



Western Power Distribution has a wide range of outreach schemes and partnerships to help support customers in vulnerable situations, including power cut vulnerability and fuel poverty. It is vital that we continually take steps to update and enhance our understanding of the nature and distribution of vulnerable households across our area.

Our Headline News...



WORKING WITH YOU TO SAVE ENERGY AND MONEY

ENERGY SAVING TRUST SOUTH WALES

Power Up rebrand →

[Power Up](#) is one of our core fuel poverty schemes that started as a pilot with Citizen Advice Coventry in 2015.

Once every two years all customers on our Priority Services Register are contacted to update their details, given power cut advice and offered additional help and support through the [Power Up](#) scheme. The project has expanded to cover all four of our licence areas and in 2019 two specialist projects were added covering health and customers with smart meters.

The expansion of the scheme was a great opportunity to give Power Up a fresh look. A project team was created and led by WPD's [customer collaboration](#) Chair which included project partners as well as customer collaboration panel members.

The working group met in August 2019 with some key objectives:

Logo: how should the project be presented to the audience?

Key messages: what do they want the audience to hear and remember

Strapline: one short phrase to summarise the project

Design pack: a guidance pack for partners when creating marketing materials so that they are all consistent.

They created a number of key messages and worked closely with the designers to review and amend a number of logo designs before the final version was agreed.

Affordable Warmth scheme update →

This scheme has been extended to run for a further 12 months.

Care and Repair Cardiff and the Vale have completed a successful trial, to extend the Affordable Warmth energy & money advice project to customers all year round and not just over the winter months.

The aim of the project is to identify and support hard to reach customers in vulnerable situations, who may be living in a cold home and or struggling to pay their fuel bills or who may find it particularly difficult to cope in a power cut.

Care & Repair Cardiff and the Vale is the lead partner of a consortium of eleven agencies who cover the South Wales area, the partner agencies provide a 'holistic' service which means they support clients not just in relation to specific works but offer help and advice on a number of issues including:

- Income maximisation
- Tariff/supplier switching
- Energy Efficiency
- Boiler replacement & heating technologies
- Behavioural change
- Health and well- being
- Water social tariffs

During the 12 months from July 2018 to August 2019 the project supported **3,463** customers to achieve financial benefits of **£3.7m** and signed up **2,115** customers to the Priority Service Register.

Case Study

I recently visited a lady who lives alone in her own property. She has arthritis in her hips and neck and uses a stick to mobilise. She also has dizzy spells and struggles to traverse the stairs and access the shower.

She did not receive any welfare benefits at the time and was struggling to make ends meet. Upon discussing her situation and her finances, I supported her to apply for Attendance Allowance. Upon this being awarded, I then supported her to apply for Pension Credit. She was awarded the Savings and Guaranteed component; this also meant she was able to receive full council tax reduction.

I also supported the client to request an Occupational Therapist assessment, which resulted in a recommendation for a stair lift and level access shower (approx. £6700). Due to the fact that she was now on Guaranteed Pension Credit, she had a full grant with no contribution necessary.

Pending the Occupational Therapist assessment, I arranged that she had a mopstick handrail fitted on the stairs and grab rails (£78) in the shower and at both the back and front doors. I also supported the client to apply for a lifeline and arranged the fitting of a key safe (£90) along with this.

During my initial visit, I had discussed the lady's heating bills with her. They were very high, as her central heating system was over 20 years old and not functioning efficiently. Having supported her to obtain Guaranteed Pension Credit, I then continued to support her with contacting NEST, in order to request an assessment. This resulted in her having a new boiler and central heating system fitted (approx. £3500). I also let her know about the Priority Services Register and she was happy to be registered with Western Power offering additional peace of mind in the future in the event of a power cut.

This client was very happy with the help and support provided, which helps to ensure that she is safe, well and warm for as long as possible within her own home.

In Other News...

Social Obligations Workshop →

During October we held our second annual social obligations specific workshops in Bristol and Birmingham. The purpose was to inform stakeholders about the company's current and future programme, and to get feedback on our activities.

53 people attended from a wide range of organisations including local authorities, emergency services and charities.

Guest speakers on the day included Daisy Broman from The Centre for Sustainable Energy, who discussed the new 'Smart and Fair?' research programme which is exploring how the transition to a smarter energy system can be done in ways which both achieve the country's net zero ambitions and align with the widely espoused principle that '**no one should be left behind**'.

Other sessions on the day included Ofgem's 'updated' vulnerability strategy & priorities for our next business plan.

Overall, stakeholders had a positive view of our current performance in the area of social obligations recognising the good work that WPD is doing, but said that there was always more that could be done.

We are currently reviewing all of the feedback from the events and will respond with a set of outputs based on the findings.

Partnership with GP Surgeries →

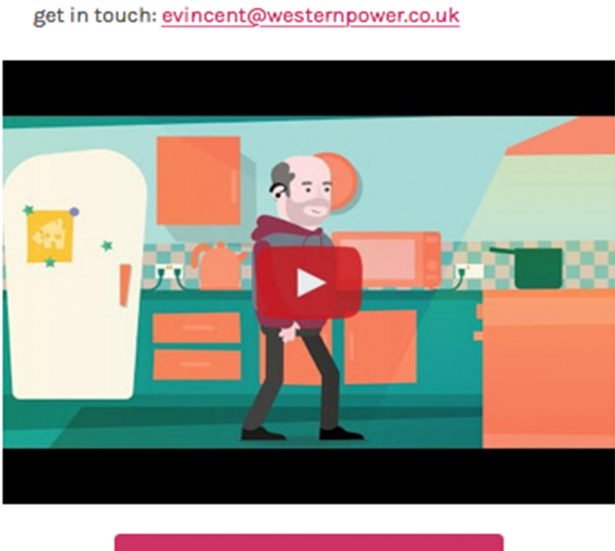
We are constantly striving to spread the word of our [Priority Service Register](#) and find the hard to reach customers that may not have heard of us or know what we can offer.

We have been working hard to build relationships with local GP surgeries across our network area to work with them and reach customers that we may not have had contact with before.

Last year we created a series of short animations to inform customers of what the Priority Service Register is and how WPD can help.

At the moment we are playing these animations in a number of GP waiting rooms across the South West, Wales and the East & West Midlands reaching a total of 46,500 customers.

If you would like to help spread the word then please get in touch: evincent@westernpower.co.uk



[Show me the other animations](#)

Affordable Warmth Projects →

In October 2018 Western Power Distribution (WPD) in partnership with the Centre for Sustainable Energy (CSE) ran a grant competition within our network area to support not-for-profit organisations to undertake a local energy affordability /or Priority Service Register recruitment activities in winter 2018-19.

Grants were awarded to six projects with the key focus on targeting hard to reach customers through local health services. Stakeholders have encouraged us to recognise that health is a key factor in customers' ability to cope during power cuts and that living in a cold home has an adverse effect on health conditions.

The successful projects ran for six months from Dec 2018 to May 2019 signing up 544 customers to the PSR and helping 1772 customers to save **£561,487**.

We are very happy to have renewed five of these projects to continue the great work for winter 2019/20 building on links with medical practices, community hospitals & primary mental health services.

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Western Power Distribution
We are the electricity distribution network operator for the Midlands, South West and Wales.

We deliver electricity to over 7.9 million customers over a 55,500 square kilometres service area. Our network consists of 220,000 km of overhead lines and underground cables, and 185,000 substations. We employ over 6,500 staff. [Learn more about us](#) →



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