

Scale of vulnerability...



1 in 10 in England
are Fuel Poor
(13% in Yorkshire)

902,000

registered on the
Priority Services
Register (PSR)

66%
Vulnerable

Indicators such as age,
dependency on medical equipment,
chronic illness and transient events

Could the demand of EVs lead to us
all being 'vulnerable' energy wise

When establishing needs of vulnerable customers consider...

Critical need
Emotional need
Comfort need

“ **Measure what
matters, not what
is just available** ”

Some great local initiatives to help vulnerable customers...

citizens
advice

Newcastle

With Powergrid
care team and
drop in sessions
at GP surgeries



**GREEN
DOCTOR**



home visits



from

**United
Utilities**

Key Challenges:

Consider language;
'Vulnerable' may
not be appropriate
or resonate

Raising awareness of
initiatives & PSR
Consider key events to
aid sign-up; switching,
house move etc.

Is a
centralised
'PSR' feasible?