

SSEN Distribution
**ANNUAL
VULNERABILITY
REPORT**

2025 - 26



Scottish & Southern
Electricity Networks

Powering our
community



CONTENTS

INTRODUCTION	2
EXECUTIVE SUMMARY	3
OUR VULNERABILITY STRATEGY	4
STRATEGIC PILLARS	5
SUPPORTING CUSTOMERS ON THE PSR	6
SUPPORTING CUSTOMERS IN FUEL POVERTY	15
ENABLING THE LOW CARBON TRANSITION	20
WINTER PREPAREDNESS	23
CUSTOMER VULNERABILITY INCENTIVE PERFORMANCE	26
REGIONAL ACCOMPANYING PERFORMANCE	27
COMMITMENT TABLES	28

INTRODUCTION

We are delighted to present our 2025/26 Annual Vulnerability Report. It provides an update on our performance, our commitments and how we are supporting customers and communities who need it most.

Our Consumer Vulnerability Strategy sets out our approach to consumer vulnerability and how we will achieve our RII0-ED2 (ED2) commitments alongside our wider ambition to ensure we are supporting our customers. The Annual Vulnerability Report provides an update on how we have performed for our customers between April 2025 to March 2026 against our commitments (pages 28-30) and targets (pages 26-27).

As a Distribution Network Operator (DNO), we own and operate two licence areas: Scottish Hydro Electric Power Distribution (SHEPD) in the north of Scotland – including remote island communities – and Southern Electric Power Distribution (SEPD) in central southern England.

We keep the lights on and deliver electricity to around 4 million homes and businesses across our licence areas – including remote island communities – whilst playing a pivotal role in the transition to a lower-carbon economy. We are doing this by providing the critical national infrastructure which will enable the ongoing shift to a decarbonised energy system and electrification of transport and heat.

Our customers and communities rely on us every day to provide a safe and reliable supply of electricity, this is especially true for those customers in vulnerable situations. Being there for our customers during power cuts and adverse weather, providing communication and welfare when needed, is essential (pages 6-14).

Increase in fuel costs and living expenses means the support through our partners is more vital than ever. With an estimated 980,000 households across Scotland and 3.17 million households across England in fuel poverty, we need to ensure we are providing support with energy efficiency advice, income maximisation and benefits checking (pages 15-19).

We are seeing a significant uptake of low carbon technologies across our network. We must continue to proactively support this growth, enabling all customers to participate in and benefit from the transition to net zero.

Understanding customers needs, especially those who are in vulnerable situations, helps us ensure the transition to net zero is smart and fair and does not embed unfairness into the future energy system (page 22).



SHEPD
800,332 customers'
homes and businesses served.

252,661
households registered on the PSR.

SEPD
3,157,831 customers'
homes and businesses served.

1,024,756
households registered on the PSR.



EXECUTIVE SUMMARY

At SSEN, our core purpose is clear; to provide around four million customers who live and work across our licence areas with a safe, resilient and reliable power supply. This responsibility is fundamental to the communities we serve – and it’s becoming ever-more significant as more homes turn to electricity for heating, transport and their day-to-day lives. Ensuring our network is ready for this transition, and that customers can rely on us when they need us most, will always be core.

A key part of this responsibility is recognising that some customers need extra support, particularly during a power cut or in adverse weather conditions. Supporting customers in vulnerable circumstances is fundamental, and the progress we’ve made in 2025/26 demonstrates the commitment and care we bring to this. The achievements highlighted in this report demonstrate both the breadth and depth of this progress.

One of our most significant areas of achievement continues to be our Priority Services Register (PSR). We’ve continued to build upon the success of last year, and we’re proud to report a further increase in registrations to our Priority Services of over 250,000 households. Growing the PSR is not simply about increasing numbers; it’s about ensuring we can identify customers who may require additional support, and then providing them with relevant, meaningful advice and tailored communications. A better understanding of who these customers are enables us to be more targeted in how and where we deploy support, ensuring our efforts are focused on the communities who need it most.

Our progress in this area has been driven in part by our targeted digital marketing campaign. This has been designed to reach customers through trusted voices from within their own communities. This year we focused on specific needs groups, including people with hearing loss, those living with disabilities and customers for whom English is their second language. Through carefully-tailored messaging, and complementary content offered in accessible formats, we’ve been able to reach people who may not have been aware of the PSR before, thus helping them receive the support they need.

Furthermore, we’re proud to be leading the way, in partnership with Policy in Practice, to proactively identify and protect vulnerable households across both our licence areas. This first-of-its-kind partnership turns routine benefit checks into more than a financial safety net, by proactively identifying households eligible for vital protection during power cuts. Across Great Britain, the energy regulator Ofgem is encouraging Distribution Networks Operators (DNOs) to use data to help identify these households. This approach removes the administrative burden from the customer, turning a routine benefit check into a way to get an enhanced programme of assistance.

Alongside this, we continue to see strong satisfaction levels among customers registered on the PSR. Enhancing their experience, by ensuring interactions are smooth, personalised and reassuring, remains a core focus, and it’s encouraging to see this reflected in their feedback.

Expanding the PSR also strengthens our ability to identify customers who are living in fuel poverty or who’d benefit from support in moving over to efficient, cost-effective Low-Carbon Technologies in the home. This year we supported over 15 thousand households through fuel poverty measures and helped many customers on their own low-carbon journey. This supports our ambition to ensure the energy transition is delivered in a way that’s fair, inclusive and equitable for every household.

Our partnerships continue to play an essential role in extending support to customers who may be more vulnerable. This year we were pleased to welcome Asthma + Lung UK as a new partner. Through its helpline, the charity has been raising awareness of Priority Services and signposting our shared customers to support available. And in common with our other partners, working together means we learn from one another, and can strengthen the support we provide. This collaboration is already helping customers living with lung conditions and asthma to access the tailored support they may need during a power cut.

We were also pleased to continue supporting resilience and low-carbon projects through the 2025 round of SSEN’s Powering Communities to Net Zero Fund, awarding £693,000 across our licence areas. From heat pumps and solar panels, to flood protection equipment and battery storage for community hubs, these projects reflect our commitment to helping communities cut carbon, while also improving their preparedness in the face of increasingly-volatile weather.

We’ve also made significant progress on our ED2 price control commitment to deliver Power Cut Plans; tailored documents that provide bespoke advice for customers on the PSR. Developed with support from experts on a range of conditions, these plans offer personalised advice for our customers. This year, we issued plans to almost 400,000 customers, giving information and reassurance tailored to their individual needs and circumstances.

Another major milestone has been our delivery of Home Battery Packs to customers who are medically dependent on electricity. This initiative provides an additional layer of resilience and peace-of-mind for households who rely on powered medical equipment. It ensures they have a backup source of electricity if there’s an unexpected power cut. We’re proud to report that within the first two weeks of making offers to them, 3,451 of our most-vulnerable customers accepted the offer of a free EcoFlow Delta 3 emergency battery.

During 2025/26, our network and customers faced two significant storms, including Storm Floris in the summer. Across both of these, our teams worked hard to restore supplies safely and quickly, and provide targeted welfare support led by our growing understanding of what our customers need.

This report outlines in detail the measures and activities we’ve implemented throughout 2025/26 to support customers and communities experiencing vulnerability. This work goes on, and we remain committed to delivering exceptional service all-year round. We’ll do this by working closely with our stakeholders, partners and communities to ensure every customer receives the care, support and reassurance they need.



Eliane Algaard
SSEN Distribution Services Director





OUR VULNERABILITY STRATEGY

Trust remains central to how we identify, understand and support customers in vulnerable circumstances. During Vulnerability Week (June 2025), where the theme was trust, colleagues and partners - including Maggie's and Carers UK - came together to strengthen this shared commitment. Through blogs and operational roadshows, we reinforced that trust underpins everyday roles and that supporting vulnerable customers is a responsibility shared across the business.

A deep understanding of the diverse communities we serve is essential to building and maintaining this trust. Across both licence areas, these range from rural and remote locations to densely populated urban environments, each with distinct challenges and needs. Recognising these differences enables us to deliver services – including support through our partnership programme - that are accessible, relevant and effective for all customers, wherever they live.

Our Vulnerability Allies programme, which brings colleagues together to support customers in vulnerable circumstances and help shape inclusive services, plays a key role in embedding this approach across the business. The network has grown from 73 to 85 allies over the past year, reinforcing that vulnerability is everyone's responsibility. Allies help advocate for customers, raise awareness of available support, and ensure vulnerability is considered in day-to-day decisions and across the work we deliver.

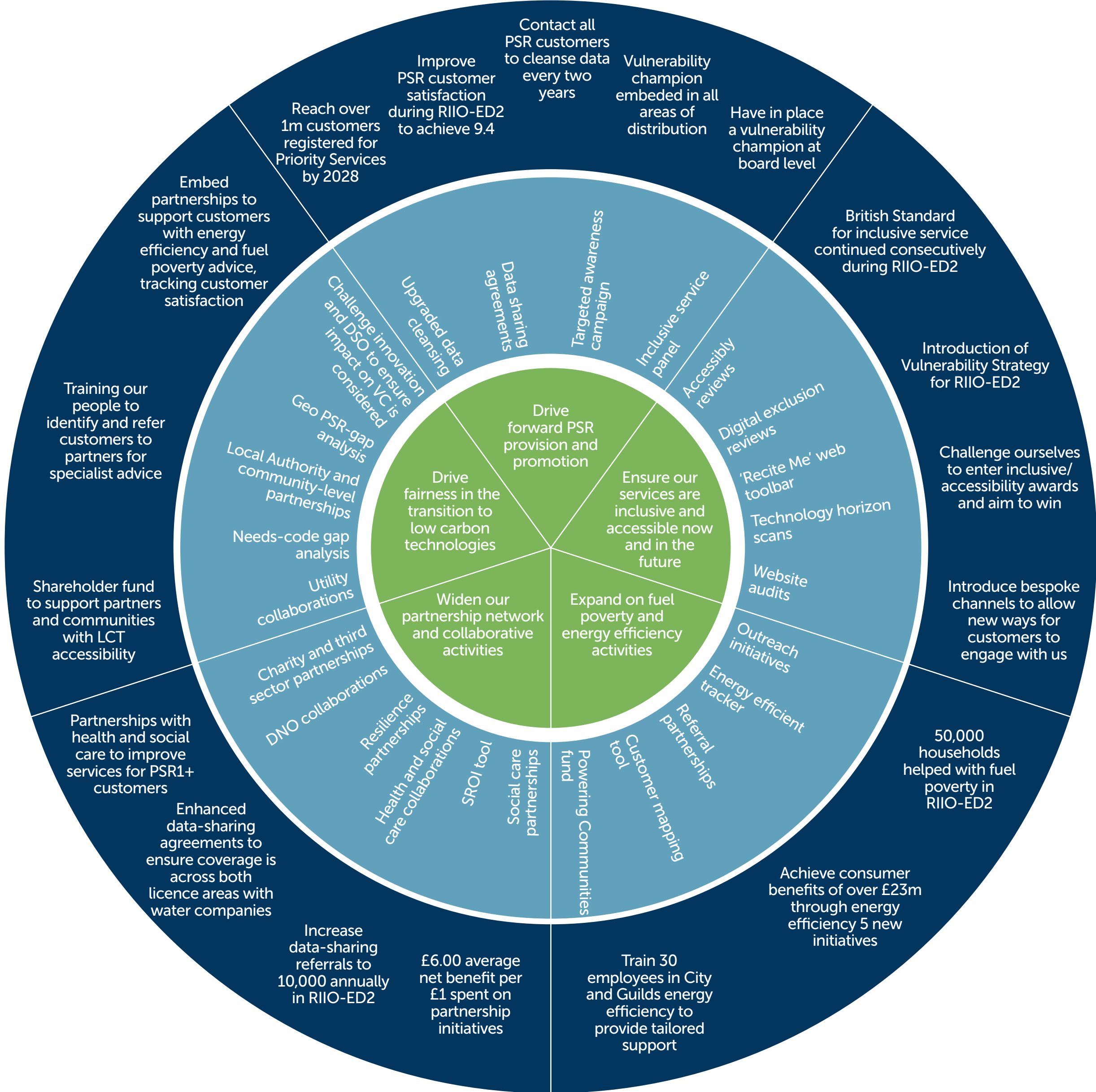
Collaboration with partners, alongside clear and consistent communication, is another important way we strengthen confidence in our services. This helps customers better understand who we are and the support that is available. At the same time, our focus on digital inclusion ensures services are designed with customers, and not just for them, supported by insights from our Inclusive Service Panel to promote fairness and accessibility.

Over time, trust is shaped by how we respond in moments that matter most. This year, we supported 20,326 households, delivering £3.1m in Social Value (2025/26 only). Continued growth of our Priority Services Register enables more targeted support, with [households helped] households assisted during severe weather and customer satisfaction reaching 9.02 for Priority Service Customers.



"I'm incredibly proud of the progress we've made this year in supporting customers and communities in vulnerable situations. By working together across our teams and with partners, we've deepened how we identify and assist those who need extra help. Our refreshed strategy ensures support reaches the people and places that need it most."

- David Yule, SSEN Head of Customer Service GB



KEY

- CONSUMER VULNERABILITY PROMISES
- TOOLS AND PROCESSES
- OUTPUTS

Vulnerability Strategy Wheel

The wheel provides a clear view of the outputs we have committed to delivering in order to meet Ofgem's principles and baseline standards. It also outlines the additional work we are undertaking to fulfil our consumer vulnerability commitments and go further in safeguarding our customers.

We are committed to engaging with customers in vulnerable situations and with the trusted organisations that represent them. This helps deepen our understanding of vulnerability in all its forms, including customers who become temporarily vulnerable.

We will work in partnership to deliver a wide range of services that target support where it is needed most in the communities we proudly serve.



STRATEGIC PILLARS

OUR STRATEGIC APPROACH

Following engagement with stakeholders to review our Consumer Vulnerability Strategy, we retained our three strategic pillars to ensure we are supporting the customers and communities who need us most: supporting customers on the Priority Services Register, supporting customers in fuel poverty, and enabling a fair low carbon transition.

Our refreshed strategy builds on strong foundations and guides delivery across the ED2 period (April 2023 – March 2028). Co-created with stakeholders, it reflects the evolving needs of our customers and communities and is underpinned by our understanding of customer needs. We use data to target support, work in partnership, share best practice, and track performance to ensure impact.

STRATEGIC PILLARS:



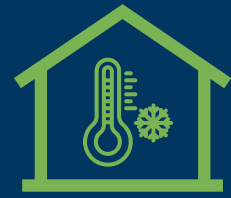
Supporting Customers on the Priority Services Register

We are strengthening the promotion and delivery of the PSR to ensure vulnerable customers are identified and supported effectively. Through enhanced data insights and partnerships, we provide targeted, proactive support and continuously improve service quality.



Supporting Customers in Fuel Poverty:

Addressing fuel poverty remains a core priority. Working with trusted partners, we deliver targeted interventions that meet immediate needs while supporting longer-term, sustainable outcomes for customers.



Enabling the Low Carbon Transition:

We are committed to a fair low-carbon transition where all customers can participate and benefit. By removing barriers and providing tailored support, we help ensure vulnerable customers are not left behind.

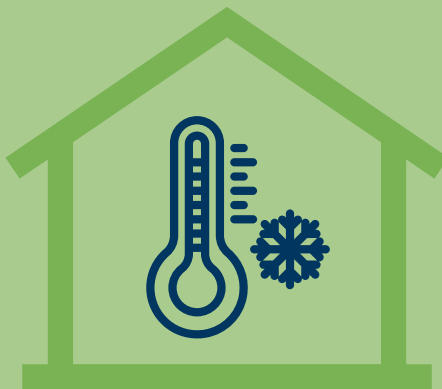
CONSUMER VULNERABILITY STRATEGIC PILLARS

PILLAR 1



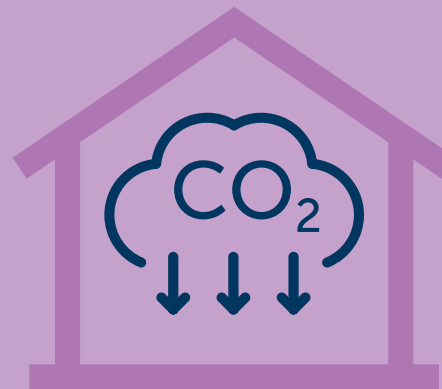
SUPPORT FOR PRIORITY SERVICE CUSTOMERS

PILLAR 2



SUPPORTING HOUSEHOLDS IN FUEL POVERTY

PILLAR 3



ENABLING THE LOW CARBON TRANSITION

SUPPORTING CUSTOMERS ON THE PSR

PSR GAP ANALYSIS:

Commitment: Reach over 1 million PSR registrations by 2028, refreshing our data every 24 months.

GROWING PRIORITY SERVICES

Building on last years success, we are delighted to report a further increase to our Priority Services of 259,122 households-bringing the total to 1,277,417. These additional registrations, alongside efforts to improve how we identify and provide customers with meaningful, tailored advice, demonstrates our ongoing dedication to supporting all customers, including those who may require extra help.

PSR PERFORMANCE

	PSR Eligible Households	PSR Households Registered 2025/2026	PSR Households Registered 2024/25	Reach	Growth
SHEPD	275,881	252,661	203,134	91.60%	+49,527
SEPD	1,283,506	1,024,756	815,161	79.80%	+209,595
SSEN	1,559,387	1,277,417	1,018,295	81.90%	+259,122

Both licence areas have exceeded their 2025/26 PSR targets more than two years ahead of schedule, with SHEPD already achieving its full ED2 target. This strong performance provides a solid foundation for the remainder of ED2, supporting both incentive delivery and our continued efforts to identify and support customers eligible for the PSR.

While the PSR continues to grow, we recognise there is more to do, with an estimated 281,970 eligible households yet to register. Through research with external experts and analysis of social data, we are expanding the reach of the PSR to ensure more customers receive the support they need. Strong progress in 2025–26 has been driven by a combination of sustained activity and targeted initiatives, including a digital marketing campaign, a first-of-its-kind partnership with Policy in Practice, and community outreach.

PRIORITY SERVICES DIGITAL MARKETING CAMPAIGN:

Building on last year’s successful influencer-led campaign, we delivered a digital campaign to raise awareness of Priority Services, using carefully selected influencers, SSEN-branded content, and tailored approaches for diverse needs. Running from July to October, the campaign focused on areas with the largest registration gaps - Wiltshire, West London and Dorset - where 76,000 customers remain unregistered across key needs codes.

Insight shows people are more likely to register when benefits are clear and personally relevant. To address this, we focussed on reaching customers in ways that felt trustworthy and accessible, using community-based voices and influencers aligned to their needs and circumstances.



“A data led approach is key to identifying regional gaps and raising awareness of our support services. The big difference was working with the candid, fun and trusted voices of influencers, so we are not only heard, but listened to. This was evidenced in our engagement scores and registrations.

- Olivia Worthington, Vulnerability Strategy and Welfare Implementation Manager

Our key areas of focus were:

- **Hearing:** Our messaging highlighted British Sign Language support and preparedness.
- **Physical impairment:** We promoted the support available including medical equipment support, warn and inform services, and accessibility.
- **English as a second language:** We made customers aware of the tools available to them, including Language Line and Recite Me.

INFLUENCER COLLABORATIONS:

Our campaign focused on customers with physical and hearing impairments, and those whose first language is not English, while also reaching people living with chronic illness as a key secondary audience.

- We partnered with Asha Hylton, Nina Tame and ‘Chronically Jenni’, chosen for their lived experience and trusted engagement with relevant communities.
- Nina Tame and Chronically Jenni supported customers with physical impairments, providing practical, relatable content that built trust in Priority Services. Their content was shared across influencer and SSEN channels, with videos hosted on tailored landing pages.
- Asha Hylton engaged hearing impaired customers, combining professional insight as a nurse and lived experience. Her accessible content included BSL and collaboration with SignVideo.
- For customers facing language barriers, we prioritised SSEN-led multilingual content, using colleague expertise and community partnerships to ensure accuracy and cultural relevance.
- Chronic illness audiences were reached through Chronically Jenni’s empathetic, practical content, integrated with SSEN guidance to effectively support this group.



“Partnering with SSEN on the Priority Services campaign felt like a natural fit because so many people in my community are directly affected by energy vulnerability. Priority Services is a genuinely valuable support for disabled and chronically ill people, especially during unexpected outages. Raising awareness of a free service that can make someone safer and more prepared was something I was proud to help with.”

- ‘Chronically Jenni’



“Partnering on this campaign felt like a really good fit for me because reaching disabled people with clear, accessible information is something I care strongly about. Priority Services play a vital role for many households, especially those who need additional support, so seeing a brand actively prioritise that audience felt really encouraging. The campaign worked because it centred real needs, used accessible formats, and treated disabled people as valued customers rather than an afterthought.”

- Nina Tame

PRIORITY SERVICES DIGITAL MARKETING CAMPAIGN - CHARITY ENGAGEMENT:

We worked with a range of charities and community organisations - both existing partners and new connections - to amplify our content and improve campaign reach. Through targeted outreach to 50 charities, we encouraged them to share Priority Services social assets and use the Community Toolkit. Organisations including Swindon Carers Centre and Mencap shared our content, while existing partners such as Kidney Care UK and Carers UK further amplified our messages. This collaboration strengthened engagement with vulnerable communities and increased overall awareness.

OUTCOMES OF THE CAMPAIGN:

The campaign delivered a 17% uplift in Priority Service registrations which equated to 5,287 targeted households now being able to access extra support.

By audience:



Physical impairment: Strong engagement and trust, supported by paid targeting.
21% uplift | 784 registrations | 424,009 impressions | 1.12% CTR.



Hearing: High engagement from Deaf audiences, with BSL-first content driving longer dwell times.
19% uplift | 1,148 registrations | 398,141 impressions | 1.45% CTR.



English as a second language: Higher engagement and lower bounce rates on translated content, improving access.
21% uplift | 559 registrations | 5,287 registrations | 1.12% CTR.



Chronic illness: Strong resonance through influencer content.
18% uplift | 2,587 registrations.



Children under 5:
10% uplift | 208 registrations.



Cost efficiency:
£0.39 CPC | £22 per registration.

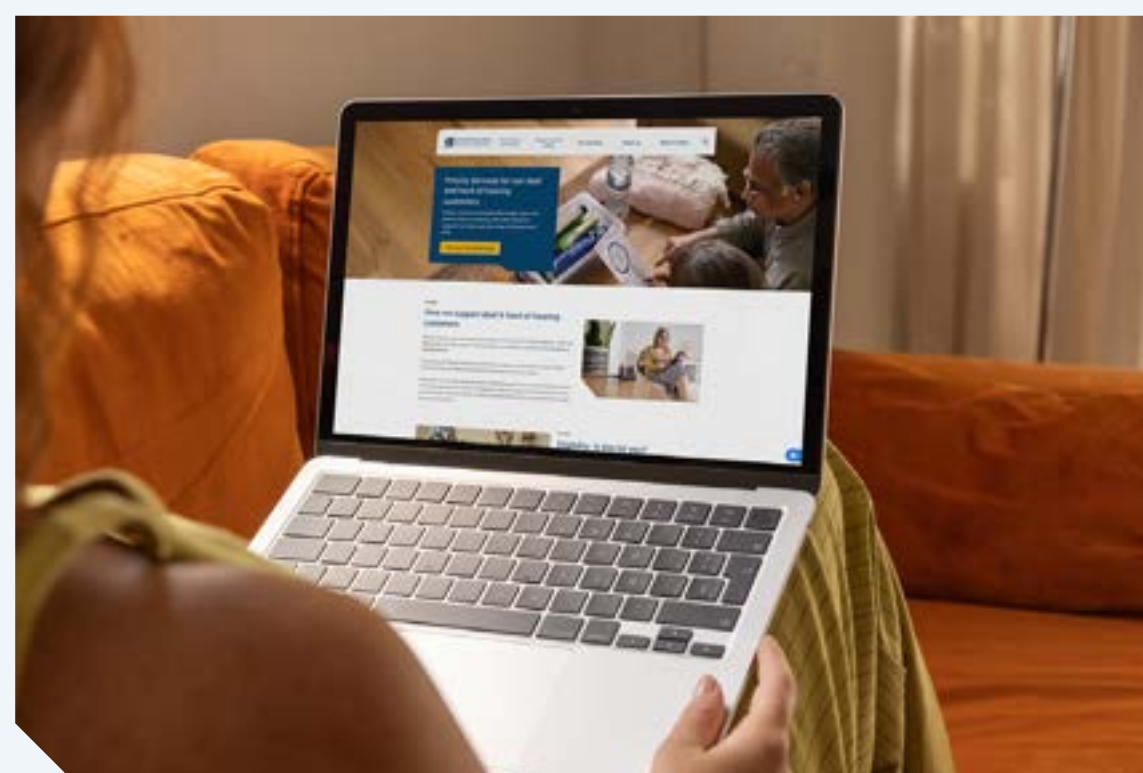


Overall performance:
1.25M impressions, 17,110 clicks (1.3% CTR), 5,287 registrations, and a 2.8% conversion rate (within 0–3% KPI).

CTR = Click Through Rate | CPC = Cost Per Click

Landing pages:

We simplified the customer journey by creating three tailored landing pages, including one translated into five languages. This helped ensure customers were seeing content that was most relevant to them and could easily access the information they needed. By monitoring user behaviour and refining layouts, we kept key information easy to find, resulting in higher engagement and bounce rates falling by half compared to last year.



COLLABORATION WITH POLICY AND PRACTICE:

AN INDUSTRY FIRST APPROACH TO REACHING AND PROTECTING VULNERABLE CUSTOMERS

This year, we launched an industry first partnership with Policy in Practice to identify and support households who may be vulnerable during power cuts - often before they realise support is available.

Across the UK, around £24 billion in financial support goes unclaimed each year. By integrating with Policy in Practice's Better Off Calculator, we have transformed routine benefit checks into a proactive way to identify customers who may also benefit from the Priority Services Register (PSR).

Frontline advisors are now automatically alerted when someone meets PSR criteria. Whether supporting a household to maximise income or access benefits, they can offer PSR registration within the same conversation-removing the need for customers to self-identify or take additional steps.

This approach reduces barriers and ensures more people receive tailored communications, welfare support and practical help during power cuts or severe weather. It provides a proactive, respectful way to identify those at greater risk and connect them with support.

By embedding PSR awareness into everyday interactions, the partnership is already extending our reach to customers who may otherwise have been missed, reinforcing our commitment to accessible, preventative support.



"No one should be left in the dark because they didn't realise additional help was available to them during power cuts. While we already support over 1.2 million people through PSR, we know many more are eligible but, for various reasons, haven't signed up yet. By partnering with Policy in Practice, we are further improving the rules of engagement; going directly to customers and using every interaction to build a proactive safety net that meets both SSEN's and Ofgem's highest standards for vulnerable consumer care."

- Eliane Algaard, SSEN Services Director



"The link between financial hardship and the need for extra physical protection is clear. This partnership turns our much-loved Better Off Calculator into a powerful tool for safety. Instead of expecting vulnerable people to navigate a fragmented system, we are empowering advisors to say, 'I can see you're eligible, let's get you protected now'. We are proud to be the enabler for a more joined up, compassionate utility sector that tackles the 'tell it once' challenge head on."

- Deven Ghelani, Director of Policy in Practice



PRIORITY SERVICES REGISTER DATA CLEANSE:

Data accuracy is essential when supporting vulnerable customers. We need the correct details so that if their power goes off, we can proactively contact them, explain what is happening, give estimated restoration times, and offer any support they may need.

CUSTOMER MAPPING TOOL:

Our Customer Mapping Tool combines geographic and social indicator data to help us and our partners target support in our licence areas. We continue to explain this and train our partners in its use.

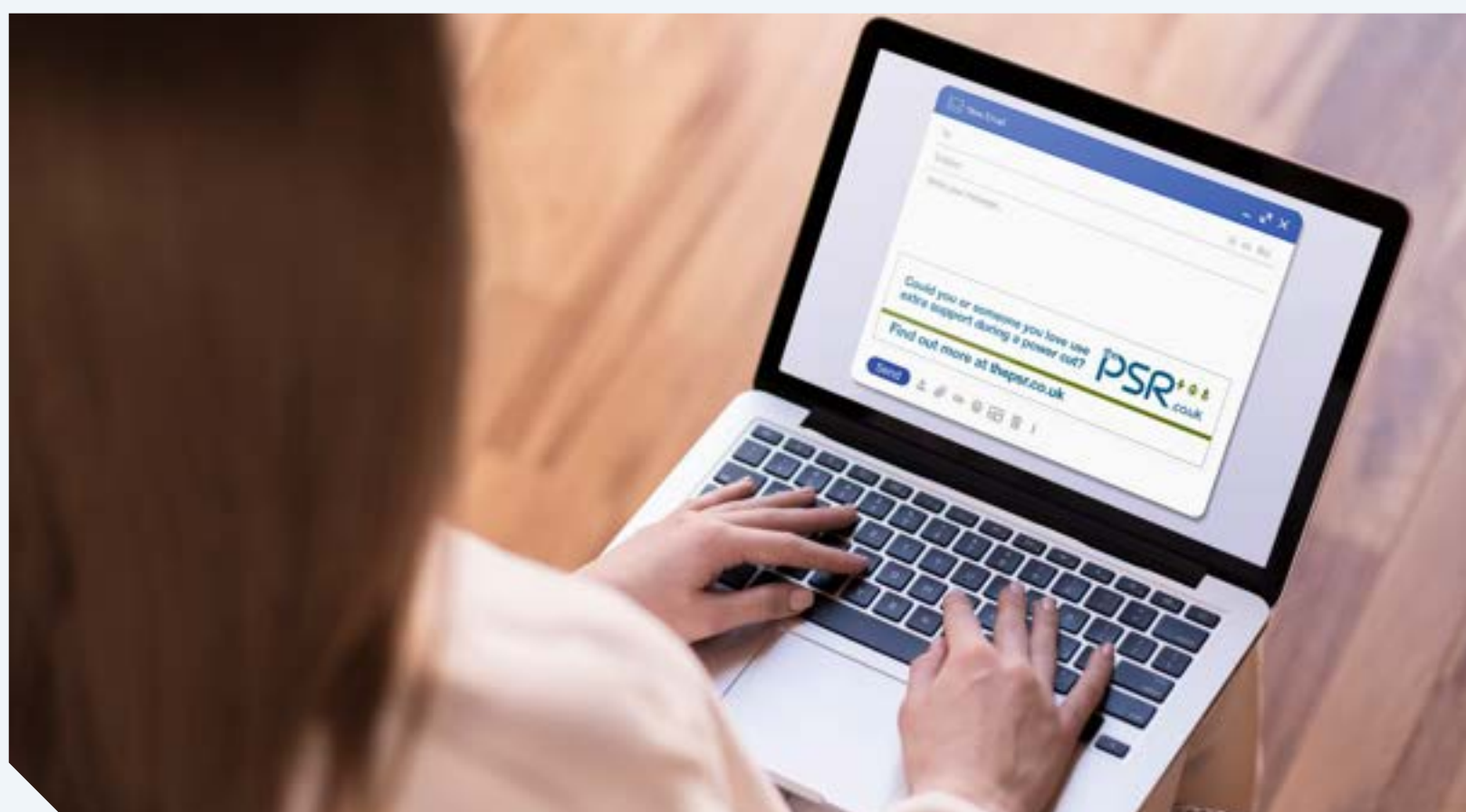
This year, we introduced three additional indicators and trained 17 colleagues and partners - including Asthma and Lung UK, Changeworks, Citizens Advice Scotland and Action Hampshire - to help direct support to areas of greatest need.

The tool directly informs practical interventions. This year, National Energy Action (NEA), supported by Oxford Connections, used it to identify areas with higher numbers of refugees, enabling delivery of Empowered by Energy courses within communities most likely to benefit.



"The Mapping Tool continues to benefit internal and external stakeholders, especially in identifying locations where support programmes will reach customers most in need."

- Susan Duncan, Partnerships and Vulnerability Engagement Manager (SSEN)



GROWING PRIORITY SERVICES REACH AND IMPACT

COMMUNITY TOOLKIT:

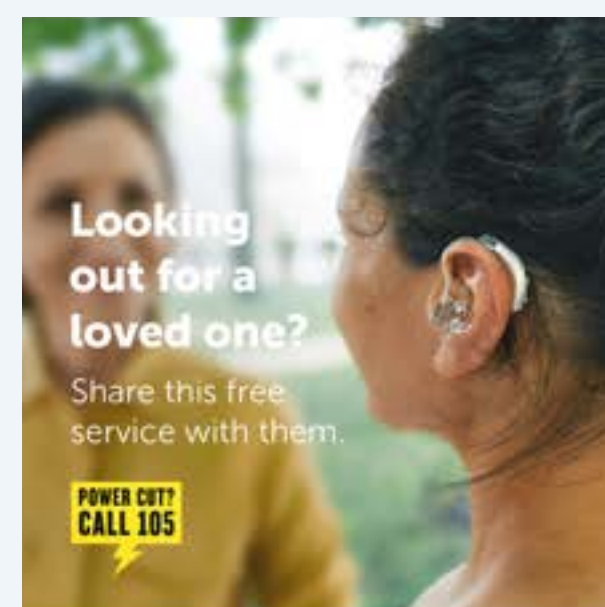
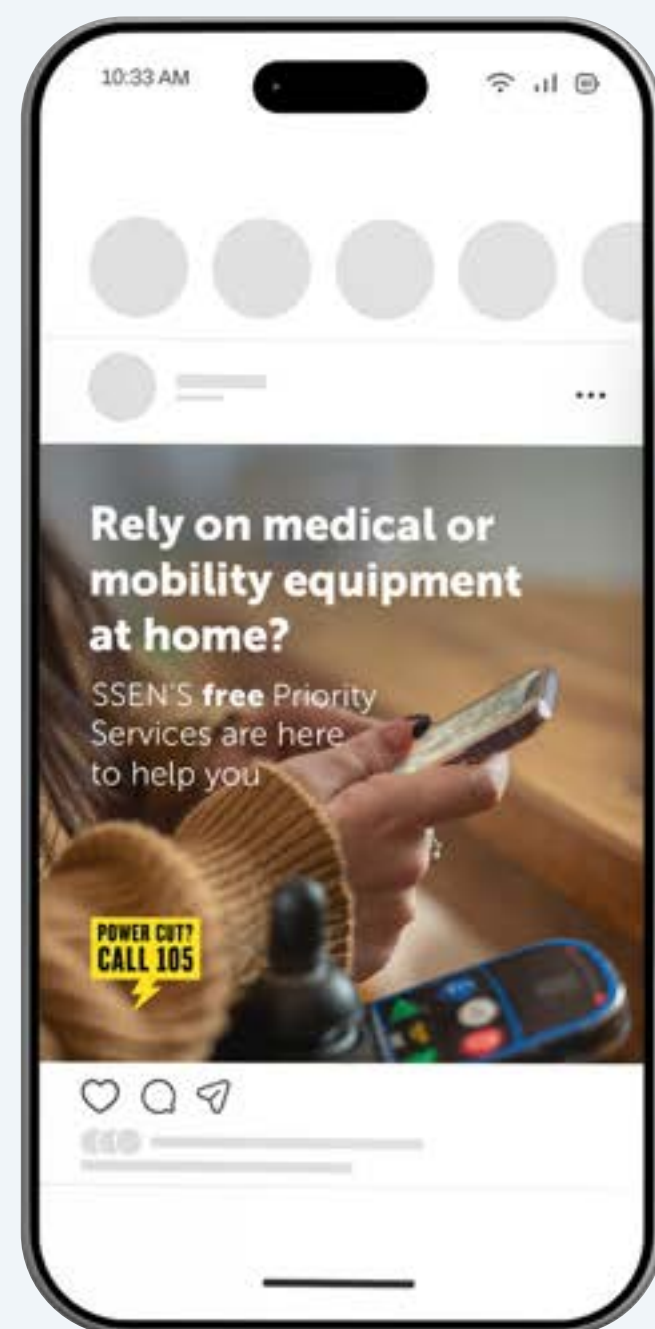
This year we refreshed the Community Toolkit to make it easier for charities, partner organisations, local councils and community groups to promote Priority Services through their networks.

Using feedback from the Inclusive Service Panel and our partner organisations - including SSEN's Citizens Advice Scotland Energy Advisors - we streamlined the resource to improve accessibility and ensure organisations can easily select the materials that work best for them.

The updated toolkit now includes:

- A new how-to video showing organisations how to access, select and use the toolkit materials.
- New 'The PSR.co.uk' email signature banner.
- Refreshed posters, leaflets and social media assets.
- An Easy Read Priority Services guide.
- Updated quick guide for operational teams.
- Customer Service Guide.

These improvements support the organisations who play a vital role in widening the safety net of care and helping more people access Priority Services.



Young Person's Power Cut Plan:

The Young Person's Power Cut Plan is a child-friendly resource to help families prepare for power cuts through simple, fun, and free activities.

It aims to increase awareness, encourage family conversations, and help children and adults consider their needs and welfare. Content includes guidance on what to do before, during, and after a power cut, alongside activities such as puzzles, mazes, and practical "missions" led by Power Pack Pals to build confidence and resilience. Planned launch: Summer 2026.

Two-way data sharing with Local Authorities:

In 2025/26, the Data Sharing Agreement (DSA) project continued to progress, with data sharing taking place across several named weather events and emergencies. A new lawful basis for processing personal data has been introduced into the UK GDPR through the Data (Use and Access) Act. As a result, SSEN will adopt Recognised Legitimate Interests as the lawful basis for sharing personal data during emergency situations, replacing the need to rely on individual DSA's. Key contacts are being collated, and training and awareness sessions are underway, with the project scheduled for completion in June 2026.

Collaboration with Scottish Fire and Rescue Service:

In spring/summer 2025, working with our upscotland.com utility partners, we partnered with the Scottish Fire and Rescue Service to include Priority Services information in its national Home Safety Guide, helping raise awareness of available support among around 50,000 higher-risk households each year. The partnership has also enabled SSEN and Scottish Fire and Rescue Service colleagues to share best practice, including a June 2025 session on the Home Fire Safety Visit Programme and wider discussion on fire safety.

"Scottish Fire and Rescue Service is committed to working with partners to protect the most vulnerable in our communities. By working closely with psrscotland.com, we include vital Priority Services information in our Home Safety Guide - provided at every Home Fire Safety Visit and available online - helping higher-risk households access the additional support they need to stay safe. This collaborative approach is proving an effective way of achieving our shared goal of making our communities safer."

- Steven Low, Group Commander, Scottish Fire and Rescue Service

CROSS-DNO COLLABORATION - CARE MANAGEMENT SECTOR:

In November, we attended the Care Management Show at London Excel as part of a cross-DNO collaboration with UK Power Networks (UKPN), Northern Powergrid (NPG), SP Electricity North West and SP Energy Networks (SPEN), engaging around 2,000 care sector delegates. Activity included a joint Caring Times feature, a shared stand, and all DNO branded materials. Four mini-theatre sessions on the topics of power cut resilience, generation and business continuity were delivered. We spoke in depth with around 200 delegates about power cut advice and the PSR. Insights indicated that some care providers lack generation and robust resilience plans, with staff often unclear on actions during an outage. In response, DNOs published an all-DNO branded interactive Business Resilience Guide on thePSR.co.uk and shared follow-up support with engaged delegates.



COMMUNITY ENGAGEMENT AND OUTREACH:



CASE STUDY: STRENGTHENING COMMUNITY RESILIENCE IN THE HIGHLANDS AND ISLANDS REGION

As Customer Relationship Manager for the Highlands and Islands, Pam Harvey works closely with communities that experience storm related power outages. Her role centres on helping them build resilience - meeting residents and community councils, promoting Priority Services, and gathering local knowledge that shapes SSEN’s long-term resilience and welfare planning. This insight is crucial when navigating the complexities of severe weather. It helps us identify the best locations for welfare vans and find community hubs that can provide warmth, support and practical assistance when power outages affect wider areas.

This community centred approach aligns with SSEN’s partnership with Warm Welcome Spaces, which creates safe, friendly spaces that reduce isolation. One such space is Lochaber Hope in Fort William, founded 20 years ago by Aly Smith as a place where anyone can come for warmth, a cuppa and a friendly face.

During her visit, Pam joined the centre’s busy ‘Soup’s Up!’ session, meeting staff, volunteers and attendees while sharing information on Priority Services and discussing how SSEN can better support vulnerable households during outages.

“When people come in, they’ve got to leave feeling better”
- Aly Aly Smith, Founder of Lochaber Hope

Experiencing the strong community spirit firsthand led to conversations with Aly about incorporating Lochaber Hope into SSEN’s future resilience plans.

Although early in development, both are keen to explore the centre becoming a resilience hub, offering hot food, drinks and a welcoming space during storm related power cuts.

This visit demonstrates the value of trusted relationships, open communication and partnership working-key ingredients in strengthening community resilience across the Highlands and Islands.



Our engagement activity is targeted using PSR data and local insight to focus on the communities, locations and customer groups most likely to benefit from additional support. By working with trusted community partners across both licence areas, we continue to raise awareness of Priority Services, improve resilience and build lasting relationships with local communities.

ENGAGEMENTS IN SHEPD - NORTH OF SCOTLAND

- Engagement with community councils across the region combined resilience briefings with promotion of free Priority Services. These discussions also captured local insights on storm impacts, directly informing SSEN's welfare van deployment during severe weather.
- Resilience presentations and drop-in sessions at the Inverness depot brought together residents, community leaders, and support groups to discuss preparing for prolonged outages and accessing additional support. Feedback gathered shaped longer-term welfare planning and identified community preferred locations for storm support.

In October we partnered with the Foyers Community Hub to engage with around 30 residents following Storm Amy. Colleagues from Faults, Corporate Affairs, and Community Relationship Managers collaborated to share insight on our storm response, promote Priority Services, and encourage the development of Home Emergency Plans. Key outcomes included:

- Welfare van location agreed for future outages, improving the speed and consistency of on-the-ground support.
- Initial work begun on local resilience measures, including exploring battery backup options for the hub and developing a Community Resilience Plan.
- Opportunities identified to strengthen local radio updates, improving real-time communication during future weather events.
- Increased local resilience planning, including identifying businesses that could provide support to residents during power cuts if welfare vans are unable to reach the area.

ENGAGEMENTS IN SEPD - SOUTHERN CENTRAL ENGLAND

- Collaborating with Save Energy in the Thames Valley region: We have been working in collaboration with Save Energy to promote Priority Services in areas where more customers could benefit from support. The initiative, which has been based in and around Wokingham and Maidenhead, has so far reached approximately 2,267 residents through local promotional events.
- The Headway Thames Valley partnership is promoting Priority Services to individuals living with brain injuries. Many of these patients fall within the highest priority categories, making tailored support during power cuts especially important. Headway works with patients and carers to support registration, explain eligibility and benefits, and provide tailored advice and preparation materials. This targeted approach helps customers feel more prepared and reassured. The partnership also helps reach individuals who may otherwise be unaware of the support available.
- Hillingdon Community Voice - Winter Edition 2025: SSEN contributed a three-page feature to Hillingdon's winter magazine, promoting Priority Services, Power Track app and Power Cut Plans. With many young families and households where English isn't the first language still unregistered, the piece aimed to raise awareness of the support available during outages and to help residents stay informed and prepared through winter.
- We engaged with community groups, residents and parish councils, including Farringdon Parish Council, to discuss resilience, our storm response, and raise awareness of Priority Services and available support.

CASE STUDY: SSEN FUNDING OF WARM SPACES IN SLOUGH, THAMES VALLEY REGION

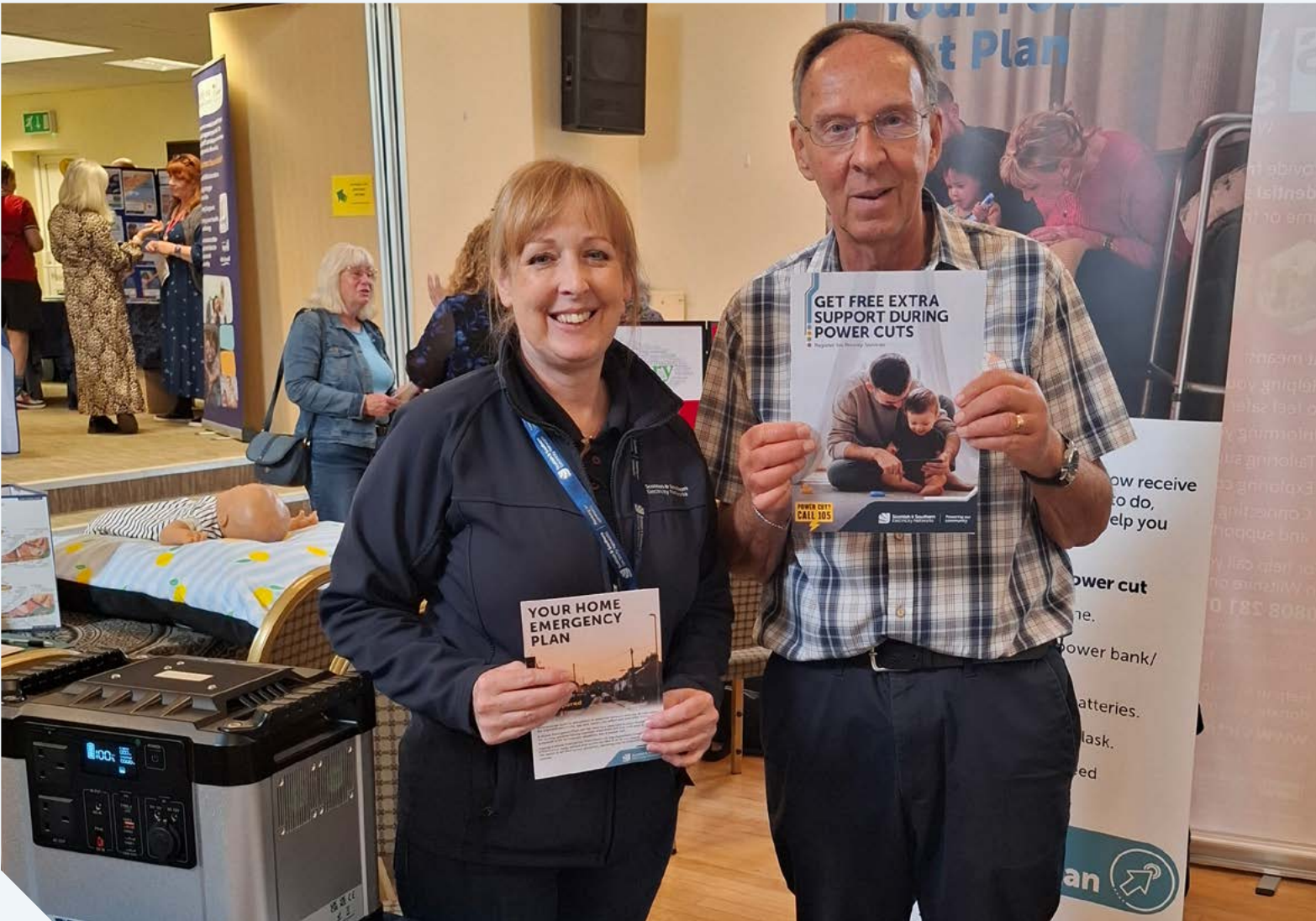
SSEN has supported the Warm Spaces initiative in Slough since its launch in 2022, working with Slough Borough Council and Slough Council for Voluntary Service to help local organisations respond to the cost of living crisis.

Over the past year, our funding has played a key role in sustaining and strengthening this support. We provide funding for essential catering supplies, enabling Warm Spaces across Slough to offer free refreshments in safe, welcoming environments. Slough Community Support Café (SCSC) manages this process, identifying need, sourcing supplies and delivering them directly to community venues.

This support has enabled Warm Spaces to operate consistently across multiple locations, ensuring individuals and families can access warm, inclusive spaces where they feel supported and connected.

One location includes St Andrew's Methodist Church which provides a weekly community cafe providing free refreshments and a two-course meal. Between April and May 2026, the café welcomed an average of 31 attendees each week, supported by 9 volunteers, highlighting sustained demand. Our funding has also supported seasonal needs, including cold drinks during warmer periods. Through continued investment over the past year, we have helped reduce financial pressure, tackle isolation and ensure Warm Spaces remain a vital community resource in Slough.





- Customer and Community Advisors Melanie Grace and Graham Slaven visited the Gorse Hill Baptist Church Community Fridge, where they spoke with visitors, shared Priority Services information, and distributed torches and Winter Packs.
- The volunteer-run fridge operates three days a week and supports around 180 people per session by redistributing surplus supermarket food that would otherwise go to landfill. The site also offers a small café and warm space, providing a welcoming area for people to connect and access support from organisations including SSEN.
- In winter 2025, we worked with Sussex County Council and UK Power Networks to run a campaign, encouraging them to sign up for Priority Services. During the campaign Sussex Council wrote out to all residents over the age of 60 providing information on the PSR and the benefits to signing up. During the campaign we saw an overall increase of 5,807 new registrations in Sussex of which 60% (3492) were for customers over the age of 60.
- Customer Liaison Officer Mandy Driver delivered a variety of community engagement events over the last year, including Women's Institutes (WI) and U3A meetings. Through this work, we have continued to strengthen relationships with local community groups, particularly the Women's Institute, with engagements including the WI Westbourne branch. Mandy also delivered sessions to raise awareness of resilience, SSEN's storm response and power restoration activities, and promote the benefits of Priority Services. Sessions included a visit to speak to residents at Compton Court in Bournemouth.

Training and Development:

Commitment: Training and development - Introduce 200 Vulnerability Allies across the business from the start of ED2.

Vulnerability Allies: SSEN's Vulnerability Allies programme has grown to 85 members this year, bringing together colleagues to support customers in vulnerable circumstances and help shape more inclusive services. This has been driven by a focus on meaningful growth through internal advocacy, promotion and colleague recommendations, alongside increased engagement and collaboration across the network, with members actively contributing ideas and actions.

Allies have supported community events, promoted Priority Services, amplified campaigns, and accessed learning on topics including digital inclusion, healthy ageing and inclusive service design.

Alicja Zwierzchowska, a Control Room Centre Coordinator, Alicja joined after seeing an internal poster and quickly found ways to contribute from her office-based role. She supported the PSR campaign by sourcing a Polish speaking influencer and translating materials, helping to reach customers whose first language is not English.



"By giving your time and attention, you're getting loads of satisfaction and meet wonderful people, all for a good cause."

- Alicja Zwierzchowska, Distribution Control Centre Coordinator

PERSONAL AND SOCIAL SUPPORT PACKS

Commitment: to deliver 20,000 power cut resilience packs to PSR customers.

Helping customers be more resilient in power cuts: We support vulnerable customers by providing power cut packs ahead of winter. These packs contain essential items, including emergency power, light, warmth and information to help people stay safe and well at home. They help customers prepare for and better cope with power cuts. So far, our Customer and Community Advisors have distributed 854 packs containing hats, gloves, socks, a torch and a USB charger.



"The packs help us connect with customers, gain their trust and give them something that will really help them. I feel proud to be sharing these packs in the community and helping customers stay safe and well at home".

- Becci Botto, Customer and Community Advisor, SSEN

Vulnerability Week 2025: Building trust through action

From 23–27 June 2025, we marked National Vulnerability Week – a Collaboration Network initiative - under the theme of trust, focusing on how we build and maintain trust with vulnerable customers through empathy, understanding and action. Building on the success of 2024, the week brought colleagues together to deepen awareness, share best practice and access resources through a dedicated intranet page, now evolved into a Customer Vulnerability Hub.

Key highlights included:

- **Lunch and Learn sessions:** Featuring speakers, including Carers UK, exploring support for carers, trust in AI and SSEN's Vulnerability Future Energy Scenarios.
- **Roadshows:** Operational huddles and workshops covered identifying and responding to vulnerability, partnership working, welfare support and complaint handling.
- **Daily blogs:** Focused on collaboration, communication, innovation and customer journeys, with 1,684 views.
- **Celebrating success:** 326 colleague recognitions highlighted exceptional support, with stories developed into 'moments that matter'.
- **Safety, Vulnerability and Trust:** Delivered with the SHE team, integrating resources from partners such as Maggie's and Carers UK.

Impact and engagement:

We measured success through increased Vulnerability Ally sign-ups, stakeholder feedback, stronger regional relationships and evidence of meaningful conversations and actions. We also recognised colleague contributions through 'Spotlight' nominations and a special e-card celebrating standout moments of customer and colleague support. Ultimately, Vulnerability Week 2025 reinforced that trust is earned through respectful, supportive interactions, underscoring our commitment to vulnerable customers.



"Our involvement in SSEN's Vulnerability Week was a valuable opportunity to strengthen understanding of unpaid caring across the organisation. Through our learning sessions, we explored the importance of trust in building meaningful relationships with customers who have caring responsibilities, and how this trust enables carers to feel confident seeking support.

We were also pleased to contribute to SSEN's Safety, Health and Environment weekly digest in the lead-up to Vulnerability Week and share information about our Looking After Someone Guides at SSEN Roadshows. The content we provided, including details of wider Carers UK initiatives such as Carers Week, helped us to highlight the realities carers face, the inequalities they experience, and the support available."

- Laura Doughty, Director of Income Generation and Communications, Carers UK

CUSTOMER VALUE PROPOSITION (CVP):

Commitment: Proactively provide PSR customers with Personal Resilience Plans (PRP’s) containing specific advice tailored to a customer’s individual needs, helping them know what to do during power cuts.

Provide 20,000 battery backups to customers who depend on electricity for medical reasons.

To deliver on customer needs, the CVP was created which involves:

- 1. Provision of 20,000 battery packs to our medically dependent customers (PSR1+) during ED2 price control.
- 2. Provision of ‘Your Power Cut Plans’ to our PSR customers. This is tailored to customer circumstances and provides advice and guidance on how to prepare and stay safe during a power cut.

CVP: Battery Programme

In February 2026 we officially launched the Customer Value Proposition (CVP) Battery Programme, with 1,700 of our most vulnerable customers accepting free EcoFlow Delta 3 emergency batteries within the first two weeks. By the end of March 2026, 3,451 batteries had been delivered to customers, with a further 1,500 awaiting dispatch, demonstrating strong demand and helping customers keep essential equipment powered during outages.

The launch marked the culmination of two years of planning and a significant first for the industry, representing a major step forward in support for vulnerable customers. The programme is estimated to generate an NPV of around £5.3m and an SROI of £1.92m, delivering positive social value while supporting progress towards ED2 delivery targets.

How the Programme Works

Across the remainder of the ED2 price control period, the programme will provide 20,000 Priority Services Register (PSR) 1+ customers with a free high-capacity battery for emergency use at home. Eligibility is determined through an assessment of personal circumstances, specific needs and local power cut frequency data. To ensure batteries are allocated fairly and consistently, we developed a Customer Eligibility Index with our Technology, Data and Delivery team. Drawing on customer data, PSR needs codes and historical fault information, the index is updated daily to respond to changing customer needs and network performance.

Behind the Scenes:

To support the launch, we delivered extensive preparation and training across our Priority Services teams and contact centre partner, ANT Marketing. In the first week, teams proactively contacted eligible customers, with early feedback highlighting the programme’s positive impact for both customers and colleagues. Ahead of launch, a customer trial helped shape the offer and confirmed the value of the batteries during power interruptions.

“The battery is an absolute lifesaver...there’s many aspects it has use for, from medical to social. It’s the peace of mind – that’s the biggest thing.”
The batteries are provided free of charge and kept permanently by customers, delivering practical support, greater confidence and reassurance during power cuts.



“As an experienced member of the Priority Services team, I was excited to be involved in delivering the training for this project. This is the most important project we have undertaken, and it will provide real peace of mind to our most vulnerable customers.”

- Tracey Millar, Priority Services Advisor

“This will give me a blanket of security and peace of mind added to which the team have been just lovely and helpful and I am very happy.”

- Mr K of Sandhurst, SEPD Customer

“I just wanted to express my sincere thanks to you for the EcoFlow Delta 3 battery which I received from you recently for my CPAP machine. I’ve been worried for some time about how I would cope in the event of a power cut, as I have Sleep Apnoea and depend heavily upon my CPAP in order to be able to sleep properly. Both my wife and I were delighted when we received the ‘phone call from you and the offer of the Delta 3 battery. It’s put our minds at rest. Thanks for your excellent customer service and your thoughtfulness towards those of us who are on your priority list. It is very much appreciated.”

- SEPD Customer



POWER CUT PLANS:

Launch of Power Cut Plans: In April 2025, we launched our Power Cut Plans (also known as Personal Resilience Plans), providing customers with simple, practical guidance to help them feel prepared before, confident during, and supported after a power cut. New Priority Services customers now receive a personalised plan within their welcome pack, while existing PSR customers are issued with their tailored plan as their records are updated through our data cleanse process.

Supporting Customer Preparedness: Each plan contains easy to follow tips, safety reminders and essential contact details designed to help households know what to do when it matters most. Since its launch, nearly 400,000 Power Cut Plans have now been delivered across our licence areas, marking a major milestone in strengthening customer resilience.

The Power Cut Plan project is estimated to have a Net Present Value (NPV) of around £1.0m and an Social Return on Investment (SROI) of £5.5m, indicating strong social value generation relative to the programmes cost and supporting progress towards ED2 delivery targets.

Customer Feedback:

Feedback from customers has been positive, with many reporting that the plans help them feel more prepared and less anxious about unexpected outages. Respondents highlighted the usefulness of clear, written information for those with memory concerns and the reassurance provided to customers living with health conditions or additional needs.

“Thank you very much for your information about the power cuts plan, which has been excellent and, and I’m very grateful for the letter which is full of all sorts of useful information. I thought it was so well written it was written in a very realistic and clear way.
For me, it’s a reminder that the company understands that the older generation may not have that information stored. If you are my age, you may have memory issues like dementia or Alzheimer’s. It’s that Scottish and Southern Electricity Networks have taken into account people may have forgotten”
- SHEPD Customer

‘It is my first house on my own and I moved out. Being disabled it helped a plan in place if I need. I get very anxious as I have autism’
- SEPD Customer

Strengthening Resilience Across Our Communities: The initiative has been recognised as an important step in ensuring households have the knowledge and tools they need to navigate power cuts confidently. As noted by our Networks Priority Services Manager, this work supports greater self-sufficiency among customers, enabling our operational teams to prioritise assistance for those who need it most during periods of disruption.

Inclusive Service Panel Feedback:

We worked with our Inclusive Service Panel to develop the plans. In May 2025, we provided an update and sought their feedback on what could be improved. The Panel felt the language was accessible but the plan design could be improved to show a more visual journey. This feedback is being incorporated into phase 2 due in 2026.

Next Steps:

This marks the beginning of a long-term programme focused on customer readiness and resilience. Insights gathered from customer feedback will continue to shape and refine future iterations of the Power Cut Plans, helping even more households feel confident and prepared when faced with a power cut.

*“This is a big step for SSEN. We know that need is higher than ever before and, with changing weather patterns, we are keen to make sure customers have as much knowledge and support so they can be as self-sufficient as possible. This allows us to help those who need it most and for our teams to get power restored as quickly as possible to our communities”.*
- Rosemary Butcher, Networks Priority Services Manager, SSEN

*I’m incredibly proud of what the CVP project is achieving. As an industry-first, it helps us better understand and respond to our customers’ needs, while providing valuable insights that continues to shape internal improvements and drive better outcomes for everyone.*
- Angelika Gorczynska, Customer Vulnerability Manager, SSEN

PRIORITY SERVICES: CUSTOMER SATISFACTION:

Commitment: PSR Customer Satisfaction – improve PSR customer satisfaction scores to 9.4.

We want to improve the service we provide for our customers and the training we provide for our colleagues.

CUSTOMER SATISFACTION PERFORMANCE:

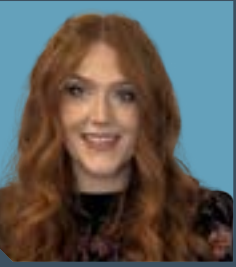
		SHEPD		SEPD		SSEN	
Planned Supply Interruptions	PSR Customers	9.19	▼	8.88	▲	9.04	▲
	All Customers	9.07	▼	8.61	▲	8.84	▼
Unplanned Agent	PSR Customers	9.3	▼	8.98	▼	9.14	▼
	All Customers	9.17	▼	8.84	▼	9.01	▼
Unplanned Message	PSR Customers	8.53	▲	7.92	▼	8.23	▼
	All Customers	8.8	▼	8.37	▼	8.59	▼
Overall Power Cuts Performance	PSR Customers	9.19	▼	8.84	◀▶	9.02	▼
	All Customers	9.02	▼	8.61	▼	8.82	▼

Customer communication has been a key focus across 2025–26, to ensure we are providing customers with the updates they need in a clear, accessible format. Our customer milestones, touchpoints in each interruptions journey, help our teams ensure they meet customer needs, providing key updates around power cuts, including updates during and follow up calls after a power cut.

INCLUSIVE SERVICE KITEMARK:

We’re proud to have achieved the BSI Kitemark™ for Inclusive Service, a trusted mark that recognises our commitment to meeting the diverse needs of our customers and going above and beyond to support them.



*“Maintaining this certification over the past three years reflects our ongoing dedication to delivering services that are fair, flexible, and accessible. Inclusion and support are embedded across our entire organisation, and we remain committed to continually improving how we serve all of our customers.”*
- Louise Jones, Social Obligations Manager, SSEN



ACCESSIBILITY AND INCLUSIVITY OF WEBSITE AND DIGITAL SERVICES:

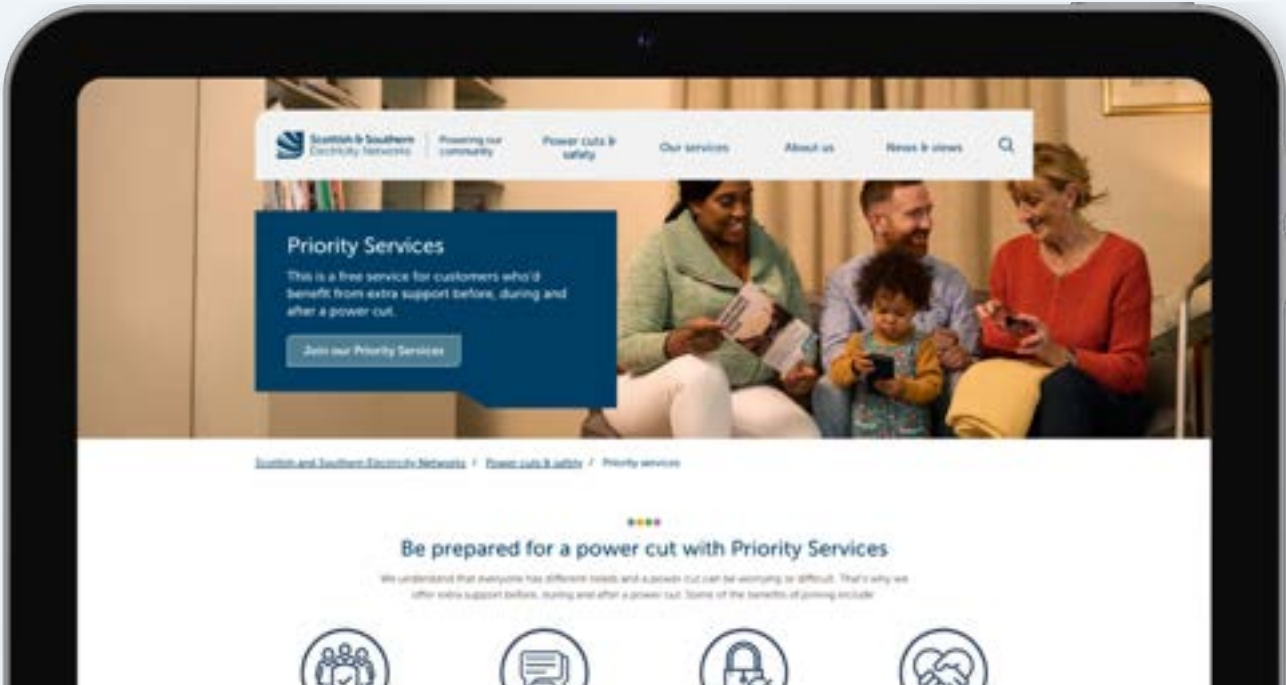
Our commitment to enhancing digital accessibility and inclusivity continues to grow. In 2025/26, we strengthened this through the successful onboarding of Silktide as our new accessibility partner, replacing Sitemorse and expanding the scope of our accessibility assurance.

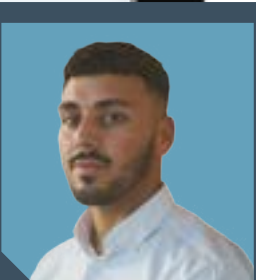
While maintaining our industry-leading accessibility score of 8 out of 10, this partnership has enabled us to move beyond a website-only focus. Accessibility monitoring, testing and governance now extend across our wider digital estate, helping embed inclusive design into every customer interaction.

We remain focused on delivering the best possible digital experience for customers. Having risen from the fifth highest-performing utilities website in 2022 to first in the UK, we have sustained this position by strengthening accessibility governance and assurance across digital products and journeys.

This year, we focused on applying inclusive design principles more consistently across digital touchpoints, helping reduce complexity and create clearer customer journeys. A key development has been the move from periodic accessibility reviews to real-time testing and monitoring, providing greater visibility of accessibility risks and opportunities, enabling earlier intervention and faster improvement.

Accessibility is now embedded within our wider digital transformation programmes, including Channel Management and Self-Serve journeys, ensuring future services are inclusive by design. While maintaining our 8 out of 10 rating, we recognise accessibility is a continuous journey and remain committed to improving digital inclusion for all customers.





“Our goal is to deliver accessible products by design, rather than by exception. Sustaining our industry-leading position allows us to better support customers in vulnerable situations, ensuring our digital journeys are clear, reducing complexity, and meeting the highest standards of inclusivity.”

- Bradley Smith, Digital Journey Owner, SSEN

CONTACT CHANNEL MANAGEMENT SOLUTION: AMAZON CONNECT:

Over the past year, Amazon Connect (our cloud-based contact centre platform) has been enhanced to improve speed, clarity, and reliability for customers. The following improvements strengthen the service we provide to our customers:

Quicker updates during service issues (DynamoDB improvements)

DynamoDB (a system used to store and update live service messages) has been streamlined, allowing teams to make updates instantly during faults.

What this means for customers: Customers receive faster, clearer updates when something goes wrong, helping them stay informed without delays.

Faster connection to the right advisor (Routing Profile optimisation)

- Routing Profiles (the rules that decide how calls are directed) have been improved to reduce call drop-offs and connect customers more efficiently.
- What this means for customers: Shorter wait times and a better chance of reaching the right advisor first time.

More helpful automated information (IVR enhancements)

- IVR (the automated phone menu customers hear when calling) has been upgraded to allow quick publishing of important messages.
- What this means for customers: Customers can access key updates immediately, without needing to wait in a queue.

Better quality interactions (Sentiment analysis and call summaries)

- Tools such as sentiment analysis (which helps identify how a customer is feeling) and automated call summaries (auto-generated notes) are now in place.
- What this means for customers: More personalised conversations and less need for customers to repeat information when speaking to different advisors.

Improved service planning (Reporting dashboards)

- New reporting dashboards provide better visibility of call volumes and customer needs.
- What this means for customers: Services can be planned more effectively, helping to reduce delays and improve response times.

Shorter queues at busy times (Workforce Management)

- Workforce Management tools (used to forecast demand and schedule staff) are improving how teams are resourced.
- What this means for customers: Reduced waiting times and a smoother experience when contacting us.

CROSS-DNO COLLABORATION: RETHINKING COMMUNICATION FOR DIGITAL EXCLUSION:

Energy networks worked together to understand how people at risk of digital exclusion receive and trust important information, and how communication could be improved for those who struggle online. The project was delivered with Thunk, Good Things Foundation and the Energy Innovation Centre, alongside Northern Gas, National Grid, Northern Power Grid and Cadent Gas.

The research showed that digital exclusion is not just about lacking devices. Many people have smartphones or internet access but find using them difficult, stressful, or unsafe. They often rely on trusted helpers, paper notes, and familiar routines to manage everyday tasks.

Interviews, observations, and workshops revealed common themes: digital engagement is fragile, people often need support, paper remains important, and digital only services can exclude and reduce trust. A strong message emerged across the research: digital must fit real lives - not the other way round.

The project explored practical solutions and has led to the development of the Message Beacon – a simple in-home device that alerts households to important energy messages without needing apps, passwords, or home internet. This will now be tested to see if it improves trust and understanding, helping shape more inclusive communication across energy networks.

Commitment: Reach over 1 million PSR customers by 2028, refreshing our data every 24 months.

We are committed to improving our support for Priority Service customers and increasing partnerships to extend the service to more individuals.

Our objectives are to:

- Raise awareness of the Priority Services Register.
- Improve service accessibility.
- Ensure the data we hold is up to date.
- Provide the right support to customers before, during and after a power cut.

To meet these commitments, we:

- Conduct regular gap analysis on PSR data.
- Actively promote PSR in our communities, focusing on areas with the largest gaps.
- Promote the PSR, thepsr.co.uk and psrscotland.com at every opportunity.

SUPPORTING CUSTOMERS IN FUEL POVERTY

Commitment: Our commitment to our customers: By 2028 support 50,000 households (equivalent to 114,000 customers) with fuel poverty.

Partnerships continue to play a vital role in our approach to supporting customers experiencing fuel poverty and in delivering our ambition to support 50,000 households (114,000 customers) by 2028. By working with trusted organisations embedded in our communities, we can reach households who may otherwise struggle to access support, increase Priority Services registrations, and better understand and respond to the evolving challenges customers face, including rising living costs and ongoing financial uncertainty.

In 2025/26, our partnership programme supported 20,326 households and brought together a mix of national and local organisations operating across both our North and South licence areas. This blended model reflects the diversity of our network areas and ensures support is equitable, accessible and responsive to local need.

Our partnerships fall into two complementary types, each serving a distinct purpose while sharing the goal of improving customer outcomes.

Fuel poverty partnerships

Deliver specialist advice and support to customers who are in, or at risk of, fuel poverty. These organisations operate across different regions and bring expertise in areas such as income and benefits maximisation, energy affordability, health-related energy needs and community energy. Working holistically, they recognise that fuel poverty often overlaps with wider challenges including health, housing and income. This enables tailored, person-centred support for customers with complex needs.

Community partnerships

Focus on reaching specific groups and trusted networks, raising awareness of Priority Services and connecting customers to support. Digital partnerships with organisations such as Carers UK, Carers Scotland and Asthma + Lung UK allow us to share targeted information with audiences whose circumstances may increase vulnerability. We also support Warm Welcome Spaces, providing funding for volunteer led community hubs that offer safe, welcoming environments. These spaces reduce isolation, strengthen community connections and improve access to support services.

Across both partnership types, we maintain regular engagement to review performance, share case studies and gather feedback. Working closely with frontline advisors gives us valuable insight into customer experiences and evolving needs. This ongoing collaboration ensures our approach remains responsive and effective, as reflected in case studies such as Citizens Advice, Home & Well and others demonstrating the impact of our work in tackling fuel poverty.



PARTNER ORGANISATIONS AND COLLABORATION CASE STUDIES:

National Energy Action (NEA) Annual Conference - February 2026

The 2026 NEA Conference in Newcastle marked the organisation’s 45th anniversary, bringing together partners focused on tackling fuel poverty. We were represented by Angelika Gorczynska and Susan Duncan. Discussions centred on the Warm Homes Plan, including stronger expectations for private landlords, increased focus on low carbon technologies and energy education, blended support models combining phone and in home services, and place based delivery through Local Authorities. The proposed Warm Homes Agency and £15bn investment were welcomed, although delivery at scale remains a key challenge. The event reinforced our shared commitment with NEA to ensure national policy translates into meaningful improvements for vulnerable households.

NEA Autumn Reception - November 2025

We attended NEA’s Autumn Reception at the House of Commons, where the growing scale of fuel poverty - affecting over six million UK households - was highlighted. Held alongside Fuel Poverty Awareness Day and ahead of the Warm Homes Plan, the event emphasised the need for coordinated action and strong partnerships, to ensure homes are warm and healthy.

Energy Action Scotland Annual Conference - November 2025

At Energy Action Scotland’s conference, SSEN joined stakeholders from government, industry, and the third sector to explore “Energy Justice for Households in Scotland.” Sessions covered EPC reform, tariffs, flexibility, austerity impacts, ultra vulnerability, and financial exclusion. A ministerial address and panel discussions highlighted the importance of reaching those most in need, reinforcing the value of our partnership with EAS and our shared ambition to create a fairer energy system.

Warmworks 10-Year Celebration - July 2025

We joined Warmworks in celebrating 10 years of delivering the Warmer Homes Scotland scheme. The programme supports households to access grants for energy efficiency improvements, helping reduce costs and remove barriers while improving living conditions. The milestone demonstrated the impact of collaborative delivery in supporting vulnerable customers.

Medigold Health Webinars

We continued our mental health webinar series with Medigold Health, supporting partner organisations whose staff may face similar pressures to the customers they assist. Delivered between October and February, sessions covered healthy ageing, resilience, anxiety, and time and energy management, helping strengthen wellbeing across partner networks.

Home & Well 5-Year Celebration

As a long standing partner, we attended Home & Well’s 5-year celebration, recognising support delivered to over 10,000 individuals, with 97% reporting improved access to services. The event highlighted the impact of a holistic, person centred approach, with key themes of collaboration, integrated support, and improved access pathways. Discussions underscored the need to increase awareness, strengthen referral routes, and reach vulnerable customers earlier. Continued partnership working will be essential to delivering joined up, accessible support.



OUR PARTNERS: COMMUNITY PARTNERSHIPS:

CARERS UK

Programme Name: Supporting unpaid carers

This year, through our partnership with Carers UK, we have delivered a PSR-focused programme supporting unpaid carers. Together, we developed and shared communications via Caring Magazine and member newsletters, driving strong engagement and awareness, alongside delivering a Vulnerability Week session and internal learning sessions for SSEN colleagues.



“The partnership between SSEN and Carers UK continues to make a meaningful difference to the lives of unpaid carers. Together, we are raising awareness of the wide range of support and information available, while also highlighting the practical support SSEN provides, particularly the Priority Services. From preparing for winter and power cuts to planning for emergencies, these services offer vital reassurance and help carers feel more supported in their role. By working together, we can ensure more unpaid carers are aware of, and able to access, the support they need at the moments that matter most.”

- Laura Doughty, Director of Income Generation and Communications

ASTHMA + LUNG UK: NEW FOR 2026

This year saw the formation of a new partnership with Asthma + Lung UK, through which we supported 154 households via helpline calls and advice, while promoting awareness and uptake of Priority Services.

CASE STUDY: WORKING TOGETHER TO STRENGTHEN SUPPORT DURING POWER CUTS

SSEN’s partnership with Asthma + Lung UK is helping people with lung conditions feel safer, better informed and more supported during power cuts, when risks can escalate quickly. Many customers rely on electricity to power vital medical equipment, store medication safely and maintain warm, stable home environments that help prevent symptom flare-ups. For people experiencing breathlessness or using powered breathing equipment, a power cut can be frightening and, in some cases, dangerous.

Through this partnership, we are raising awareness of SSEN’s Priority Services, reassuring customers with additional needs that they will not be left unsupported during outages. These services provide tailored support, including proactive updates, welfare checks and accessible communications, helping customers feel prepared when disruptions occur. This closely aligns with Asthma + Lung UK’s mission to help people manage their condition with confidence.

Joint activity, including blogs, helpline promotion, healthcare resources and targeted outreach, has increased understanding of Priority Services and the practical benefits they provide. Since the partnership launched in mid-October, close to 400 helpline calls have been identified from SSEN regions, with advisors routinely signposting callers to Priority Services. Following outreach launched in January 2026, monthly calls from northern - an area which has been impacted by severe weather - have more than doubled, demonstrating strong engagement. , demonstrating strong engagement.

Awareness activity has also reached both public and clinical audiences. Our joint blog, Breathing easier during power cuts, has received more than 500 views, while co-developed resources shared through healthcare networks have helped bring energy resilience into care conversations.

Community outreach and support groups have ensured information reaches rural, underserved and higher-risk communities.

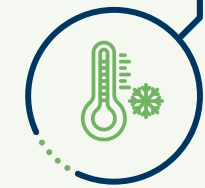
By combining SSEN’s resilience expertise with Asthma + Lung UK’s health knowledge, this partnership is delivering trusted, practical support to those who need it most.



“Through our partnership with SSEN, people with lung conditions are gaining the reassurance of tailored support during power cuts and a clearer route to the services that help them stay well. It’s a powerful example of how working together can strengthen resilience across the communities we serve.”

- Sarah Sleet, CEO at Asthma + Lung UK





STRATEGIC PILLAR TWO SUPPORTING CUSTOMERS IN FUEL POVERTY

WARM WELCOME SPACES

We supported Warm Welcome Week (19–25 January 2026), a national initiative to highlight Warm Welcome Spaces and ensure communities can access safe, warm places during the most challenging winter period.

Through partnership working, activities were focused on raising awareness of local hubs, increasing uptake, and fostering connection, warmth and support within communities. These spaces provide more than just warmth-offering social interaction, reducing isolation, and helping customers cope with the financial pressures of winter.

This collaborative approach helps ensure more customers can access trusted, local support when they need it most, improving wellbeing and reducing the impact of cold, isolation and cost pressures.

CITIZENS ADVICE HAMPSHIRE

- Programme Name: Home & Well
- Number of households helped: 2641*
- PSR sign-ups: 1167

CASE STUDY:

The customer is a 26-year-old single mother of two young children in the Winchester district. She was facing significant financial hardship, alongside the ongoing impact of domestic abuse, incorrect benefit entitlement, and growing energy and water debt. She was referred to Home & Well, providing access to coordinated support for people with complex needs.

At referral, she had just £29 left each month after essential costs, making it difficult to manage repayments or prevent arrears. She felt overwhelmed by supplier communications, struggled to keep her home warm, and food insecurity was affecting her children’s routines and wellbeing.

Helen O’Driscoll, Home & Well Advisor, delivered tailored, person-centred support:

- Completed a full benefit review, correcting missing entitlements.
- Carried out an affordability and debt assessment.
- Arranged food pantry access and supermarket vouchers.
- Provided an emergency fuel voucher and electric blankets.
- Secured a larger energy grant.
- Worked with Southern Water and suppliers to obtain rebates and set up an affordable repayment plan.

This coordinated approach reduced both administrative and emotional pressure, ensuring joined-up support.

* including supporting households outside of fuel poverty and LCT

EVIDENCE OF IMPACT

As a result:

- Income increased through corrected benefits.
- Immediate financial pressure eased through grants, rebates, and essentials. Thanks to Southern Water hardship fund, her water debt was written off.
- The home became warmer and more stable.
- Improved nutrition supported the children’s wellbeing and routines.
- She gained confidence and control over her finances.

“It was a pleasure to work with this Home & Well client and to know that the help she was given really did change her life for the better. Having the support of the Home & Well partners was key to be able to provide much needed funds and practical help. Today this Citizens Advice client is in a much better place, not just financially but physically and emotionally. She is much better equipped to tackle any future issues that she may have and can now enjoy life with her two young sons without the stress and anxiety of debt. She no longer has to choose between heat or eat.”

- Helen O’Driscoll, Home & Well Advisor

This case highlights that fuel poverty rarely exists in isolation and often overlaps with wider challenges like affordability and navigating essential services. It demonstrates that:

- Early benefit and affordability checks prevent escalation.
- Partnership support enables advisors to go above and beyond.
- Stability in warmth, nutrition, and essentials improves family wellbeing.
- Ongoing follow-up supports long-term resilience.
- Projects like Home & Well demonstrate the impact of wraparound support in improving outcomes for vulnerable households.



CITIZENS ADVICE SCOTLAND (CAS)

- Programme Name: Energy Advice Project
- Number of households helped: 949
- PSR sign-ups: 161



Spotlighting:

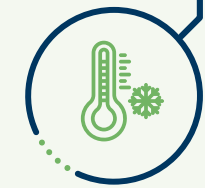
Over the past year, our partnership with Citizens Advice Scotland has supported 949 households facing financial hardship and energy challenges, providing tailored, person centered advice to help them stay warm and manage rising costs. Advisors delivered over 6,000 pieces of support, addressing issues such as energy affordability, debt, billing and access to services including the Priority Services Register.

Through ongoing training in areas such as metering, low carbon technologies, and complex billing, advisors have been equipped to respond to increasingly complex needs. Support often extends beyond energy, helping customers access wider financial assistance and build longer term resilience.

This approach has delivered tangible results, including over £542,000 in financial gains, alongside improved confidence and reduced stress for customers. The partnership demonstrates the value of trusted, joined up support in helping customers access the right help at the right time.

“With fuel poverty continuing to impact households, Citizens Advice Scotland very much values our partnership with SSEN through the SSEN Energy Advice Project. Since 2019 the project has continued to evolve to meet the needs of citizens and SSEN’s consumers as they struggle against the impact of the energy crisis, increasing fuel costs and associated energy debt. The funding from SSEN has helped 5 CABs in the north of Scotland strengthen partnerships in their communities as they work with local partners to deliver advice. Thanks to this service, hundreds of people have been able to stay warm in their own homes. We look forward to it continuing.”

Christine Lang, Project Manager (Citizens Advice Scotland)



STRATEGIC PILLAR TWO SUPPORTING CUSTOMERS IN FUEL POVERTY

CITIZENS ADVICE ARUN AND CHICHESTER

- **Programme Name:** Tackling Fuel Poverty Together
- **Number of households helped:** 4981*
- **PSR sign-ups:** 20

Working in collaboration with SGN and Southern Water, Arun and Chichester Citizens Advice supported 181 households and signed up 20 customers to Priority Services. The project delivers tailored, year-round support to vulnerable households, combining a dedicated utility advice service with strong referral networks. It provides holistic advice on energy, water, debt, and benefits, alongside practical interventions and winter support, helping address fuel poverty, improve access to services, and enhance health, wellbeing, and financial resilience.

MAGGIE'S

- **Number of households helped:** 1,861
- **PSR sign-ups:** 69

Through our partnership with Maggie's, supporting centres in Aberdeen, Dundee, Oxford, and Southampton, tailored support has been provided to people living with cancer, helping to alleviate financial pressures and improve wellbeing during a particularly challenging time. Over the past year, 1,841 households were supported, with 69 customers registered on to the PSR.

Support focused on practical advice and guidance on benefits, income maximisation, grant applications, and managing household bills, alongside signposting to wider services. Delivered in a trusted and supportive environment, this ensures customers can access help while managing both financial and emotional strain.

This holistic approach has helped reduce financial stress, improve stability, and increase confidence in managing daily costs, delivering a Consumer Financial Gain of £2,543,374.



"We're incredibly proud of our partnership with SSEN which enables Maggie's to offer vital support to people with cancer and their families by funding our Benefits Advisors to deliver support sessions. At Maggie's we know that financial pressure adds to the challenges of living with cancer. These sessions help people to deal with challenges such as increased energy bills and the rising cost of living - reducing stress and anxiety while also raising awareness of the support available from the PSR".

- Adam Feder, Head of Corporate Partnerships

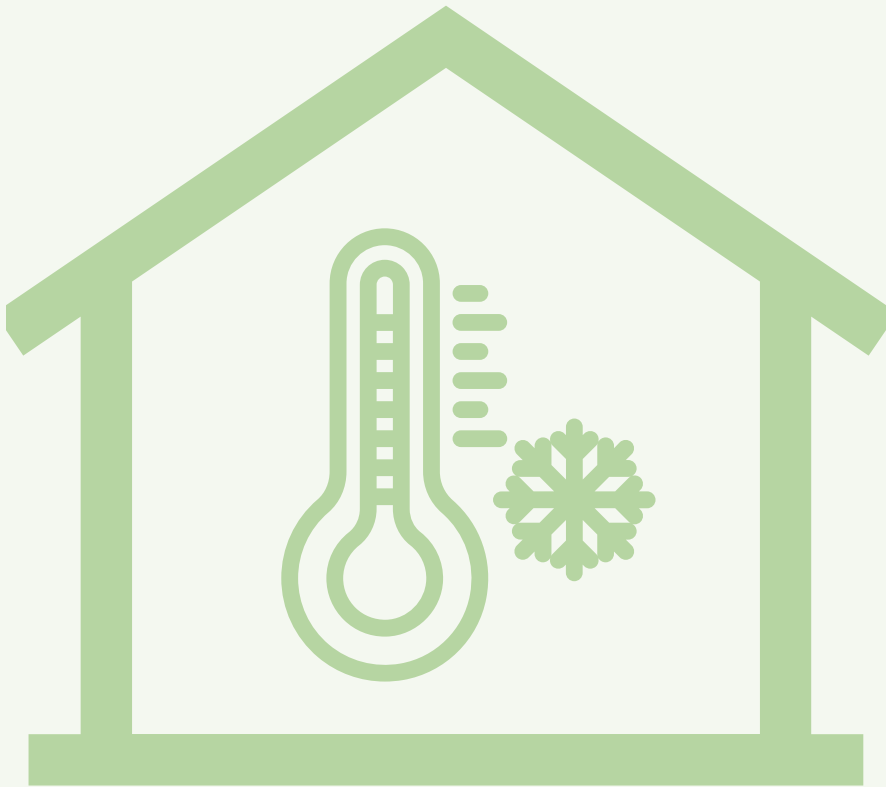
KIDNEY CARE UK

- **Programme Name:** Cost of Staying Alive
- **Number of households helped:** 1,182
- **PSR sign-ups:** 38

Our partnership with Kidney Care UK provides tailored support to people living with chronic kidney disease, recognising the significant financial, physical and emotional challenges they face. This year, the service expanded through increased capacity across local outreach, unit visits and a national support line, alongside a targeted awareness campaign.

In total, 1,149 patients were directly supported, with over 38 customers registered for Priority Services through the programme. The partnership delivers a holistic offer, including financial guidance, emotional support, and access to energy-related services, resulting in £641,512 of financial support secured to help reduce financial stress and improve stability.

New this year was enhanced data tracking, a stronger focus on securing additional grants, and increased provision of psychosocial support. Overall, the partnership has improved customers' confidence, wellbeing, and ability to manage their circumstances.



MAKING A DIFFERENCE - MARCO'S STORY

Marco, in his 70s, contacted the Kidney Care UK Support Line with the help of a friend. He and his partner were struggling emotionally following a recent hospitalisation and his declining kidney function and found it difficult to understand his treatment pathway and the benefits system after being unable to work.

Through the service, Marco received emotional reassurance and practical support, including a benefits check. He is now receiving Pension Aged Disability Payment and awaiting a Housing Benefit decision. Ongoing support has built trust and helped the family better understand his condition, treatment options, and available support.

Marco and his family report feeling more confident, informed, and better equipped to manage both health and financial challenges.



"Kidney Care UK is grateful to partner with SSEN to support people affected by kidney disease across its regions. Together, we are raising awareness of the Priority Services Register and funding a dedicated Patient Support and Advocacy Officer in the North of Scotland to help people manage the challenges of chronic kidney disease.

With SSEN's support, we've helped thousands of patients access over £1.2M in grants and benefits in the past year. With only 26% of dialysis patients in employment, this financial support is vital in improving quality of life.

Demand for our services continues to grow, and without statutory funding, partnerships like SSEN's are essential. Together, we can help patients take control of their lives and ensure no one faces kidney disease alone.

We are sincerely thankful for SSEN's support and look forward to continuing our work together."

- Laurie Cuthbert, Director of Fundraising, Marketing and Communications, Kidney Care UK

* including supporting households outside of fuel poverty and LCT

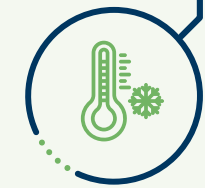


Proudly supporting

MAGGIE'S



STRATEGIC PILLAR TWO SUPPORTING CUSTOMERS IN FUEL POVERTY



CENTRE FOR SUSTAINABLE ENERGY (CSE)

- **Programme Name:** Cosier Homes - Advice Line and Enabling Fund
- **Households Helped:** 1,632 (Advice Line) 35 (Enabling Fund)
- **PSR:** 198 (Advice Line)

Delivered with the Centre for Sustainable Energy (CSE), the Cosier Homes Advice Service provides tailored support to help customers stay warm, manage energy costs and improve their homes. It combines a personalised advice line with an Enabling Fund offering financial help for energy efficiency measures and emergencies.

Over the past year, advisors supported 1632 households through the Cosier Homes service and 35 through the Advice Line. The service has delivered over £1.1 million in financial gains, while also improving comfort, reducing stress, and helping customers feel more confident in managing their energy and maintaining warm, safe homes.

THE FOOTPRINT TRUST

- **Programme Name:** Energy Crisis Action Plan
- **Number of households helped:** 700
- **PSR sign-ups:** 350

In partnership with the Footprint Trust, we supported Isle of Wight customers through tailored, community-based energy advice, helping them stay warm and manage rising costs. Over the past year, 700 people have been supported, including 350 households provided with information on Priority Services, and 284 referred for practical support such as energy vouchers.

Delivered through home visits, phone and outreach in community venues, the service reached those less likely to seek support, with a participant noting they felt "more in control and aware of the help available". It resulted in a Client Financial Gain of £375,000 including energy savings.



"In Collaboration with SSEN, the Footprint Trust charity was able to provide personalised energy efficiency support through trained Energy Guides who help households on the Isle of Wight to reduce energy use and lower bills. The project was invaluable in supporting vulnerable residents through Priority Services Register registrations, referrals to debt and benefits advice, and the distribution of practical energy-saving measures such as draught-proofing kits, appliances, and prepayment meter top-up vouchers. Alongside this, the initiative raised public awareness through community outreach, local events, and frontline training to help organisations identify and support people at risk of fuel poverty. We are very grateful to SSEN for this critical funding."

- Laura Stichbury, The Footprint Trust

NATIONAL ENERGY ACTION (NEA)

- **Programme Name:** Empowered By Energy
- **Number of households helped:** 32
- **PSR sign-ups:** 32

Delivered with National Energy Action (NEA), the Empowered by Energy programme provides small-group workshops to help refugees and asylum seekers understand the UK energy system, reduce costs and keep homes warm and safe.

In 2025/26, three courses in Oxfordshire supported Ukrainian and Afghan groups in partnership with Oxford Connection Support. Sessions covered managing bills, heating efficiently and accessing support such as the Priority Services Register, with translators ensuring accessibility.

The programme supported 32 individuals, with wider community reach. Feedback was highly positive, with reduced stress, increased confidence, and strong engagement with support services.

YES ENERGY SOLUTIONS

- **Programme Name:** Energy Advice Service
- **Number of households helped:** 4,677
- **PSR sign-ups:** 1101

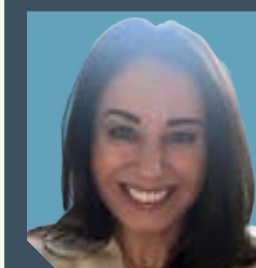
YES Energy Solutions supported 2,059 households in 2025/26 through a two-tier Energy Advice Service, with 1,101 customers signed up to the Priority Services Register. The first tier provides general energy efficiency advice, while the second delivers tailored, in-depth support based on individual needs, energy use, and property characteristics.

WARM WORKS

- **Programme Name:** Enabling Fund
- **Number of households helped:** 159

Warmworks delivers the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland. Through our funding, this year 159 households received assistance, an increase of 54 compared to last year. Support included grants for insulation, efficient heating and renewable technologies, helping homes become warmer, more energy efficient, and more affordable to heat.

In 2025/26, the partnership delivered a Client Financial Gain of £620.20 per household and £203, 611.68 overall. Targeted support is provided to households most at risk of fuel poverty, reducing energy costs, improving living conditions, and delivering wider benefits including improved health and wellbeing, alongside supporting longer-term carbon reduction and energy efficiency goals.



"We are delighted that our continued partnership with SSEN enables Warmworks to ensure that some of the most vulnerable customers eligible for the Warmer Homes Scotland scheme are not left behind and are able to access the valuable additional support they need. Through the collaboration, we are helping hundreds of households across Scotland overcome install barriers, achieve warmer and safer homes, and improve their overall health, wellbeing, and energy resilience."

- Caroline Smart, Head of Customer Experience, Warmworks

PARTNERS ROUNDTABLE

In January 2026, we hosted a partner's roundtable with nine stakeholders from seven organisations to gather insights on ED2 progress and future priorities. Discussions focused on progress to date, key challenges through to 2028, and anticipated trends that may shape customer energy needs beyond ED3, alongside opportunities for partners to share feedback and ask questions.



ENABLING THE LOW CARBON TRANSITION

Commitment: Our commitment to introduce a shareholder financed £500,000 annual ‘Powering Communities to Net Zero’ fund to support Low Carbon Transition (LCT) accessibility initiatives for those in vulnerable situations, and community-led environmental and resilience schemes.

POWERING COMMUNITIES TO NET ZERO FUND

Our Powering Communities to Net Zero Fund is now in its second year, aiming to provide £2.5 million in funding to support not-for-profit and community groups with improving resilience and adopting LCT’s.

The fund has two aims; firstly, to support groups who are looking to cut the carbon from their activities through the adoption of solar panels, battery storage, Electric Vehicle (EV) chargers and heat pumps. And it also seeks to help communities become better prepared ahead of severe weather which may affect the local electricity network and cause the power to go off or have other impacts.

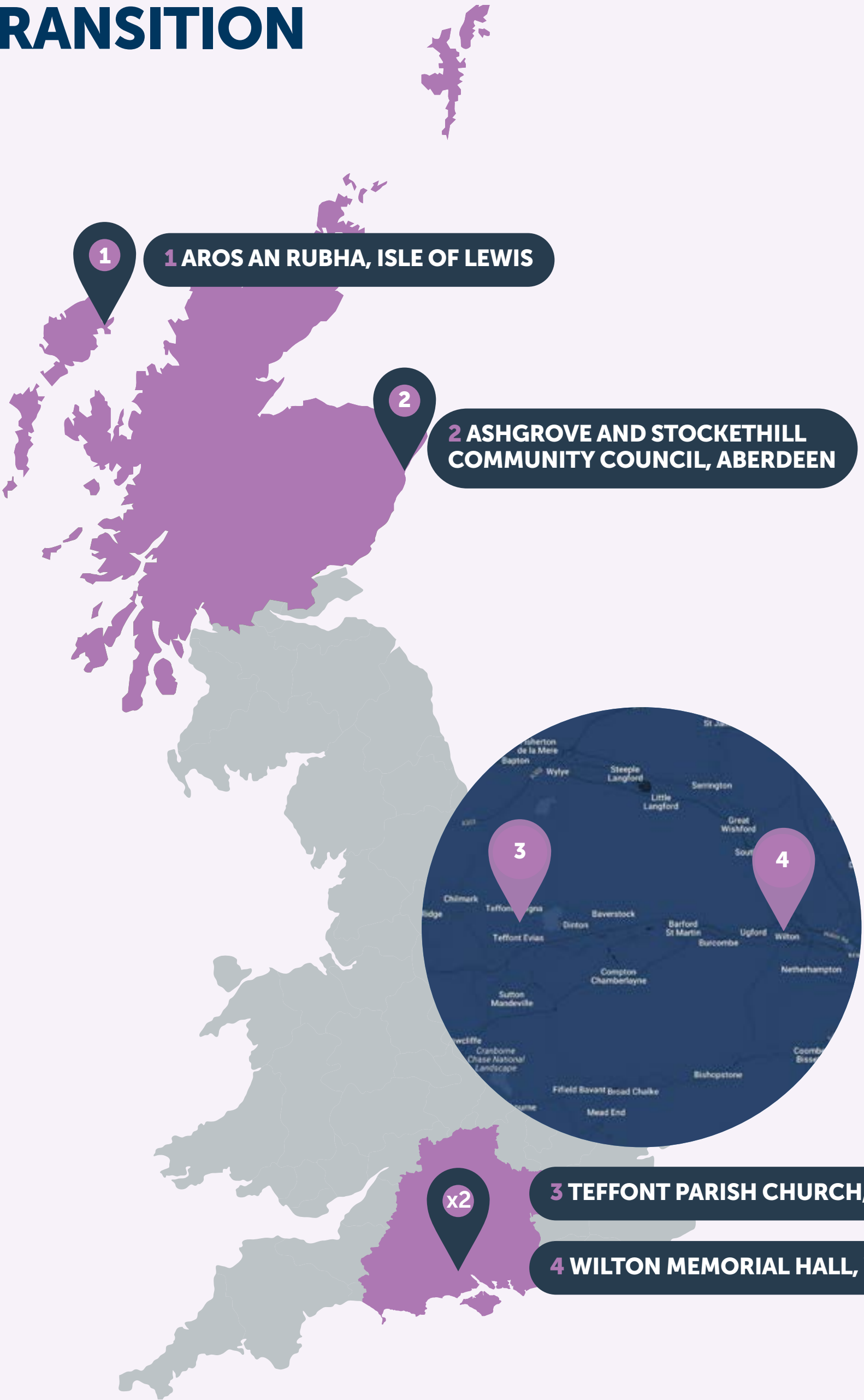
Successful applications across central southern England and the north of Scotland funded similar community focused projects, including solar panels, energy efficient or low carbon heating, and equipment to support emergency response such as flood kits, training sessions, and winter-weather gritters. Together, these grants strengthen local resilience and support sustainable upgrades in community buildings.

Since the introduction of the fund in 2024, we have provided a total of 75 community organisations with over £1,601,367 in funding, with the remaining £898,633 being available in 2026 and 2027.

In 2025 we provided funding to 56 projects:

	RESILIENCE		LOW CARBON TECHNOLOGY	
	Number of Projects	Funding Provided	Number of Projects	Funding Provided
SHEPD	15	£159,801.64	9	£168,974.07
SEPD	22	£215,377.12	10	£129,416.98

Listening to feedback from our 2024 applicants, we streamlined the process for applying for Low Carbon Technology funding.



YOU SAID

Community organisations told us the form was too lengthy and complicated to complete.

WE DID

We reviewed the form to ensure this was streamlined for community organisations, only containing the information which was needed to assess their funding application. We also ran a webinar to talk through the process and answer any questions they may have.



“The success of the Powering Communities to Net Zero Fund shows the ambition and commitment of communities across the north of Scotland and central southern England. This year, the fund has awarded more than £670,000 to projects helping local groups cut carbon, improve energy efficiency and strengthen resilience against power outages, severe weather and other emergencies. From solar panels, battery storage and heat pumps to emergency hubs, flood response equipment and community rescue support, these awards will make a practical difference where it matters most, supporting communities to become more sustainable, better prepared and more confident in their transition to net zero”

- Colin McMillan, Community Investment Manager

IMPROVEMENTS TO THE APPLICATION PROCESS

We’ve made changes to both the process and the system to make applying simpler and smoother. As well as improving the customer experience, these changes help us work more efficiently, improve reporting, provide better visibility of applications and outcomes, and enable funds to be issued more quickly.





CASE STUDIES:



CASE STUDY 1: TEFFONT PARISH CHURCH

Teffont Parish Council in Salisbury was awarded just over £2,600 to purchase a secure storage container for emergency equipment, supporting the community's established resilience plans. This investment has enhanced their Emergency Hub, ensuring essential resources are safely stored and readily available during power outages and severe weather.

"The village of Teffont has been working for several years to build a strong community resilience plan, and we're proud to have now established a fully equipped Emergency Hub in our village hall. The support provided through the PCNZ award from SSEN has been invaluable; previously enabling us to purchase essential items such as a generator, submersible pumps, flood barriers, torches, and walkie talkies."

"Our most recent award has allowed us to strengthen our preparedness even further with the addition of a secure storage container, floodlights, and waterproof extension cables. As a community, we are extremely grateful for this ongoing support, which we firmly believe has significantly improved our readiness should the worst happen."

- David Wood, Chairman of the Teffont Trust



CASE STUDY 2: ASHGROVE AND STOCKETHILL COMMUNITY COUNCIL, ABERDEEN

Ashgrove and Stockethill Community Council in Aberdeen City received nearly £6,000 after severe winter weather hit in January 2026, enabling them to upgrade to high-capacity grit spreaders. This investment has improved pavement safety, helping volunteers cover more ground efficiently and strengthening community resilience during icy conditions.

"The PCNZ grant allowed our winter resilience team to upgrade our pavement gritters to heavy duty high-capacity salt spreaders. These gritters allow our volunteers to cover more ground, making our team more efficient and sustainable, whilst keeping our community safe in icy and snowy conditions."

- Fiona Meade, the community council's Vice Chair and Winter Resilience Coordinator



CASE STUDY 3: DILTON MEMORIAL HALL, WILTSHIRE

Dilton Memorial Hall in Wiltshire received more than £18,000 to install solar panels and battery storage. This new system means the hall's trustees can save money, reduce their carbon footprint and ensure the hall is viable in the future.

"This is something we have wanted to do for some time and thankfully, the grant funding from SSEN has allowed us to achieve our aim now, rather than years in the future".

- Ray Jones, Dilton Memorial Hall Trustee



CASE STUDY 4: AROS AN RUBHA, ISLE OF LEWIS*

Urras Stòras an Rubha received £30,000 to support the Knock Energy Stage 3 battery storage and intelligent control system project. This investment will improve energy resilience on the peninsula, helping the community better manage supply, reduce outages and strengthen long-term sustainability.



APPLYING FOR FUTURE FUNDING ROUNDS

The fund has a total value of £3m and runs annually, concluding in Spring 2028 at the end of the current ED2 price control period. The fund will reopen for applicants as part of the 2026 round in March. For more information, and to read the full details of what's involved in applying, [please head over to our dedicated webpage.](#)



INNOVATION

VERIFY – VULNERABILITY EVALUATION FOR RESILIENCE INVESTMENT AND FLEXIBILITY

In September 2025, we launched our first-ever Strategic Innovation Fund (SIF) Beta project, VERIFY.

As society reduces carbon usage and becomes greener, some people will easily participate in this energy transition; others, either by choice or factors outside their control, will not. To ensure fairness, energy networks need to meet the needs of all consumers. To deliver economic growth, and net zero, electricity networks are adapting and expanding. Doing this in a customer-centric manner is a challenge SSEN are tackling with Project VERIFY.

For the first time, VERIFY will combine data on networks, properties, consumer demographics and smart meters to ensure electricity networks can better tailor network investments to match the needs of local consumers.

Collaborating with local authorities, charities, gas networks, and powerful computing technologies, VERIFY will evaluate the most cost efficient and beneficial solutions for energy networks and consumers alike.

VERIFY BUILDS ON TWO PREVIOUS SUCCESSFUL PROJECTS

Vulnerability Identification via Informative Data (VIVID) pioneered the identification of potentially vulnerable households by combining multiple data sets and demonstrating that insightful data can be shared securely and compliantly.

Vulnerability Future Energy Scenarios (VFES) identified areas of high consumer vulnerability and lower levels of community resilience. VFES successfully supported investment decisions at SSEN based on consumer requirements. However, the techniques used for VFES need to be refined, made more granular and applied at scale. VERFIY will do this and take customer-centric investment planning to the next level.



HOMEFLEX – HOUSEHOLD OR MICROBUSINESS ENERGY FLEXIBILITY

Our innovative HOMEflex project developed an industry-wide Code of Conduct promoting an inclusive, fair, and transparent domestic flexibility marketplace.

To embed this best practice GB-wide we worked with Flex Assure to develop a Compliance Scheme to establish standards, help new entrants meet the service levels consumers expect and deserve, and enable electricity networks to confidently procure flexibility ethically, encouraging the domestic flexibility market to grow in a fairer, more sustainable manner.

This scheme, now known as the Domestic and Microbusiness Compliance Scheme has launched in December 2025, introducing the first independent assurance framework to protect households and microbusinesses in the energy flexibility market.

The scheme is backed, and is financially supported by the entire grid, with all GB Distribution System Operators (DSOs) onside, alongside support from the National Energy System Operator's (NESO) Power Responsive programme. Flex Assure is also engaging with Ofgem, ensuring the scheme aligns with the direction of future regulation and can support the sector ahead of the regulation.

A STEP FORWARD FOR CONSUMER CONFIDENCE

"We're raising the bar. The new Domestic and Microbusiness Scheme ensures that flexibility providers actually deliver on their promises. With the backing of all GB DSOs and NESO's Power Responsive programme, this gives customers the confidence to scale domestic flexibility, which is a crucial step for clean power by 2030."

- Charlotte Roniger, Scheme Manager at Flex Assure said

"We're delighted that Energy Ombudsman has been confirmed as the ADR scheme for the Flex Assure domestic and microbusiness scheme. Consumer protection and access to redress are essential to building trust, especially with new technologies and emerging markets. This significant step brings clarity, consistency and accountability, giving consumers a clear and impartial route to raise concerns if things go wrong with energy-related products as well as services. We welcome the scheme's focus on delivering high, enforceable standards ahead of future regulation."

- Ed Dodman, Chief Ombudsman at Energy Ombudsman, said

THE FORTRESS PROJECT

The 'FORTRESS' project – standing for "flexibility and optimisation for resilience in energy systems" – exists to help accelerate decarbonisation of important sites like hospitals and water treatment plants whilst ensuring the security and stability of their energy supplies.

Earlier in the year, the FORTRESS project team worked with partners at NHS Tayside as a case study to better understand the precise nature of hospitals' electricity use, from ensuring critical care capability to the heating of buildings.

With this case study being successful, we are progressing to the next stage, involving NHS England too. To ensure that we find the most cost-effective and robust solutions for the NHS, one of the UK's largest gas networks, SGN, is joining the project.





WINTER PREPAREDNESS

PREPARING FOR WINTER

We never know what the winter will bring, previous years has seen several large storms impact our customers and our networks, so we need to be prepared. Working with resilience and community groups, supporting our customers to plan for storms and testing our plans remains core to our priorities.

Whilst winter 2025/26 brought fewer storms than previous years, Scotland experienced a severe summer storm, Storm Floris, for the first time in over a decade, putting our resilience plans to the test.

Taking learnings from the storms in 2024/25 and to prepare for winter 2025/26 we:

- Ran a campaign to further increase the number of colleagues able to provide doorstep support during storms.
- Provided training for 406 SSEN colleagues to enable them to answer customer calls.
- Trained 413 advisors in our overflow contact centre to support during storms.
- Trained 293 colleagues on social media to support queries received through our digital channels.
- Provided 76 storm helpers with specific PSR training to provide additional support.
- Trained 149 storm helpers on outbound training to support with customer updates.
- Trained 51 colleagues to provide door to door support for customers.
- Trained 19 colleagues to support with welfare during storms.
- Engaged with Local Resilience Forms (LRFs) in England and Local Resilience Partnerships (LRPs) in Scotland to share our plans for the winter and engage in exercises to test our response.
- Ran 5 external training sessions with resilience groups on our newly relaunched Resilience Portal.
- Held 3 winter readiness webinars, in collaboration with NESO, to talk through our winter plans for elected members and resilience groups.

EVERYONE HAS A ROLE

We understand the importance of responding to customers quickly and keeping them updated, especially in an emergency situation. To ensure we are ready for any storms which would impact our network, we provide training for new and existing storm helpers across our business.

Throughout the year, we train our colleagues on inbound call handling, making outbound calls to customers, and responding to queries via our digital channels. This ensures we increase the number of advisors available to support customer queries, no matter which channel they choose to use.

We also provide training for our colleagues who provide face to face support in our communities,

WORKING WITH LOCAL RESILIENCE PARTNERS

To ensure our storm processes are ready ahead of the winter we work with Local Resilience Forums (LRFs) across our SEPD licence area and Local Resilience Partners (LRPs) across our SHEPD licence area.

Throughout the summer, we participate in exercises to test our plans, including response to a National Power Outage. This allows us to educate the LRFs and LRPs on our processes as well as identify any improvements we can make to our storm processes.

To support this, we held two Winter Resilience webinars, with support from NESO, to provide an update to our storm and NPO response, share how we will be supporting customers during the winter and ensure resilience groups, local authorities or other interested parties had the opportunity to ask questions on our plans.



“By listening closely to our customers and resilience partners, we’ve created a single, live view of welfare support that is simple, inclusive, and actionable. Integrating the portal with Power Track means customers can quickly find nearby facilities that meet their needs, while partners can see and strengthen the support we provide together. This collaboration is already shaping a stronger, more responsive service for the future.”

- Troy Fisher, SSEN Customer Service and Experience Design Lead

CASE STUDY: REFRESHING OUR RESILIENCE PORTAL

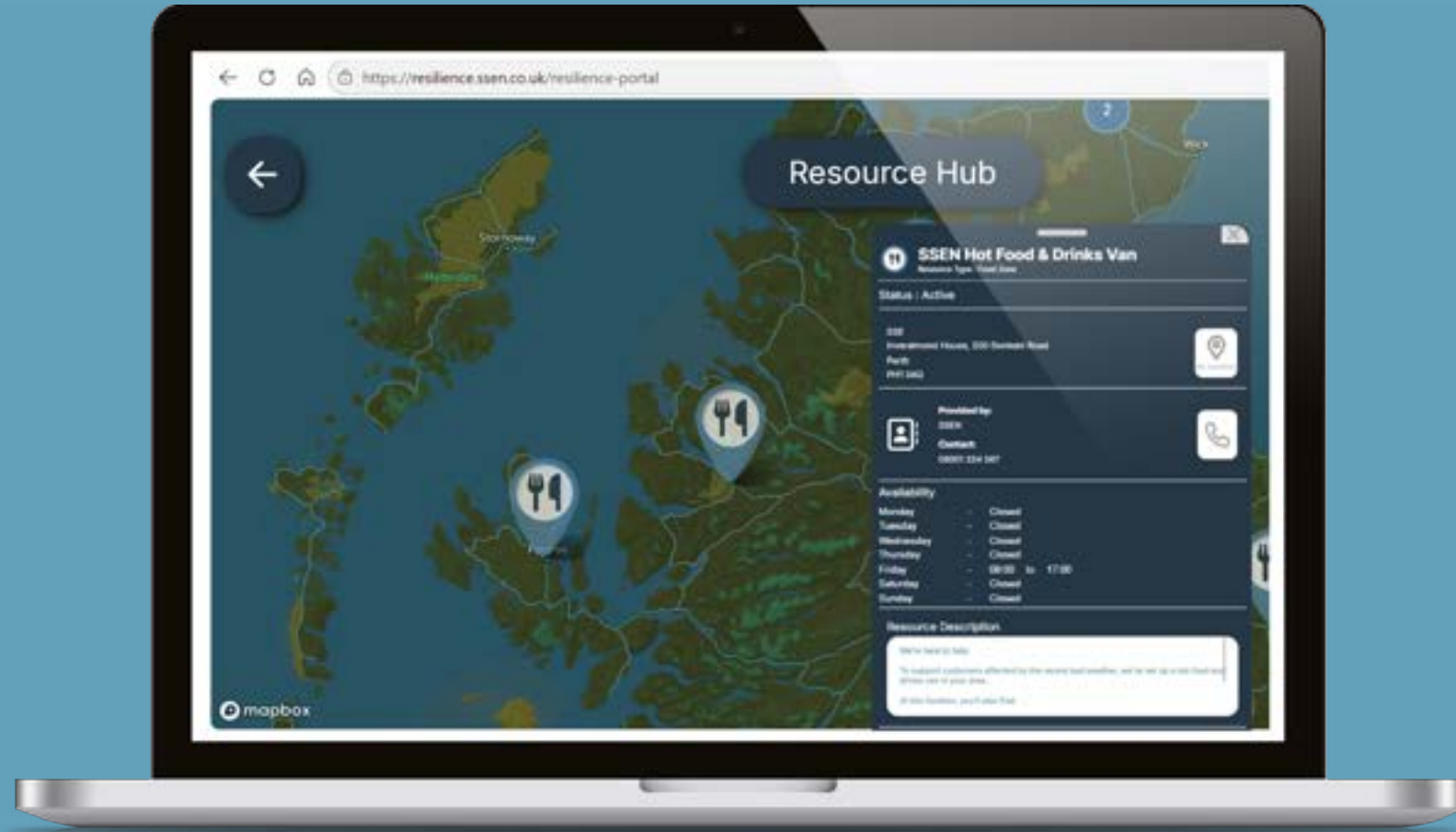
In October 2025, we rolled out the new version of our Resilience Portal. Using feedback from customers and our resilience partners we wanted to make it easier for customers to find their closest welfare facilities whilst ensuring our resilience partners had a live view of what support we were providing. Integrated with Power Track, our live faults map, the portal will find a customer’s closest welfare facility, providing information detailed information on what is available.

The new portal provides information such as:

- Type of welfare available, such as hot food and drink, accommodation, medical support and showers.
- Type of food available, for example vegan or gluten free.
- Opening dates and times.
- Accessibility, such as parking, wheelchair accessibility, dementia friendly.

We also opened up access to our resilience partners to enable them to add their own welfare facilities, with 5 training sessions being run to date and more being planned for summer 2026.

Whilst we have not yet used the portal in a live environment, the feedback we have received from our resilience partners during training and demonstrations has been positive, with their feedback being incorporated into future releases.





WINTER CAMPAIGN

Each year, our winter campaign raises awareness of the PSR and helps our customers prepare for possible power cuts which could impact our network.

Following the success of our 2024/25 “Turns out we do need extra help in a power cut. Do you?” campaign, we decided to keep to the same messaging for customers, highlighting how easy it is to sign up for Priority Services. The material was updated to promote the Power Cut Plans now being available for customers.

To reach customers whose first language is not English, the campaign was promoted across Facebook and Instagram in Bengali, Urdu, Polish, Hindi and Punjabi.

CAMPAIGN IN NUMBERS

**970.9k**
Radio Reach*

**4.9m**
Video Completions

**328k**
Print Readership

**13.6m**
Digital Impressions

**399k**
Door Drop Leaflets

**43.8k**
Clicks to the website

**4.1m**
Out of Home impressions

The winter campaign contributed to the increase of 116,163 households registered between October 2025 and February 2026. An increase of 179% compared to the same period last year.

Research carried out as part of the campaign has shown that awareness of the 105 emergency number and PSR has increased, with awareness of services remaining highest in Scotland. The campaign also helped drive a 41% increase in visits to the PSR webpage, while PSR eligible customer volumes reached 1.27 million.

In Scotland, awareness of the PSR amongst customers aged over 60 increased to 66%. Awareness of PowerTrack remained strong at 43%, while awareness of the 105 helpline reached 48% across the same customer group.

In Southern England, awareness of the PSR increased from 41.9% to 45% in customers over the age of 60, and from 32.2% to 35% in customers with young children.

Awareness of PowerTrack also increased to 20%, its highest level since tracking began, while overall awareness of the 105 helpline remains lower at 19.7%, indicating future campaigns should continue to place emphasis on this message.

RESPONDING TO STORMS

Storm Overview: In 2025/26, 7 named storms impacted the UK, with two of these having a significant impact to our customers. Our 24-hour helpline remains critical to our customers, including those in vulnerable circumstances.

Storm Floris in August brought unseasonably high winds for the summer months however our tested storm process meant we were able to mobilise our teams to respond to support our customers. Storm Amy in October also saw high winds, impacting some of our more remote communities. Three of the other named storms to hit the UK, Bram, Chandra, and Goretti caused a higher than usual fault level but was not significant enough to mobilise our full storm plans.

CASE STUDY: STORM FLORIS

In August 2025, Storm Floris hit our Scottish licence area. A storm of this scale in summer is unusual, with many customers impacted living in remote villages with single track road systems and sometimes a poor communication network.

Whilst the storm was at its peak it was unsafe to travel and for our customers to leave home. Once this had improved, we were able to get our customer support colleagues on the ground to provide updates, check priority service customers and arrange for welfare. With the storm hitting during a peak tourism time, with many hotels fully booked, we worked with our network of trusted local businesses to ensure customers had access to welfare facilities.

CASE STUDY: STORM AMY

Storm Amy in October 2025 brought periods of high winds across Scotland, with some of our most remote communities impacted. We worked with local businesses, those with power or emergency generation could serve their communities and if their phone lines were working, could speak to us about their opening times and limited menus. For some, this meant getting up and travelling to areas where mobile signal worked, in the early hours, so we could get set up for the day and communicate where customers could get help and when.

Over 20 local businesses, alongside mobile catering vans, served over 3,500 meals and so great was the comradery that we created a community grapevine that checked in on engineers, local businesses, residents and on the ground troops to ensure everyone was supported, fed and watered throughout. A real sense of community spirit was felt in Acharacle where, despite their own power being off the East to West Bakery opened and having gas stoves cooked up what they could to feed locals and engineers over a number of days. With the mobile signal being down we checked in with them each evening to ensure they were managing and to discuss what they could offer the following day.

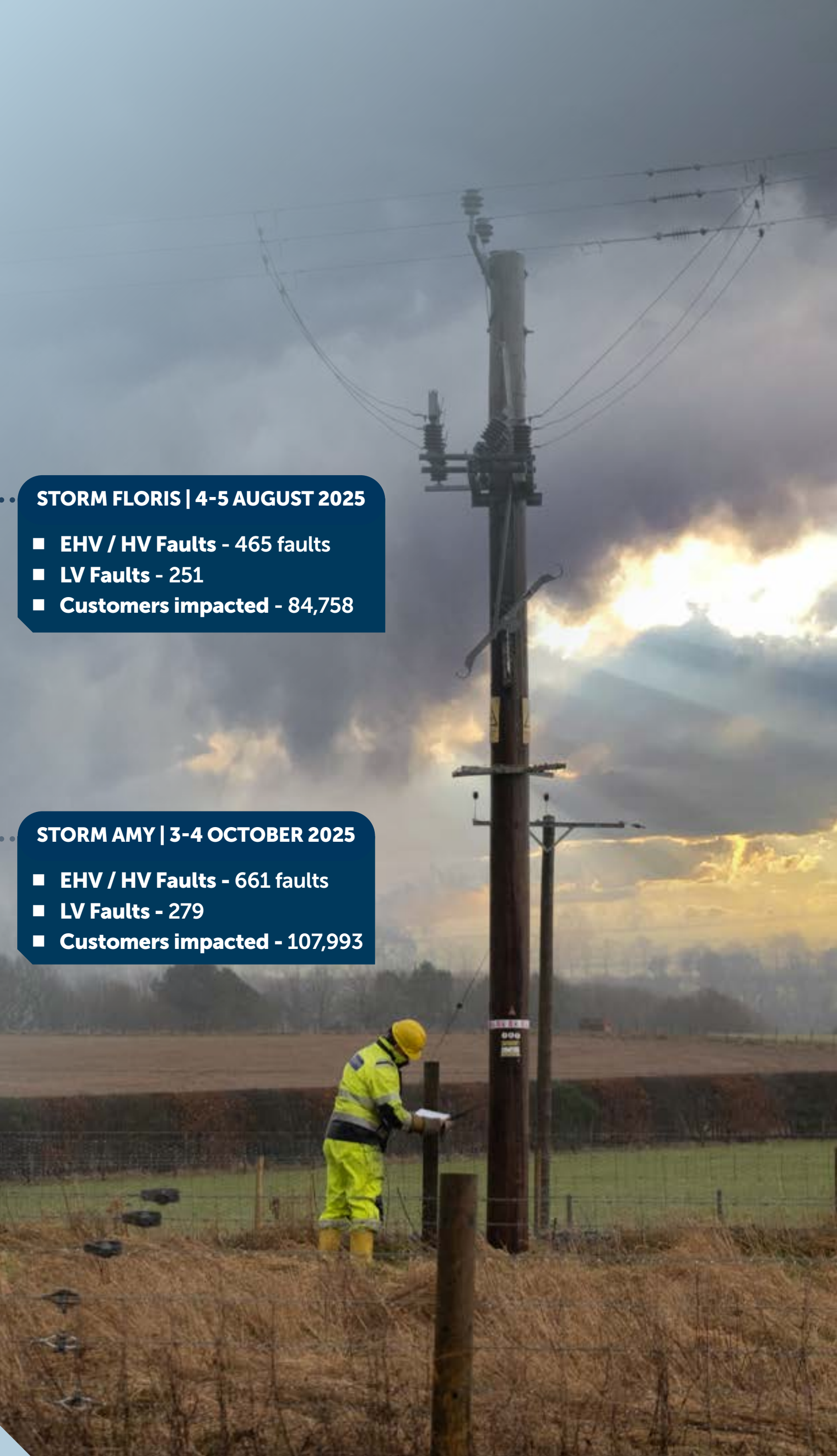
* does not include SIBC, Isles FM, Argyll FM, Radio Skye, RNIB Connect Radio

STORM FLORIS | 4-5 AUGUST 2025

- EHV / HV Faults - 465 faults
- LV Faults - 251
- Customers impacted - 84,758

STORM AMY | 3-4 OCTOBER 2025

- EHV / HV Faults - 661 faults
- LV Faults - 279
- Customers impacted - 107,993





LEARNING FROM STORMS

This table provides an update on actions identified during post-storm debriefs, including reviewing customer and stakeholder feedback, to improve the support provided during storms.

Area	Action	Update	Status
Communication Including digital exclusion and internal communication	Update PSR pre-warn messaging in advance of PTSN switch off and how to contact us.	Pre-warn wording updated to include information on PTSN switch off and how to contact SSEN.	Complete
	Update welfare communication to ensure all resilience groups, operational teams and customer support teams are aware of locations to share with customers, including times for when welfare is being redeployed or closed.	Resilience Portal launched in October 2025 which provides a live view of all welfare, with Resilience Groups able to add their own facilities.	Complete
	Explore alternative methods of communicating welfare locations for customers without access to phones or digital communication.	Process updated to ensure customer liaisons sent to areas impacted during storms, with a focus on areas switched from PSTN.	Ongoing, Updated
	2025 Update: identify areas impacted by PSTN switch off and ensure support is available.	Agreements with local radio stations in place to provide updates to customers.	
Planning and Processes	Investigate options for Power Track to show welfare locations for customers.	Resilience Portal linked to Power Track to enable customers to find their closest welfare.	Complete
	Additional training on hotel booking to reduce backlog and time taken to provide customers with hotel bookings.	Process updated to minimise backlog when booking hotels for customers, including pre-booking for areas expected to be impacted.	Complete
	Full end to end review of Welfare Framework, including definition of what will be covered by reimbursement process. Customer comms to be developed once framework updated.	Welfare framework updated to include reimbursements for alternative heating (such as fuel for personal generators) and small resilience items such as torches with a webpage created to provide information to customers.	Complete
	Welfare Directory of all welfare facilities, including recipients of community funding and local businesses previously used in storms.	Welfare directory completed with all existing welfare providers also added to Resilience Portal. Ongoing work to include all community spaces who have received SSEN funding.	Ongoing
Resilience Groups	Identify additional welfare providers to support, including options for dietary requirements.	Welfare tender completed, with framework including provision of alternative dietary options. Resilience Portal updated to include dietary requirements.	Complete
	Increased engagement with Local Resilience Groups / Forums ahead of winter 2025 to set out expectations, identify challenges and agree plan for setting up warm hubs during storms.	Ongoing engagement with Local Resilience Groups / Forums, including training on Resilience Hub which will be ongoing each summer.	Ongoing
	Identify additional resilience / humanitarian response groups to support during storms.	Additional response groups identified, including those with alternative communication options (such as satellite phone capability) with onboarding ongoing.	Ongoing



“Through regular testing of our storm mobilisation plans, alongside post-storm reviews after each storm, we are able to identify improvements to the support we provide to customers and communities.

The biggest challenge in 2025/26 was communicating with customers in rural areas who have been moved from PSTN telephone lines. Ensuring we have processes in place to communicate and support these customers is a core focus in the build up to winter 2026.

Whilst we have had fewer storms over the 2025/26 winter period, the two storms which hit our SHEPD licence area were significant in size. We are always grateful for the support which comes from community groups and local businesses meaning we are able to support more customers and communities whilst our dedicated teams provide door to door support for those who need it”

- Emma Merritt, SSEN Customer Vulnerability and Communities Lead



CUSTOMER VULNERABILITY INCENTIVE PERFORMANCE

SHEPD PERFORMANCE CV-ODI ONGOING PERFORMANCE

Metric	Year1	Year 2	YEAR 2 TARGET	Year 3	Year 4	Year 5	YEAR 5 TARGET
PSR Reach	64.4%	73.6%	59.6%	91.6%			69.5%
Social value of Fuel Poverty Services Delivered (NPV)	£0.627m	£1.094m	£0.478m	£2.04m			£1.13m
Social value of Low Carbon Transition Services Delivered (NPV)	£0.03m	£0.083m	£0.027m	£0.22m			£0.297m
Average Fuel Poverty Customer Satisfaction Survey score	8.81/10	8.91/10	9/10	8.54/10			9/10
Average Low Carbon Transition Customer Satisfaction Survey score	n/a*	10/10	9/10	8.24/10			9/10

* No customers surveyed in year 1

OUR PERFORMANCE

We have seen further improvement against our PSR Reach and Social Value targets over the last year however, Customer Satisfaction (CSAT) has decreased for both fuel poverty and low carbon transition.

The feedback we have received through our CSAT surveys indicate customer are not always able to implement the advice provided through our partners. This is most evident for customers in rented accommodation or social housing. We are working with our partners to tailor the advice to customers needs, ensuring customers are getting practical and actionable advice to make changes in their home. This includes working with partners to set up home visits, where required.

Over 2025/26, we ran campaigns to promote the PSR and encourage customers to sign up. This saw significant growth in our PSR Reach for both licence areas, ensuring we are able to identify and support more customers who may need additional support during a power cut.

Through the work carried out with our partners, the Social Value for fuel poverty and LCT increased meaning customers are seeing a financial benefit through the service we provide.

SEPD PERFORMANCE CV-ODI ONGOING PERFORMANCE

Metric	Year1	Year 2	YEAR 2 TARGET	Year 3	Year 4	Year 5	YEAR 5 TARGET
PSR Reach	56.7%	63.5%	59.6%	79.8%			69.5%
Social value of Fuel Poverty Services Delivered (NPV)	£1.370m	£2.756m	£0.726m	£4.94m			£2.124m
Social value of Low Carbon Transition Services Delivered (NPV)	£0.132m	£0.377m	£0.051m	£0.69m			£0.559m
Average Fuel Poverty Customer Satisfaction Survey score	8.38/10	8.76/10	9/10	8.97/10			9/10
Average Low Carbon Transition Customer Satisfaction Survey score	n/a*	9/10	9/10	8.65/10			9/10





ACCOMPANYING PERFORMANCE

SHEPD REGULARLY REPORTED EVIDENCE (RRE)

RRE	Expectation	Year 1	Year 2	Year 3	Year 4	Year 5	ED2 total
Frequency of PSR Data Cleanse	Licensee has attempted to contact all PSR customers to verify their data every 24 months	42.16%	100%	100%			
CSS score for PSR Customers who have experienced a power cut	9.01 target	9.24/10	9.28/10	9.19/10			
Volume of Fuel Poverty Services delivered	3,500 households supported across ED2	1,685	1,965	3,078			6,728
Volume of Low Carbon Transition Services Delivered	186 households supported across ED2	52	103	1,875			2,030

SEPD REGULARLY REPORTED EVIDENCE (RRE)

RRE	Expectation	Year 1	Year 2	Year 3	Year 4	Year 5	ED2 total
Frequency of PSR Data Cleanse	Licensee has attempted to contact all PSR customers to verify their data every 24 months	41.95%	100%	100%			
CSS score for PSR Customers who have experienced a power cut	9.01 target	8.62/10	8.84/10	8.84/10			
Volume of Fuel Poverty Services delivered	6,500 households supported across ED2	3,989	7,531	11,307			22,827
Volume of Low Carbon Transition Services Delivered	344 households supported across ED2	1,234	524	4,066			5,824





COMMITMENT TABLES

OUR COMMITMENTS

This Annual Vulnerability Report provides our customers, partners, stakeholders, and Ofgem with an update on our performance and progress against our vulnerability commitments. This table provides an overview of performance for 2025/26.



A milestone that is at significant risk and highly likely to be missed



Progress is delayed but is likely to be achievable before the end of the RIIO-ED2



Progress against the milestones are on track.

Vulnerability strategy Commitment	Description	Expected outcome/benefit	Key milestone	RAG status	Status update
Vulnerability Strategy (Go to page 4 for more information)	Meet our obligations to treat all customers fairly, including those in vulnerable situations. Put in place a vulnerability strategy, to be reviewed and refreshed annually and our performance incentivised.	• Our data-driven approach will help target our activities and register more customers who will benefit from our services. • Improved support delivered through our partnership approach as required. • £17.2m financial benefits delivered through targeted fuel poverty support and energy efficiency measures. • £3.7m societal benefits delivered through quality-of-life improvements, health benefits and carbon emission reductions.	Annual Stakeholder Review of strategy and feedback.	GREEN	Stakeholder engagement took place in September 2025, with further engagement planned for autumn 2026.
			Annual strategy refresh and publication.	GREEN	Refreshed strategy published October 2025.
			Customer survey on our strategy, factoring in arising issues faced by our customers and communities by March 2026.	AMBER	Customer Survey delayed however reviewing options for survey to take place in 2026.
PSR Gap Analysis (Go to page 6 for more information)	Reach over 1 million PSR customers by 2028, refreshing our data every 24 months.	• Our data-driven approach will help target our activities and register more customers who will benefit from our services. • Improved support delivered through our partnership approach as required. • £17.2m financial benefits delivered through targeted fuel poverty support and energy efficiency measures. • £3.7m societal benefits delivered through quality-of-life improvements, health benefits and carbon emission reductions.	Achieve 1 million PSR customers by March 2025.	GREEN	Last year we grew the PSR by 259k households, with over 1.27m households registered.
			Refreshed Customer Mapping Tool to further enhance PSR identification to be in place by March 2025.	AMBER	Rollout of the new Customer Mapping Tool has started with further embedding into the business needed over 2026.
			PSR 1+ customer data refreshed annually with all other customers refreshed every 2 years.	GREEN	We contacted 100% of PSR customers registered pre-April 2024 to refresh their data. This included customers with PSR 1+ markers.

Continues overleaf



Vulnerability strategy Commitment	Description	Expected outcome/benefit	Key milestone	RAG status	Status update
PSR Customer Satisfaction (Go to page 13 for more information)	Improve PSR customer satisfaction scores to 9.4.	• Our data-driven approach will help target our activities and register more customers who will benefit from our services. • Improved support delivered through our partnership approach as required. • £17.2m financial benefits delivered through targeted fuel poverty support and energy efficiency measures. • £3.7m societal benefits delivered through quality-of-life improvements, health benefits and carbon emission reductions.	Implement 'Brilliant Basics – Meeting the Growing Needs of our Customers programme' to a achieve score of 9.2 by March 2025.	AMBER	Our "Brilliant Basics" implemented in 2024 have continued to be embedded across the business and driven up Customer Satisfaction this year to 9.05, a significant increase from the previous year.
			Implement Improved Channel Management programme to achieve a score of 9.3 by March 2026.	GREEN	In the past year, we have successfully launched Amazon Connect into all of our customer service teams, successfully completing two phases of implementation for this programme. The final phase is due to go live in August 2026.
			Implement An Empowered Workforce programme to achieve a score of 9.4 by March 2027.	AMBER	We have completed the first phase of our Empowered to Care Programme, with more than 1,000 customer facing employees taking part in a 5-module training programme.
Fuel Poverty Support (Go to page 15 for more information)	By 2028 support 50,000 households (equivalent to 114,000 customers) with fuel poverty.	• Our data-driven approach will help target our activities and register more customers who will benefit from our services. • Improved support delivered through our partnership approach as required. • £17.2m financial benefits delivered through targeted fuel poverty support and energy efficiency measures. • £3.7m societal benefits delivered through quality-of-life improvements, health benefits and carbon emission reductions.	Set up 5 new partnerships to support customers over ED2.	GREEN	In 2025, a new partnership with Asthma and Lung UK was setting, bringing our total of new partners to 3 during ED2 to date.
			Introduce new 2-year partnership frameworks for strategic partnerships by March 2025.	GREEN	All existing partners on two-year agreements lasting until March 2028.
			Consult with stakeholders on 'partnership' fund for potential partners to bid for funding to support customers in key areas.	GREEN	Following engagement with partners, we have agreed to retain the current model until the end of ED2, however tender launched in January 2026 for a new partner.
Training and development (Go to page 11 for more information)	Train 30 employees to the City & Guilds energy efficiency qualification and introduce 200 Vulnerability Champions across the business from the start of ED2.	• Our data-driven approach will help target our activities and register more customers who will benefit from our services. • Improved support delivered through our partnership approach as required. • £17.2m financial benefits delivered through targeted fuel poverty support and energy efficiency measures. • £3.7m societal benefits delivered through quality-of-life improvements, health benefits and carbon emission reductions.	20 employees to have completed City and Guilds Energy Efficiency Training by March 2025 with all 30 in place by March 2027.	AMBER	10 colleagues have now completed the qualification with a further 10 planned for 2026/27.
			80 Vulnerability Allies to be in place by March 2025 with all 200 in place by March 2028.	AMBER	Our Vulnerability Allies community has grown to 85 colleagues with engagement plans in place for 2025/26 to grow the community further.

Continues overleaf



Vulnerability strategy Commitment	Description	Expected outcome/benefit	Key milestone	RAG status	Status update
Personal and Social Support Packs (Go to page 11 for more information)	By 2028, deliver 5,000 energy efficiency packs to fuel-poor households and 5,000 power cut resilience packs to PSR customers, tailored to their needs.	- Improving the resilience for customers during a power cut, and through the use of energy efficiency measures driving financial benefits. £0.5m benefits delivered to customers in vulnerable situations.	Using customer insight to design and develop packs with zero single use items/plastics by March 2025.	GREEN	Contents of Power Cut Packs agreed and ordered. Energy Efficiency Packs included as part of partnership tender.
			Issue 4,000 packs to customers by March 2026.	GREEN	854 Power Cut Packs given to customers, low number due to fewer storms across winter 2025. Energy Efficiency Packs to start delivery in Summer 2026.
			Issue 6,000 additional packs to customers ahead of winter 2027.	GREEN	Plans agreed to roll out all packs by end of ED2.
Personal Resilience Plans (Go to page 13 for more information)	Proactively provide PSR customers with PRPs containing specific advice tailored to a customer’s individual needs, helping them know what to do during power cuts. Provision of 20,000 battery backups to customers who depend on electricity for medical reasons.	Increased service to customers in vulnerable situations through bespoke Personal Resilience Plans and battery provision, providing £3.9m net consumer benefits.	Work with stakeholders and vulnerability experts to create bespoke advice for Personal Resilience Plans by August 2024.	GREEN	We engaged with our partners, stakeholders and experts to create advice for each needs code with the plans being provided to customers from April 2025.
			1,000 batteries and 5,000 Personal Resilience Plans issued with customer feedback gathered by March 2025.	GREEN	3,451 batteries and over 291k Power Cut Plans provided to customers. An additional 99k Power Cut Plans provided to PSR customers outside of the scope of the project.
			15,000 batteries and 250,000 Personal Resilience Plans issued by September 2027.	AMBER	We are slightly behind schedule to deliver 15k batteries by September 2026 however on track for all batteries to be issued by March 2028. Milestone of 250k Power Cut Plans achieved in February 2026
			20,000 batteries and 374,691 Personal Resilience Plans issued by March 2028.	GREEN	Our refocused plans have us on track to deliver all batteries and Personal Resilience Plans by the end of the ED2 price control.
Shareholder Fund (Go to page 20 for more information)	Introduce a shareholder-financed £500,000 annual ‘Powering Communities to Net Zero’ fund to support LCT accessibility initiatives for those in vulnerable situations, and community-led environmental and resilience schemes.	£8.2m financial benefits and £1.4m societal benefits enabled by ensuring customers in vulnerable situations can access energy transition benefits.	Scope fund and launch initial round of funding by end of September 2024.	GREEN	Two rounds of funding now complete.
			Ahead of round 2 of funding in June 2025, complete stakeholder engagement and review of fund, including SROI benefits of funds allocated to date.	GREEN	Review of fund completed with round 3 of funding launching in March 2026.
			Four rounds of funding completed by December 2027.	GREEN	Further rounds of funding are expected to launch in spring of each year during ED2.

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