO directly. Advice and support are tailored to factors such as income and readiness to decarbonise – those able and willing to pay are guided on suitable technologies and how to maximise their impact, while others are supported to reduce their energy bills, stay warm and well, and use energy more efficiently, helping to reduce emissions. During CEP home visits and community events, experienced advisors provide advice on a range of energy saving options, including solar power and heat pumps where appropriate. Advisers utilise infrared camera services to help detect heat loss, enabling more informed, practical advice. CEP also deliver energy sessions in food banks, offering smart meter advice, demonstrating radiator foil use, and distributing free LED lightbulbs, supporting customers to participate in reducing emissions while saving money.

Case study

Morgan¹ was referred to CEP due to cold, damp conditions in their home worsening their severe arthritis. During a home visit, an Energy Champion carried out an energy survey, identifying multiple sources of draughts and heat loss. They provided draughtproofing materials, secondary glazing film, and radiator foil, along with tailored advice on keeping the home warm. Morgan also received an electric dehumidifier and a heated blanket, helping them to stay comfortable at home.

¹ Name changed for anonymity



Partnered with Green Doctors to deliver personalised, in-home energy and retrofit advice

Green Doctors operate across our network areas to help vulnerable customers understand how they can improve the energy efficiency of their homes and access low-carbon technologies. Alongside fuel poor customers, Green Doctors reach groups such as low-to-middle-income households who may not qualify for grants but cannot afford to self-fund improvements. We partnered with them in January 2026 to deliver hands-on advice on energy efficiency, behavioural change, and retrofit readiness, helping customers reduce bills and lower carbon emissions. Alongside community events and in-home energy audits, they also provide energy-saving items including LED bulbs and draught proofing to customers, as well as follow-up support where needed. In the first three months of delivery alone, Green Doctors have completed over 140 home visits and supported over 300 customers with income maximisation advice at community events and in their homes. This in-person approach helps to address common barriers faced by vulnerable customers at risk of being left behind, such as digital exclusion, low confidence, and mistrust of statutory bodies – reducing the risk of disengagement that we often see in complex areas such as the low-carbon transition.

“The Green Doctor was fantastic; he definitely went above and beyond to help me with my energy debt and housing situation. Honestly, I can't thank him enough!”

A customer who saw an estimated annual saving of £127 on their energy bill and 292kg in carbon-emission reductions.

IMPACT

12,064

customers supported with in-depth advice from CEP

564

customers supported during CEP home visits

>140

customers supported during Green Doctors' home visits



LEAVING NO ONE BEHIND IN THE ENERGY TRANSITION

Embedding our partnership model for long-term support VS8

Our partners have told us that short-term funding makes it difficult to plan effectively, retain skilled staff, and build fully resourced teams capable of delivering high-quality support to vulnerable customers. Building on the success of embedding our enduring partnership approach in the fuel poverty space during the second year of RII0-ED2, this year we focused on extending this approach to our leaving no one behind work.

What we did

Focused on engaging the right partners for lasting support

Learning from our experience in fuel poverty support, this year we prioritised identifying and engaging partners who could deliver long-term Net Zero support. Partner insights told us that contract stability enables them to retain experienced staff and reduce turnover, which has a positive impact on the quality and continuity of support for vulnerable customers. Following a comprehensive tender process to ensure a fair, open, and transparent selection process, we have now selected two enduring partners. We have put in place a four-year contract with our local community partner CEP to provide stability and continuity for the valuable support they have given to those at risk of being left behind (see p.19). Our tender also resulted in a four-year contract with new partner Hope 4 U, which will shortly commence – expanding the range of support available to customers. Through our enduring partnership model, support is more structured, stable, and sustained, so our customers benefit from longer-term relationships and conversations about saving energy and reducing emissions.

“Having a long-term contract with UK Power Networks brings a level of stability and collaboration that significantly strengthens our work. Their support opens the door to resources and practical insights that can help us make an impact – for example, Winterwise booklets have become an invaluable tool to help us engage communities with greater confidence and clarity.”

John Philpot
Energy Advice & Project Coordinator,
Community Energy Pathways



Facilitated collaboration between our partners for more joined-up customer support

Recognising the value of joined-up, holistic support for communities and families who lead busy lives with competing priorities, we actively encouraged collaboration by bringing partners together at shared community events. For example, in February 2026 we invited our partner Our Power Norwich (part of CEP) to join us at a Warm Welcome Space (see p.15) event at Oak Grove Community Church in Norwich. The event was set up to support residents who were struggling to stay warm and manage energy costs, putting them at risk of being left behind in the energy transition. In addition to raising awareness of our PSR and Home Energy Saver website, we provided practical one-to-one energy-saving advice alongside Our Power Norwich. We also distributed a Winter Warm Pack to each attendee containing items such as heated blankets, smart plugs, energy-saving bulbs, and indoor temperature gauges, helping people stay warm while giving them tools to manage their energy use in the longer term. Delivering the event with Our Power ensured trusted, joined-up information was provided in a familiar setting, allowing us to reach residents less likely to engage through traditional channels.





LEAVING NO ONE BEHIND IN THE ENERGY TRANSITION

Innovating and leading the way so no one is left behind VS10

What we did

Listened to customer feedback to pilot our Home Energy Saver (HES) website VS11

Our HES website is a one-stop shop for customers seeking energy saving, income maximisation, and low-carbon advice. Through personalised home energy action plans tailored to customers' needs and circumstances, HES guides them on how to take practical steps to lower energy bills – regardless of housing status, budget, or familiarity with energy efficiency measures. The website also features a benefits and grants calculator alongside an appliance calculator that shows how using appliances differently can save money and reduce emissions.

HES was developed iteratively and was guided by customer feedback and robust customer testing, including five customer engagement phases. It builds on learning from our earlier Green Homes Support Service, where feedback and satisfaction data showed that customers required more personalised support that better reflected their lived experiences and needs. We responded to this feedback by working closely with customers to co-develop HES through customer interviews, focus groups of lived experts in vulnerability, customer prototype testing, and a Living Lab to really understand what meaningful, accessible support looks like in practice. This customer-first approach ensured that the website's design, functionality, and content were firmly centred around customer needs.

Case study

The HES Living Lab was set up to test and refine early versions of HES, placing the customer voice at the heart of the website and its development. By engaging with users who have lived experience of fuel poverty, the independently-run lab gained vital insight into how they navigate and interact with the website, highlighting points of confusion and friction. Insights gleaned from the lab, focus groups, and user testing, showed us that customers wanted to see value early in the journey, before sharing any personal information. We also learned that while digital solutions are valuable (and a preferred choice for many) there is still demand for human touch, with some customers wanting support to turn recommendations into next steps. These insights and many others informed both the design of HES and its wider service wrap-around, prompting us to develop an assisted support route for those who need it. While the website is currently still in its pilot phase, we are excited to roll it out more widely across our communities and further improve it based on customer feedback.



Continued to develop SHIELD and SNUG, our innovation projects supporting social housing residents

Our Smart Heat and Intelligent Energy in Low-income Districts (SHIELD) project strives to make the transition to Net Zero more accessible for low-income residents, including those in social housing. SHIELD draws on innovative solutions such as turning wasted heat from distributed data centres into heating for homes, alongside solar panels and battery storage, to intelligently balance energy supply and demand. Our live pilot continues to demonstrate the project's impact with the participants' energy bills reducing by 20%. We will continue to refine and further pilot SHIELD to ensure we learn the right lessons and iterate the project before wider rollout, with the next phase involving a trial of up to 300 homes.

Our Smarter Network UpGrades (SNUG) project is also underway, with its first phase completed in May 2025. The project is developing a new commercial framework that enables Distribution System Operators to procure flexibility from energy efficiency retrofits in social housing by removing reliance on smart meter data. Engagement with over 25 local authorities and social housing providers has been central to shaping the project's objectives and approach. Now in its trial phase, the approach is being tested with social landlords before wider roll-out.

IMPACT

5
targeted HES customer
engagement phases

20%
reduction in energy bills
through SHIELD



SUPPORTING PSR CUSTOMERS



Reaching and supporting those who need it

Our achievements

Building on last year's achievement of registering three million customers on the PSR, this year we continued to grow awareness and reach, extending our industry-leading support to over 98% of eligible households. This includes a 12% increase in medically dependent customer registrations this year alone – exceeding our RIIO-ED2 goal of 10%.

Our trusted partnerships have allowed us to deliver PSR support in a more informed, community-led way. Working closely with health partners has allowed us to reach more medically dependent customers to ensure they are aware of available support. Understanding that customer needs vary significantly across our regions, insight from our Spotlight innovation project has helped us communicate with customers in a more tailored and personalised style.

Through our engagement and research, we continued to hear that many of our customers were still not aware of the PSR or felt they should not sign up because other people need the service more. This year we focused on taking a data-led approach to identify and engage with more vulnerable customers earlier and ensure support is accessible and inclusive for groups such as the elderly and those with language needs. We have proactively expanded our outreach, ran awareness campaigns to reinforce the message that registering does not reduce the support for others, and used a variety of community channels to reach harder-to-engage customers.

As the number of registered customers has continued to increase, we focused on driving excellence at scale without compromising our standards. Using a range of channels and touchpoints, our robust quality assurance processes enable us to maintain exceptional data quality. We have implemented a dedicated programme of work to ensure our data remains robust and reliable, taking a careful and sensitive approach given the needs of the customers we support.

Our targets and performance

RIIO-ED2 Target: Expand the scope and reach of our PSR, delivering an overall 30% increase in registrations to 3 million households

RIIO-ED2 Target: Deliver 18-month data cleanse and improve data quality and completeness by 100%

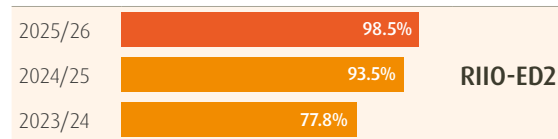
3.25m

eligible households registered (+5.29% on 2024/25)

100%

of customers on our PSR contacted to refresh their information in 2025/26

Our PSR reach over the years



Our PSR registration has reached a mature stage where most of our growth has already occurred, so our focus has been on sustaining our success and ensuring high-quality data. Over 1.25 million records have been updated this year, with 3.76m records updated over RIIO-ED2 so far.

Building blocks of our PSR strategy

Taking a data-led approach to updating records

>1.25m

total records updated, including:

42,452

updated through our Statement of Services campaign

92,923

updated through data sharing with water companies

Expanding collaboration to raise awareness and understanding of the PSR

3

targeted healthcare charity partnerships to raise awareness of the PSR

236,943

customers referred to the PSR through partnerships

Enhancing accessibility and support

Over 13,800

uses of our embedded accessibility tool on our website

92.9%

PSR customer satisfaction

16,763

PSR support items provided during power cuts



SUPPORTING PSR CUSTOMERS

Strengthening partnerships to reach harder-to-engage customers VS2

Our engagement and research highlighted how the right partnerships can help us reach certain customers we have not been able to engage with through other channels, particularly those within groups such as medically dependent customers, non-English speakers, and the elderly. Our health and charity partners are embedded in local communities as trusted, familiar faces, helping us to connect with customers who are particularly vulnerable to ensure critical support is provided.

What we did

Supported medically dependent customers through targeted community partnerships

Ensuring the PSR is accessible to medically dependent customers when they need it the most is a priority for us. Our enduring partnerships with Asthma & Lung UK and Kidney Care UK have helped us reach a range of medically dependent customers and we have welcomed Diabetes UK as a new partner this year, further strengthening our support. Our network of strong partnerships has led to 12% more medically dependent customers being registered on the PSR this year, enabling us to better support them during power cuts.

Case study

Identifying high-risk customers through partnerships:

This year we saw a 39% increase in households requiring refrigerated medication, which is often used by customers managing conditions such as diabetes. In response we partnered with Diabetes UK, an established and influential presence across our communities with an inclusive approach that makes them a valuable partner for broadening and diversifying our medically dependent support. Diabetes UK are driving PSR awareness by promoting and embedding information within their communication channels and community outreach, reaching over 52,000 customers in a six-month period.

Year-on-year increase in customers with refrigerated medication needs

2025/26	65,491
2024/25	38,518
2023/24	33,779

Launched an innovative new partnership to support National Health Service (NHS) patients

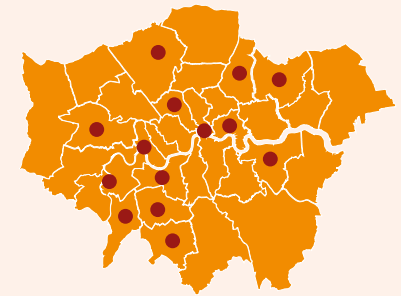
We recognise that customers recently discharged from hospital may be particularly vulnerable if they experience a power cut while recovering at home, highlighting an opportunity for targeted support. In response, we are proud to be the first DNO to work directly through NHS discharge pathways by partnering with the Juliet O Foundation to fund the distribution of care packages across London hospitals and community support organisations. This year 419 care packages have been provided; each package includes essential everyday items, comfort food, and PSR information, helping elderly customers understand how to stay safe, warm, and supported during power cuts as they return home from hospital.

Went above and beyond to reach customers with language and accessibility barriers

Using location-specific insight from our innovation project Spotlight, we delivered a PSR campaign across London boroughs with high densities of non-English speakers. Detailed research and engagement informed our campaign, including working with a behavioural science agency and consulting with local, trusted community groups. This helped us to develop audience-tailored communications that resonated with customers. We produced materials in nine different languages for community centres, helping to reach people who are less confident with digital channels.

Through working with over 250 local community leaders to clearly explain the benefits of the PSR, our work enabled trusted voices within communities to encourage uptake. Our approach has contributed to a 22.5% overall year on year increase in non-English-speaking customer registrations, alongside tangible improvements in reach across London; 14 boroughs that were previously below 90% reach are now above this threshold with many exceeding 95%.

Expanding reach across London Boroughs



“When I left St Helier, I was given this wonderful bag full of very valuable things when you go home... I’m so pleased!”

A customer who received a care package

IMPACT

12%

more medically dependent customers registered on the PSR

22.5%

overall increase in non-English-speaking customer registrations

419

care packages provided

SUPPORTING PSR CUSTOMERS

Providing industry-leading, human-centred customer service VS1

Drawing on engagement and research showing our PSR customers require personalised, needs-based support during power cuts and planned works, this year we focused on going above and beyond to support them in the most tailored and impactful way. This ranged from providing a night light for a child with autism to carrying out hourly welfare checks for a customer until their power came back on. We are also working on improving the design of our PSR form to make it even easier to fill out, reducing barriers to registration and ensuring more customers can access the support they need, when they need it. We are the industry-leading DNO for power cut PSR customer satisfaction, achieving a score of 92.9% this regulatory year with an average of 93.2% across RII0-ED2 so far.

What we did

Took a hands-on approach to protecting PSR customers during power cuts

Protecting our most vulnerable PSR customers during power cuts remains one of our highest priorities. We understand that these events can increase stress and worry for those already in vulnerable circumstances, and the right support can make all the difference in helping them to cope. We place our customers at the centre of our service, listening and involving them directly in co-designing support that responds to their individual circumstances and challenges.

- **Keeping in touch:** We proactively check on all our PSR customers during power cuts, using a mixture of phone calls, digital channels such as SMS, and door knocking (if needed) to let them know we are ready to support them however they need. Alongside a 24/7 priority support line, we send regular SMS and voice message updates to keep customers informed about what to expect. We understand that receiving information on eligibility and support earlier during unplanned power cuts helps customers, so this year we sent 1.96 million proactive SMS updates to PSR customers, with regular communication following. We have nearly 100 Customer Champions who visit areas affected by power cuts and offer human interaction by checking

in on PSR customers' welfare in-person, providing a range of support. We also have over 850 trained staff across our business who are ready to step into an emergency role during large power cuts, ensuring we stay resourced to maintain our in-depth support for PSR customers.

- **Support that makes a difference:** Our tailored support offerings for PSR customers include home visits, hot meals and drinks, and keeping relatives and friends updated about their welfare. We provide Medipacks to keep medication cool, power banks, plug-in torches that come on automatically during power cuts, and other support items specific to our PSR customers' needs. Where a high needs customer's wellbeing requires additional protection, we work with them to create a personalised support solution to help them feel safe and secure, such as – though not limited to – a free hotel stay for the duration of the power cut, transport, and food deliveries.
- **Our Customer Support Vehicles (CSVs):** While our CSVs are for all customers, during power cuts we prioritise deploying them in areas with higher concentrations of PSR customers. We proactively message customers in these areas to let them know a CSV will be there for support, equipped with hot food, drinks, Wi-Fi, charging points, and microwaves. Our CSVs provide customers with a safe, warm space, a sense of security, in person updates, and human contact that can significantly help reduce the stress and anxiety for higher-needs customers on the PSR.



"The first response engineer worked so fast to make things safe and then fed a wire through the window from his van so I could plug in medical essentials... Customer care kept in constant contact, texting every few hours... alongside sorting out a delivery of hot food and drink and keeping me up to date with the ETA of the cable team. That team were also incredibly kind and professional!"

An PSR customer impacted by a power cut whose essential equipment relies on electricity

IMPACT

16,763

items provided to PSR customers during power cuts

3,727

plug-in torches

2,163

cold packs to keep medication cool

3,553

power banks to recharge items

4,663

support items provided to PSR customers through CSVs

286,359

PSR customers contacted via phone calls

>4.4m

SMS messages sent to PSR customers before and during power cuts



SUPPORTING PSR CUSTOMERS

Enhancing support through excellent reach and data quality VS3

Our research and customer engagement highlighted that vulnerability is not static, evolving as customers' circumstances change. We also learned that regular prompts encouraging customers to keep their details up-to-date increase PSR data accuracy, helping us to ensure our support remains appropriate. These learnings have helped shape our approach to enhancing data quality. We undertake targeted communications and confirm details with customers whenever we speak to them, contact everyone on our PSR every 12 months to check our information is up-to-date, and perform annual data quality checks on all records. Our website also features an accessibility tool for customers to tailor content to their needs, such as converting text to speech or adjusting colours for better visibility. Over 1.25 million customer records have been updated this year, with 7% of those achieved through our trusted data-sharing partnership with water companies.

What we did

Took an evidence-led approach to reaching and registering customers VS10 VS11

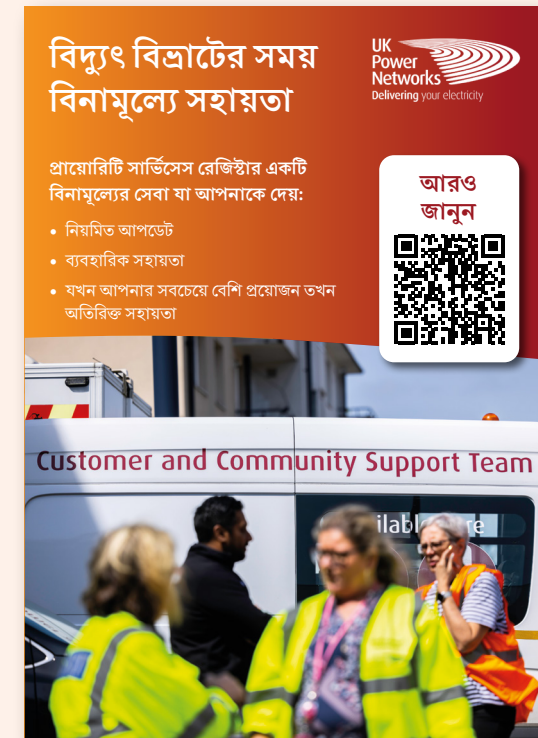
We ran a number of PSR campaigns through our Spotlight innovation project, which uses a machine learning data model to identify potentially vulnerable customers across our regions. Through our campaigns this year, we were able to engage with over 78,000 customers Spotlight identified as being eligible but not signed up, with approximately 17,700 customers registered after receiving our communication. This brings the total number of customers Spotlight has helped us register on the PSR to over 241,000 since the start of RIIO-ED2. Spotlight has been fundamental in helping us shift our work from a reactive model to a proactive, evidence-led approach, using customer data to actively reach out and encourage signups.

Developed a targeted data cleansing model to strengthen information quality and reliability

Data cleansing sits alongside PSR growth as a core component of our approach to supporting vulnerable customers. Maintaining high quality PSR data helps ensure customers receive the right support when they need it most, supports safe data sharing with partners, and underpins transparent, robust reporting. During the year we developed a data-led model to identify PSR records with missing, outdated, or time-limited information where updates should be prioritised. We are currently trialling our model across 10,000 households in four key areas before rolling it out further, to test customer responses and validate data quality.

Embedded PSR information into wider public engagement campaigns for maximum reach

Embedding PSR communication across our wider channels has efficiently strengthened customer data, allowing us to spend more time focusing on keeping PSR customers safe during power cuts. This year we took the opportunity to enhance our annual multi-channel Statement of Services Campaign, which drives awareness of who we are and how we can support customers, to champion the importance of registering and updating PSR information. The impact of the campaign was substantial, with over 42,000 customers updating their data and over 14,000 new registrations. We will continue to utilise our wider channels to proactively drive data updates and registrations, ensuring we have the most up-to-date information to support our customers.



IMPACT

>1.25
million records updated

241,000
customers registered through
Spotlight across RIIO-ED2 so far

WINTER SUPPORT

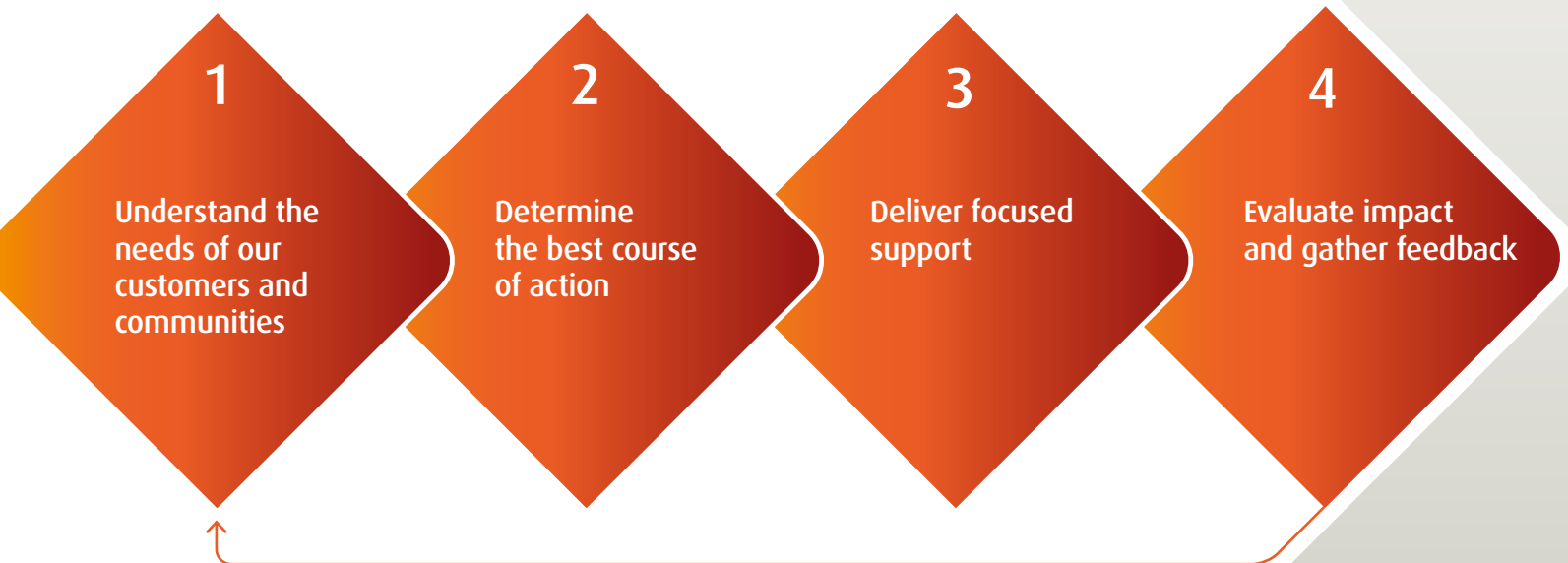
Supporting vulnerable customers through the winter

We know that during winter our vulnerable customers have specific needs, including consistently warm homes, financial support for higher energy use, and reliable access to medical equipment during weather-related power cuts. Our winter support, outlined on the following pages, is shaped around these needs and the challenges our customers face.

Reviewing the effectiveness of our winter support

We have embedded a clear feedback loop to ensure learning directly informs and shapes our winter support. We engage with vulnerable customers and communities to understand their needs (step 1) and determine the best course of action (step 2) so we can deliver focused support in an informed and impactful way (step 3). Evaluating the impact of our actions and gathering feedback (step 4) means we are continuously improving rather than remaining static. We have acted on the lessons learned outlined in our last report, such as implementing a year-round Warm Welcome Spaces programme and extending the notice period for planned power cuts.

How we ensure learnings shape our winter support:



This year, based on research into the planned power cut customer journey, we have enhanced our process by consistently contacting PSR customers ahead of winter shutdowns – and continuing this beyond winter in recognition of its year-round value. These calls allow us to check which support our customers need and the best way we can deliver it. We also added emails to our planned power cut communication process in addition to notices in letterboxes, increasing our ability to reach customers through their preferred channel.

Our wider call-handling approach, which brings in colleagues from across the business during storms to support customers, was strengthened this year by expanding vulnerable customer training. This enables them to play a more hands-on role, including organising practical support such as hot meals, power banks, blankets, and torches – meaning customers receive tailored support faster.

Following every storm, we run a debrief session to identify areas for improvement. We prepare for winter in autumn and review our performance in spring, so that lessons learned can feed directly into next winter's action plan. We also hold twice-yearly emergency planning forums where we utilise long-range forecasts to understand the potential nature and impact of winter weather – for example, in the September 2025 forum we identified that higher rain than usual was forecast over the coming winter, helping us plan effectively for an expected rise in LV faults while remaining agile for weather that cannot be predicted.

In the following pages we share the lessons we learned from supporting vulnerable customers over the 2025 – 2026 winter, as well as how we are planning to improve for the year ahead.



WINTER SUPPORT

Helping customers get winter-ready VS2 VS7 VS8

We are committed to helping vulnerable customers prepare for winter well in advance, recognising that early preparation can reduce stress and anxiety before and during the colder months. Our engagement and evidence have shown that to support customers effectively ahead of winter, we need to step into their shoes and tailor our training and support to groups such as non-English speakers, older customers, and those with low digital confidence.

What we did

Proactively campaigned and shared information on winter preparedness

Using data on location, growth trends, and seasonal demand, we identified customer groups with lower registration rates and delivered a range of targeted campaigns encouraging winter preparedness. We focused on reaching groups such as non-English speakers and customers with low digital confidence, who may be more vulnerable during colder periods:

• We delivered a campaign tailored for our customers in the South East with low digital confidence. Working through an external partner, we focused on educating customers about how to stay safe and informed during storms and power cuts, as well as increasing PSR registrations. We promoted phone registration to reduce barriers to signing up and ensure customers could connect with us through their preferred channel.		Over 21,000 newsletters circulated	Over 7,500 leaflets distributed
• Our campaign in linguistically diverse London boroughs (see p.23) promoted sign-ups ahead of winter by emphasising the practical winter benefits that PSR registration can have.		129,796 emails	 24,631 text messages
• We delivered a campaign across all our licence areas to encourage PSR sign-ups before winter, using tailored messages for medically dependent customers, households with young children, and elderly customers.		30,000 vulnerable customers targeted	

We interacted with 223,661 PSR customers through emails, calls, and SMS messages ahead of storms to provide guidance on how to get prepared, including how to report power cuts and the importance of ensuring their devices remain charged.

What we learned and how it will inform next year: We learned that some customers had difficulty locating their address in the PSR form and could not update their contact details – this impacted our ability to contact them during storms and power cuts. In response, we have improved the form’s design and mobile experience to make updating information quicker and easier.

Held targeted winter advice sessions in local communities

To help prepare vulnerable customers ahead of and during winter, we delivered a series of sessions focused on staying safe and warm and encouraging customers to sign up to the PSR.

For example, in autumn 2025 we delivered a Lunch and Learn session for young families, working with CEP and hosted at a Warm Welcome Space – Springboard. Recognising that affordability challenges often span multiple utilities, we arranged for gas and water companies to join the event, enabling customers to access joined-up support in one place.

During the session, CEP provided practical advice on energy efficiency, reducing emissions, and the support available for families struggling with fuel costs, helping to make complex information more accessible. We also used the session to raise awareness of the PSR and introduce customers to our Home Energy Saver website.

What we learned and how it will inform next year: Our support sessions showed that offering items such as energy saving packs helped to boost customer engagement, creating opportunities to share important information and have meaningful conversations. Ahead of next winter, we will review and refine our materials to ensure what we offer is as tailored and impactful as possible for customer engagement.



IMPACT

5,035
support items such as torches, blankets, and power banks provided to customers ahead of winter

223,661
PSR customers engaged with ahead of storms

WINTER SUPPORT

Helping customers get winter-ready

What we did

Delivered tailored guides and training to better support vulnerable customers

- Based on last year's success, we continued to sponsor the Independent Age Winterwise Guide, which supports older customers to understand how they can stay warm and healthy during the winter months. We funded the distribution of 21,089 guides to our customers this year – a 14.9% increase on last year.
- Ahead of winter, we trained key UK Power Networks call-centre and customer-facing staff – working with Kidney Care UK, Asthma + Lung UK, and Independent Age – to better support customers with respiratory, kidney-related, and age-related vulnerabilities during power cuts. We also provided refresher training to 82% (over 5,600) of our staff ahead of winter on how to identify and support vulnerable customers and register them on the PSR.
- In the autumn we carried out a scenario-based exercise with the British Red Cross and other voluntary sector partners, built around a hypothetical storm with 85mph winds. As well as helping participating organisations gain a deeper understanding of our storm role, the exercise strengthened our collaboration to make sure we are collectively prepared to deliver coordinated, practical, and responsive support to PSR customers during severe weather.

What we learned and how it will inform next year: Having external partners deliver cohort-specific training gives us deeper insight into how to support some of our most vulnerable customers. However, we learned that organising this type of training can be logistically challenging, taking into account partner resource constraints. Ahead of next winter, we will focus on addressing these challenges so we can involve more partners in delivering training, for example by scheduling sessions earlier or spreading them over a longer timeframe.



Supporting customers during winter

Recognising that customers' physical and mental wellbeing may be at its lowest during the winter months, listening and doing what we can to reduce their burden is at the core of how we work. For example, through our engagement and research we learned that customers wanted an easier way to contact us during power cuts and storms, so during the winter we introduced a two-way texting ability – which we now run all year round – so customers can respond to texts with requests for support. Our power cut PSR customer satisfaction scores reflect the work we put into minimising disruption – we are the #1 DNO for the 2025/26 year with a combined planned and unplanned score of 92.9%.

What we did

Minimised planned power cuts and delivered proactive support **VS1**

Our customers told us they feel especially vulnerable during power cuts in the winter months, with limits placed on planned power cut durations helping to ease anxiety and stress. During winter we cap how long planned shutdowns can be and only undertake work during daylight hours to minimise the impact on all customers, but particularly our most vulnerable. When the temperature is forecast below 0 degrees Celsius, any planned jobs in the area are cancelled unless it is critical for them to go ahead.

- We ask vulnerable customers who need extra support what would be most helpful up to two weeks in advance, providing a range of items like hand warmers, torches, Wi-Fi devices, and power banks over winter – including through next-day delivery where needed.
- We contacted 24,854 medically dependent customers ahead of planned work before and during winter to check their preparedness and offer tailored support to keep them safe, including 749 Medipacks to keep medication cool.



What we learned and how it will inform next year: Our website features a Planned Power Cut Tracker to show customers the status of their power cut at a high level. However, customer feedback revealed they want a higher level of interactivity and precision, with some customers finding our updates did not reflect certain on-the-day changes. Ahead of next winter we are developing a new version of the tracker to keep customers informed throughout planned work, rather than only at set points.

WINTER SUPPORT

Supporting customers during winter

What we did

Supported customers through unplanned power cuts and storms VS1

Our mission during storms is to deliver the same excellent support we provide on a regular day, even though storms are unplanned and unpredictable. During storms we proactively contact all PSR customers in the area, prioritising contact based on their level of vulnerability. If the estimated time to restore power changes significantly, we call all medically dependent customers to understand the impact and take action when needed, including mitigating risks such as oxygen-based equipment running low.

So we can tailor support to vulnerable customers’ circumstances, our support range includes battery packs, gift cards, hampers, hotel stays, torches, electric blankets, and Uber Eats and Deliveroo meals – but instead of limiting what we offer to a list, we empower our customer service team to deliver the help that will have the biggest impact for customers in need. For example, we recently sent a staff member to a vulnerable customer’s house to support them while they were experiencing stress from a power cut. As they relied on medical equipment, we fetched their oxygen cylinder, set up temporary lighting, and arranged for a neighbour to stay with them. During winter we provided 1,643 support items through our Customer Support Vehicles, such as hot food and hand warmers.



What we learned and how it will inform next year: Customer feedback highlighted that accurate estimated times of restoration (ETRs) are more important than ever for vulnerable people who rely on medical equipment during the winter. Our review identified that ETRs can vary between communities in the same geographic area, especially during winter, because of factors such as weather and site accessibility. To address this and improve the reliability of our estimates, we are planning an innovation project that will break unplanned ETRs down by community area.

Collaborated with Warm Welcome Spaces to deliver targeted winter support VS2 VS7 VS8

Through our work with Warm Welcome Spaces (see p.15) we learned that many of our vulnerable customers were feeling worried about keeping warm and uncertain where to go for help. Our engagement also highlighted that customers need simple, trusted information rather than complex advice. This insight helped to shape our winter approach, guiding us to focus on clear fuel poverty guidance, practical energy tips, and raising PSR awareness inclusively. We spent time in the Warm Welcome Spaces we work closely with to understand who attends, the challenges they face, and which support would make the biggest difference, allowing us to tailor our winter approach to each community. Through these Warm Welcome Spaces, we have sponsored and hosted a range of sessions and activities to support vulnerable customers during the colder months, delivered in warm, familiar settings.



Case study: Lunch and Learn Session

Through our engagement we learned that attendees at the Jacksons Lane Warm Welcome Space in Haringey were mainly older adults who were socially isolated and struggling with understanding support pathways. In light of this, we delivered a Lunch and Learn session focused on providing clear and accessible winter guidance over a hot meal, simplifying support information to help customers understand it without feeling overwhelmed. The impact of tailoring our session was clear from customer feedback, with customers saying they felt more confident understanding where to go for help when they need it.

What we learned and how it will inform next year: By spending time in the Warm Welcome Spaces we support and working closely with site leads, we learned that offering support to customers earlier in the year would help them feel more prepared and reassured going into winter. Ahead of next winter, we will begin delivering support earlier, alongside continuing to co-design activities with partners and focusing support on the areas with the greatest need.

IMPACT

#1 DNO
for PSR power
cut customer
satisfaction scores

4,585
support items
provided to customers
during winter

1,643
support items provided to customers
through our CSVs during winter

INDEPENDENT ASSURANCE PROVIDER REPORT

Alignment with reporting guidelines

In line with Ofgem guidance, our performance has been assessed by an independent assessor appointed by the DNOs. Based on the table below, the Independent Assurance Provider has confirmed alignment with the agreed reporting guidelines for Year 3 of UK Power Networks' RIIO-ED2 Vulnerability Output Delivery Incentive.

Metric	No	Minimum requirement category	Minimum requirement criteria	Have the criteria been met (Y/N)
PSR Reach	1	PSR reach has been reported in line with the common methodology	The PSR reach actual performance is calculated in line with the agreed methodology and data provided by the Centre for Sustainable Energy (CSE)	Y
	2	Confirmation that the licensee has attempted to contact 100% of its registered PSR customers to verify their data every 24 months	Has the licensee attempted to contact 100% of its registered PSR customers to verify their data every 24 months?	Y
Value of Fuel Poverty services delivered	3	Assurance that performance against the targets has been calculated and reported in line with the common Social Value Framework methodology	The ENPV value calculated is in line with the common Social Value Framework Rulebook	Y
			The ENPV value calculated is attributed to the value of Fuel Poverty Services delivered and the scope of the metric set out within Chapter 2 of the RIIO-ED2 Consumer Vulnerability Guidance document	Y
			The values reported are accurate from the calculations in the relevant SROI model	Y
Value of LCT services delivered	4	Assurance that performance against the targets has been calculated and reported in line with the common Social Value Framework methodology	The ENPV value calculated is in line with the common Social Value Framework Rulebook	Y
			The ENPV value calculated is attributed to the value of Low Carbon Transition Services delivered and the scope of the metric set out within Chapter 2 of the RIIO-ED2 Consumer Vulnerability Guidance Document	Y
			The values reported are accurate from the calculations in the relevant SROI model	Y

“We are pleased to confirm that for a third year running, UK Power Networks has met every requirement of the RIIO-ED2 Vulnerability ODI in line with the expectations set under the industry-wide assurance process.”

Alessio Villanacci
Director, Sirio

LOOKING TO THE FUTURE

As we look ahead to the next price control period, we and the wider industry have a real opportunity to continue being ambitious and build on the strong foundations we currently have in place. We remain committed to sustaining this momentum while continuing to deepen our understanding of vulnerability and learning from the customers, partners, and stakeholders who shape our work every day.

We appreciate and value the many partners and collaborators who have shared their time, insight, and expertise over the past year. Their commitment has helped us achieve outcomes we can be genuinely proud of, and most importantly has made a meaningful difference for people who rely on our support. Looking ahead, we will continue to reflect, learn, and push ourselves so that our support for vulnerable customers keeps strengthening and evolving.



If you would like to share feedback or speak with our engagement team, you can contact us at stakeholder.engagement@ukpowernetworks.co.uk