



UK Power Networks

South East Rural Services Network 2019

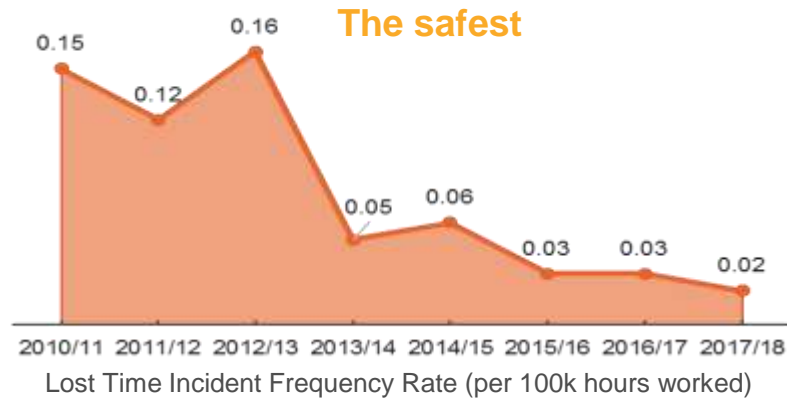


Who are UK Power Networks?

- **187,992km** – total cable length
- **120,000+** substations
- **8.3 million** homes and businesses
- **18 million +** people rely on our service every day

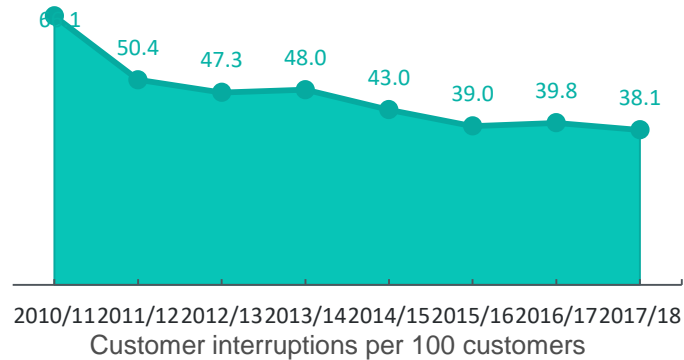


Serving our customers – a strong track record



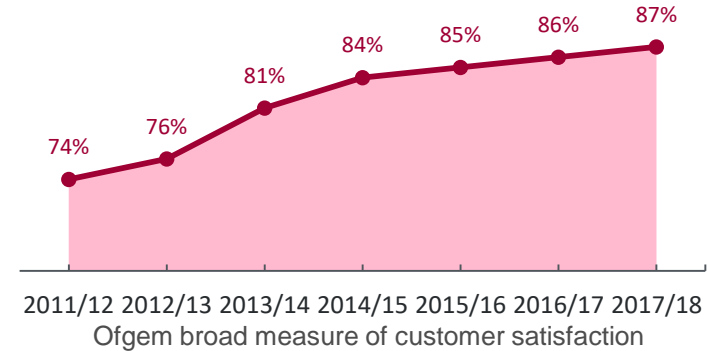
87%
improvement

Reduction in the frequency of power cuts



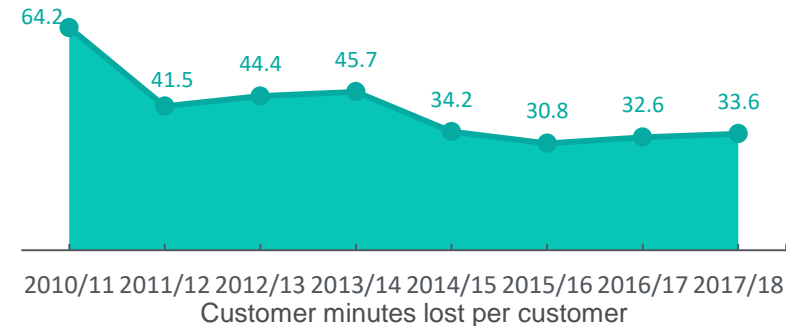
42%
improvement

Our best ever customer satisfaction score



18%
improvement

Reduction in the duration of power cuts



48%
improvement





Customers in vulnerable circumstances

Providing an inclusive service that meets the needs of all customers

Priority Services, providing an **inclusive** service today

Need extra support
during a power cut?

We can help, our services are free to customers who need it.



- **Over 1.7 million homes registered**
- **Inclusive services that provide peace of mind**
 - over 430,000 customers helped in how to be better prepared if they experience a power cut
 - over 1 million customers supported during a power cut
 - resulting in a satisfaction rating of 94%
- **We're here to help and not just in a power cut**
 - provided over 520,000 customers with energy advice and practical measures to address the underlying causes of fuel poverty

Priority Services, providing an inclusive service today

Ways we ensure that we are easily accessible to all of our communities



We work with a number of key partnerships to understand the needs of our customers



We have established referral networks that look to ensure that those who are eligible are aware of the Priority Services Register.

Priority Services Register – how to register?

Need extra support
during a power cut?

We can help, our services are free to customers who need it.

Get this free support now



Need extra
support during a
power cut or during
a **water supply**
interruption?

UK
Power
Networks
Delivering your electricity



UK Power Networks and Southern Water working together to provide you
with extra support in a power cut or a water supply interruption.

Priority Services Register - What happens next?



- On registration we provide our customers with a Welcome Pack with helpful advice on how to be better prepared in an power cut
- We also offer relevant support services based on location and need
- We also invite you to join our online community to share your experiences and help us to shape our services so that they are reflective of your needs

And when the lights do go out?

- A priority number that you can call 24 hours a day
- A dedicated team who will contact you to keep you updated during a power cut
- Tailored support including hot meals, practical help and keeping your friends and relatives updated
- Password scheme
- In certain scenarios we may also provide a temporary generator or offer a free hotel overnight and transport to the Hotel
- Whatever's needed



Priority Services, providing extra care services tomorrow

Our priority services register will grow to **2.5 million** over the next 5 years



Our customers will increasingly rely on us for a **safe and reliable service**

We anticipate

- Increased reliance on smart assistive technologies
- Increased single occupancy living
- People are living at home longer
- Changes in the social welfare system and an increased reliance on private rental housing will impact the number of our communities living in fuel poverty



We will continue to deliver

- **Inclusive services** that are tailored to meet the individual needs of our customers
- **Practical on site support** for customers who require it during a power cut
- Education and support to those who are at risk of or are living in fuel poverty to help address the underlying causes by **reducing costs** and **increasing energy efficiency**

Priority Services, how do we ensure your residents are informed and included?

What does a successful referral network look like?

- Currently provides 'support' to someone who is eligible
- Understands the range of benefits that the Priority Services Register can bring
- Referral is embedded in their key processes and is completed as part of the engagement whether that is over the phone or in person

How can we make this happen for our most at risk in rural communities?

- Who in Kent provides support?
- How do we ensure the 'understanding of the benefits of the Priority Services Register'
- What does embedded look like?

Local authority referral networks – how do they do it?



Case Study; Shine

Council led referral hub providing support by connecting residents to 30 services relating to health and wellbeing.

As part of the assessment interviews the team offer a direct referral on to the Priority Services Register on average referral rate of 90 households per week.

The Shine team support a number of London's local authorities including Islington, Hackney and Camden