GDN Collaborative Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)

Warm Homes Network - Fuel-poverty partner ecosystem 2023/24 (Birmingham and Cumbria pilots)

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Gas Network Vulnerability & Carbon Monoxide Allowance (VCMA) Governance Document - Project Eligibility Criteria

Section 1 - Eligibility criteria for company specific projects (other than condemned essential gas appliance repair and replacement)

In order to qualify as a VCMA project, a project must:

VCMA Eligibility Criteria	Criteria Satisfied (Yes/No)
a) Have a positive, or forecasted positive Social Return on Investment (SROI), including for the gas consumers funding the VCMA project;	Yes
b) Either: i. Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or ii. Provide awareness on the dangers of CO, or iii. Reduce the risk of harm caused by CO;	Yes
c) Have defined outcomes and the associated actions to achieve these;	Yes
d) Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations; and	Yes
e) Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding.	Yes

Section 2 - Eligibility criteria for company specific essential gas appliance servicing, repair and replacement projects

In order to qualify as a VCMA project, unsafe pipework and essential gas appliance servicing, repair or replacement must meet the following criteria:

a) A GDN has to isolate and condemn unsafe pipework or an essential gas appliance following a supply interruption or as part of its emergency service role;	NA
b) The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance; and;	NA
c) Sufficient funding is not available from other sources (including national, devolved or local government funding) to fund the unsafe pipework or essential gas appliance servicing, repair or replacement.	NA

Section 3 - Eligibility criteria for collaborative VCMA projects

In order to qualify as a collaborative VCMA project, a project must:

a) Meet the above company specific and boiler repair and replace (if applicable) project eligibility criteria;	Yes
b) Have the potential to benefit consumers on the participating networks; and	Yes
c) Involve two, or more, gas distribution companies.	Yes

**Gas Network Vulnerability and Carbon Monoxide Allowance (VCMA)
Governance Document - Project Registration Table 2**

Information Required	Description
Project Title	Warm Homes Network - Fuel-poverty partner ecosystem 2023/24 (Birmingham and Cumbria pilots)
Funding GDN(s)	Cadent Gas Limited and Northern Gas Networks Limited.
Role of GDN(s) ***For Collaborative VCMA Projects only**	Cadent Gas Limited (lead GDN) and Northern Gas Networks Limited will provide VCMA funding to multiple delivery partners (YES Energy Solutions, Groundwork West Midlands, Pennysmart CIC, National Energy Action, Citizens Advice – Carlisle and Eden, Cumbria Action for Sustainability, Sia Partners) to deliver a range of services (needs assessments, income maximisation, debt advice, energy efficiency advice) to vulnerable customers.
Date of PEA Submission	March 2024
VCMA Project Contact Name, email and Number	Name: Phil Burrows Title: Head of Customer Vulnerability Social Programme Delivery Email: Phil.m.burrows@cadentgas.com Number: 07773 545451
Total Cost (£k)	Cadent - £865,636.79 Cadent Foundation - £35,916.00 (not included in VCMA funding). NGN - £231,676.20
Total VCMA Funding Required (£k)	£1,097,312.99
Problem(s)	Cadent and NGN will continue to work with expert partners to deliver two Fuel Poverty Partner Ecosystem pilots alongside a scaling strategy which will guide the implementation of the newly developed service in a wider range of regions. The first phase of the Fuel Poverty Partner Ecosystem focussed on understanding the challenges that fuel poor households face and the barriers that organisations face in delivering support to alleviate fuel poverty. In the subsequent phases, a new proposition which joins-up support services for fuel poor customers will be designed and tested in two regions (Birmingham and Cumbria). Learnings from these pilots will be taken into a future phase which will involve forming a scaling strategy with the ambition to launch a nationwide service for vulnerable customers under the name 'the Warm Homes Network' in 2024. Challenges faced by fuel poor households Fuel poverty remains a prominent form of hardship that impacts millions of households across the United Kingdom. The government's 2022 fuel poverty statistics illustrate the scale of hardship.

For example, the 2022 statistics state that 13.4% of UK households are currently living in fuel poverty. There are areas of Cadent's network that report levels of fuel poverty significantly higher than the national average of 13.4%; with a greater proportion of households in the West Midlands (19.2%) and Yorkshire and the Humber (15.9%) experiencing fuel poverty.[1]

Applying the 13.4% national average, approximately 1,474,000 households are currently living in fuel poverty across Cadent's network.

Fuel poverty can have many adverse effects on the health of residents living in this form of hardship. For instance, a recent National Energy Action (NEA) article listed the following negative impacts:

- Households can adopt unsafe energy rationing practices.
- Customers may elect to voluntarily self-disconnect from their energy supplies.
- Fuel poverty can increase the risk of exposure to several health conditions including heart disease, chronic obstructive pulmonary disease (COPD) and asthma.

At the more severe end of the scale, fuel poverty can result in early mortality and excess winter deaths. More people die in the winter than in the summer in England and Wales, due a higher risk of residents experiencing cold housing conditions. 2017/2028 statistics report that 16,890 excess UK winter deaths were attributable to cold housing conditions. Separate government statistics report the cost of a death to the UK economy to be £1,897,129.00.

A household's risk of experiencing fuel poverty in principally influenced by three factors:

- The price of fuel,
- The levels of available household income, and,
- Property energy efficiency and customer behaviours.

Recent increases in the cost of living have caused customers to have less available household income to afford their required fuel costs.

Additionally, increases in the energy price cap have led to the cost of fuel rising, and many experts predict that both socio-economic factors will cause rises in fuel poverty.

This project aims to support households living in fuel poverty by creating a community of organisations that can codesign and deliver initiatives that aid customers. This assistance may include fully funded fuel poverty solutions such as income maximisation, debt management, energy efficiency, and retrofit (funded outside of the VCMA). This community approach also aims to generate a greater social return on investment by maximising the support offered to customers and creating cost savings/efficiencies.

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[1] https://assets.publishing.service.gov.uk/media/63fcdcaa8fa8f527fe30db41/annual-fuel-poverty-statistics-lilee-report-2023-2022-data.pdf

<u>Barriers that organisations face in delivering support to alleviate fuel poverty</u>

Both customers and funders can face barriers to accessing and delivering fuel poverty support. These barriers can lead to duplication, whereby a customer is receiving a confusing mixture of the same message, and a funder is investing capital in an initiative that is delivering support that is broadly similar to other national/local programmes.

Due to the increases in the cost of living and the energy price cap, many regulated and non-regulated organisations are committing more funds to tackling the issue of fuel poverty. However, funders face challenges in delivering support to households who stand to benefit most from this additional support.

For example, customers' awareness on the amounts and types of support available remains at a level where millions of households miss out of assistance. For instance, the government's energy price guarantee reduces bills for people on direct debits and provides vouchers to prepayment meter customers. Despite voucher uptake increasing in recent months (£1.7mil worth of vouchers claimed in January 2023), the Department for Business, Energy, and Industrial Strategy report that 24% of pre-payment meter vouchers remain unclaimed.

As well as low levels of customer awareness presenting challenges to organisations working to alleviate fuel poverty, the issue of identification remains a barrier to delivering support. Households living in fuel poverty can be difficult to identify due to a number of factors including:

- The transient nature of property occupation. Many customers that stand to be most at risk of experiencing fuel poverty (due to lower levels of household income) can occupy private rented and social housing properties. It is not uncommon for customers to move from property to property, presenting challenges to agencies that are attempting to identify households most in need of support.
- Data sharing. Organisations such as charitable foundations and regulated utility networks can often have existing access or obtain data on fuel poor households through their customer vulnerability activities. However, many organisations work in silos and are currently not sharing data outside of their organisations. GDPR compliance is an important factor in data sharing, but the many of the current ways of working do not help the industry to consistently identify customers living in fuel poverty.

This project aims to overcome barriers such as customer awareness and identification by creating a community of organisations that can codesign and deliver initiatives that aid customers.

These initiatives will consider important factors such as comms/marketing, the use of trusted organisations (e.g. well-known charities and local authorities) and the compliant sharing of data.

Scope and Objectives	Cadent and NGN will deliver the Fuel Poverty Partner Ecosystem project. Cadent has identified an opportunity to lead on a piece of work that will evaluate how fuel poverty support is currently delivered and pilot a new improved way of working collaboratively.

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The term "partner ecosystem" defines a community of partners with aligned objectives that leverage each other's capabilities to achieve a set of mutually beneficial outcomes - in this case, the common goal of tackling fuel poverty.

The first phase of the Fuel Poverty Partner Ecosystem project focussed on understanding the needs of fuel poor households, the barriers of organisations supporting those needs and assessing how organisations deliver fuel poverty initiatives. This involved over 40 stakeholder interviews with GDNs, DNOs, charitable trusts, local city councils and large multi-national corporations.

The second phase of the Fuel Poverty Partner Ecosystem will be focussed on designing two partner ecosystem pilots in Birmingham and Cumbria through engaging over 50 potential partner organisations, conducting 5 collaborative workshops and onboarding 14 delivery partners across the two pilots. A vision and proposition will be developed collaboratively with partners. Ways of working are to be defined, and infrastructure established to enable the delivery of a novel service in Birmingham and Cumbria which joins up delivery mechanisms to streamline fuel poverty support for vulnerable customers.

The third phase will involve continuing and extending the delivery of pilot propositions in Birmingham and Cumbria whilst gathering learnings to guide the design and delivery of a scaled proposition to cover a larger region within the United Kingdom.

The partner ecosystem will also consider wider collaborative working factors including:

- The joint and consistent measurement of social value and other metrics across the industry;
- How regulated network business plans and customer vulnerability strategies are informed;
- The duplication of programme coverage and minimising the risk of creating a postcode lottery with how fuel poverty support is delivered.

Project Objectives

Overall, the Fuel Poverty Partner Ecosystem - Phases 1-3 aims to achieve the following objectives:

- Increase understanding on the needs of fuel poor households.
- Improve its awareness on the barriers facing organisations when working to support fuel poor households, and approaches to overcome them.
- Assess the ways in which organisations (such as regulated energy networks) have delivered fuel poverty initiatives in the past, will identify best practice from these approaches, and identify limitations.
- Receive interest from a range of stakeholders interested in joining the partner ecosystem and will map their

	capabilities and define roles against the categories of strategic, delivery, and support partners.
	• Co-design and deliver two pilots that provide fully funded fuel poverty solutions to customers in 2023-2024.
	• Gather learnings from both pilots and design a scaling strategy to expand the programme across a larger geography and eventually nationwide.
	• Gather further non-regulated funding to enhance the services offered to vulnerable customers to include things like energy efficient retrofit measures, job seeking advice and mental health support.
	• Use the platform of the partner ecosystem to promote wider collaborative working on factors such as the joint evaluation of fuel poverty projects, the informing of regulated energy network business plans, and the reduction of programme duplication.
	Overall, the fuel poverty partner ecosystem project has the objective of designing and testing a new approach to alleviating fuel poverty.
	The new approach will centre on the sharing of funding, expertise, resources, and customer relationships to deliver two pilots and a scaled programme that offers practical support to customers.
Why the Project is Being Funded Through the VCMA	**A. The project is forecasted to have a positive SROI.** *Regarding social return on investment, the project has a point of difference when compared to the majority of GDN-funded VCMA projects. Cadent and NGN have analysed past and current GDN fuel poverty initiatives to understand the average SROI ratio that was achieved when working in on a one-to-one basis. We believe that the fuel poverty ecosystem approach has the potential to increase the SROI ratio on each pound spent by Cadent, NGN and other funding partners in the community.* *Estimations conducted indicate a positive SROI.* **B. The project will either:** **I. Provide to consumers in vulnerable situations, and relate to energy safeguarding, or** **II. Provide awareness on the dangers of carbon monoxide, or** **III. Reduce the risk of harm caused by carbon monoxide** *The project relates to the provision of support to consumers in vulnerable situations and relates to energy safeguarding. The Fuel Poverty Ecosystem project will design an approach that maximises the support delivered to consumers living in vulnerable situations, by directing funding, resources, and insight towards the common goal of alleviating fuel poverty.* **C. The project has defined outcomes and the associated actions to achieve them.** *This project has clearly defined outcomes and associated outcomes, the meeting of which will quantify success. Further*

information on the project's outcomes and associated actions can be found in the relevant section below.

D. The project goes beyond the activities funded through other price control mechanisms or required by licence obligations.

We believe that this project goes outside of activities funded through other price control mechanisms due to:
   a) the types of support proposed to be delivered to consumers in vulnerable situations, and
   b) the method in which this support will be delivered (i.e. through a partner ecosystem approach).

E. Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved, or local) funding.

The project will be delivered with Cadent and NGN's VCMA funding.

Evidence of Stakeholder/Customer Support	Cadent and NGN sought a wide range of stakeholder and customer views when shaping its wider strategy for supporting fuel poor households and designing this project specifically.

Stakeholder feedback on the Fuel Poverty Partner Ecosystem – the Warm Homes Network

Cadent and NGN have conducted extensive stakeholder consultation on the partner ecosystem project. In the initial phase, stakeholder feedback was gathered over the course of 40 stakeholder interviews with GDNs, DNOs, charitable trusts, local city councils and large multi-national corporations.

The key feedback received on challenges faced when working to alleviate fuel poverty were:

- **Limitations of current funding landscape:** Funding pots are limited in tenure and do not overlap. Schemes struggle to interact and do not encourage efficient spend.
- **Customer engagement issues:** Some geographical areas are well off in terms of funding but struggle to encourage uptake. Fragmentation confuses customers, and generic services/message continue to dampen success rates.
- **Onerous requirements for Partners**: With 10 networks, multiple suppliers, redress schemes etc. there's significant waste in the application process for funding. In addition, with no minimum standards, data reporting is weak/patchy.
- **Complexity of cases:** Households usually get the support offered by the first organisation through the door. Due to the nature of the crisis, organisations aren't focused on specialisms, yet customers need more specialist support.

This feedback encouraged the development of a proposition which will:

	• Coordinate funding, creating a mechanism that encourages a "sophisticated overlap" in funding availability. • Introduce a single point of contact, that can co-ordinate between various delivery organisations. • Put impact reporting at the centre of the scheme to add value, rather than create burdens. • Introduce clear role splits, with sufficient funding for organisations to focus on their specialisms.

Information Required	Description
Outcomes, Associated Actions and Success Criteria	**Programme Level** Outcomes: • Obtain an improved understanding on the needs of fuel poor households in 2023 and the current barriers organisations face in supporting those needs. • Assess the way in which organisations like regulated utility networks have delivered fuel poverty initiatives in the past. This will lead to a better appreciation of best practice, as well as the limitations that have minimised past benefit. • Define a potential partner ecosystem structure that defines roles and responsibilities for interested organisation into the categories of Strategic Partner, Delivery Partner, Support Partner. • Create a vision for how organisations will collectively deliver support to fuel poor households. This vision will be codesigned and may include outputs such as creating a "one stop shop that delivers fully funded financial, energy efficiency, and low carbon measures to support fuel poor customers". • Co-design a pilot that will be delivered across an area of Cadent and NGN's network. The pilot will be co-designed with organisations engaged through the stakeholder engagement process, ensuring that the views of the wider industry are considered. • Use the platform of the partner ecosystem to promote wider collaborative working on factors such as the joint evaluation of fuel poverty projects, the informing of regulated energy network business plans, and the reduction of programme duplication. • Achieve the outcome of designing a new way of working that combines funding, expertise, resource, and data to achieve the common goal of effectively tackling fuel poverty in Great Britain. Associated Actions: • Obtain insight from over 40 organisations from across the industry. This will be used to help understand the challenges currently faced by funders, delivery partners, and customers, as well as helping to shape the partner ecosystem approach. • Work with engaged organisations to define roles in the partner ecosystem that best utilise their capabilities.

- Design a partner ecosystem structure and vision that will be the basis of for the pilots to be delivered across an area of Cadent and NGN's network.
- Partner ecosystem members will share wider best practice on elements such as the joint evaluation of fuel poverty projects, the informing of regulated energy network business plans, and the reduction of programme duplication.
- Learnings from the pilots will be gathered to inform a scaling blueprint that outlines how pilots can be expanded to cover a larger region within the United Kingdom including a scaled MVP, and an understanding of scope, costs, and anticipated benefits at scale.

Success Criteria:

- Ensuring that a range of stakeholder insights are obtained and considered when designed the partner ecosystem. These insights will represent the views of funders, delivery partners, support partners, and customers.
- The successful design of a partner ecosystem structure that combines funding, resource, expertise, and data from a range of partners from across the industry.
- The effective design of a partner ecosystem vision that will be practically tested in a Cadent and NGN pilot.
- The scaling of the Warm Homes Network with the ambition of launching a nationwide service supporting vulnerable customers.

Pilot Level

Objectives:
- Birmingham Pilot (August 2023 - March 2024): Engage 600 vulnerable customers through our single point of contact and service ~640 referrals through delivery partners.
- Cumbria Pilot (October 2023 - March 2024): Engage 300 vulnerable customers through our single point of contact and service ~450 referrals through delivery partners.

Associated Actions:

Following Phase 1 of the programme, after partners had been identified, the team will take the following steps to launch pilots in Birmingham and Cumbria:

a) **Determine pilot location**: identify tools for data analysis, collect data on fuel poverty in Birmingham and Cumbria, decide the criteria for target prioritisation with partners and undertake analysis based on the criteria selected.
b) **Understand customer pain points and needs:** brainstorm customer pain points and needs, conduct in-person validation with customers and map the customer journey
c) **Build pilot service**: develop a list of solutions to offer customers, define activities, roles, tools and channels for the pilot and calculate the resource and cost requirements.

d) **Pilot infrastructure & launch**: procure partner services with contracts, data sharing agreements signed between partners, set-up communication channels and a shared system for partners to use for operations and finalise governance and ways of working.
e) **Branding and Marketing**: decide on PE name and branding for pilots, put together a comms strategy, launched directed comms within industry and on websites and launch widespread media campaign showcasing pilot results.

Success Criteria:

The success of the pilots will be evaluated on the back of a range of metrics including:

- # of referrals received
- # of referrals received from engagement partners
- # of referrals successfully contacted
- % customers sent to multiple referral partners
- Actual £ one-off financial benefit [first year] [Total for all customers with completed cases]
- Forecasted £ one-off financial benefit [first year] [Total for all customers with ongoing cases]
- Forecasted £ enduring financial benefit [annual total for all customers, from year 2]
- Description of any soft benefits delivered [text answer, per customer]
- Carbon Savings [CO2e]
- # Customers requiring retrofit advice
- Average time from referral received to case closed [days]
- % of referrals who benefit from service
- % customers who complete all referred services

Following completion of the service, customers provide the following feedback on the service as a whole:

- Access - How easy was it to access the service as a whole?
- Value - How valuable has the service been?
- Response - How quick were the response times?
- Resources - How well equipped were the advisors in helping you with your issues(s)?
- Communication - How clear was the communication throughout?
- Understanding - How well did you feel that the various advisors understood your issue?
- Ease - How 'pain free' was the process?
- Information - Was the information about the service easy to understand?
- Overall satisfaction - Overall, how would you rate your experience?

| **Project Partners and Third Parties Involved** | Cadent will principally deliver the project in partnership with Northern Gas Networks (for the Cumbria Pilot). |
| | |

Delivery partners for the Birmingham pilot include:
- Birmingham City Council (engagement partner)
- Groundwork West Midlands (single point of contact)

	• National Energy Action (income maximisation services) • Pennysmart CIC (debt advice services) • Sia Partners (programme coordinator) • YES Energy Solutions (energy efficiency and LCT advice services) Deliver partners for the Cumbria pilot include: • Cumberland Council (engagement partner) • Royal Agricultural Benevolent Institution (engagement partner) • YES Energy Solutions (single point of contact) • Cold to Cosy Homes (CAfS) (energy efficiency and LCT advice services) • Citizens Advice – Carlisle and Eden (income maximisation services) • Pennysmart CIC (debt advice services) • Sia Partners (programme coordinator) • United Utilities (water debt advice services) In addition to these project partners, a longer list of support partners (third parties) will be consulted through the process of designing and launching this initiative. These include: • Cadent Foundation, Ovo Energy, National Grid, Auriga, Marches Energy Agency, Google Cloud, Citizens Advice, Agility Eco, Energy Projects Plus, ACRE, Northern PowerGrid, Wales & West Utilities, SGN, Aston Villa Foundation, Electricity North West, Northumbrian Water, WRCC, Collaboration Network, Reachout, ACTion with Communities in Cumbria, Age UK – Carlisle and Eden, TellJO, Lloyds Banking Group, Cumbria Community Foundation, Copeland Age & Advice Service, Cumbria CVS, Wise Group, Westmorland & Furness Council, Cumberland Community Foundation, and Churches Together in Cumbria As we look to scale the programme across the United Kingdom further partners will be consulted and onboarded depending on capabilities and project requirements.
Potential for New Learning	We believe that this project offers Cadent and NGN the wider industry opportunities for significant learning. Firstly, the project aims to design and ultimately test the benefits of a new way of working through the partner ecosystem approach. As mentioned above, energy networks have traditionally delivered a lot of their fuel poverty initiatives via a one-two-one relationship with a single partner. This has resulted in scenarios where the partner has not had the expertise to offer services to serve all the of the customers' needs or have been unable to use all of their expertise due to restrictions such as regulatory boundaries. The partner ecosystem approach will create a "patchwork" of funding and capabilities that should allow delivery partners to access a range of expertise and not be confined to the usual regulatory boundaries. In order to learn and test this new way of working Cadent and NGN will evaluate the SROI ratio of the pilot and compare it will the SROI of past Cadent fuel poverty initiatives. Our hypothesis

is that the trial should show an increased SROI ratio, through the reduction in duplication, economies of scale, and maximising of benefits to individual customers.

Secondly, the project will test the compatibility of funding pots and regulation between GDNs and DNOs. The partner ecosystem aims to engage and feature organisations from across the industry, including different types of energy network.

DNOs and GDNs have different regulatory incentives and governance documents across GD2 and ED2, and the partner ecosystem project will test an approach that directs different regulatory allowances at a common deliverable. Cadent and NGN will aim to capture both the benefits and restrictions of this approach, and the outputs will help influence policy debate and business planning for future price controls.

Additionally, the project will provide Cadent and NGN with learning on how value is apportioned. Cadent and NGN have worked together to deliver collaborative Vulnerability and Carbon Monoxide Allowance projects through the first two years of GD2. On these projects, value is typically apportioned based on factors such as the proportion of funding provided by each network company or the split of forecasted outputs by network area. Cadent and NGN aim to apply a more advanced method for apportioning value that considers non-financial contributions (e.g. data) and referrals etc.

Scale of VCMA Project and SROI Calculations	**Scale of VCMA Project** Deliver the second phase of the project from April 2023. The third phase (scaling of the pilots) will continue through 2024. The project aims to design and deliver two pilots of a fuel poverty partner ecosystem on the back of exploratory work conducted in phase one from February to April 2023. **SROI Summary** Cadent and NGN will invest £1,097,312.99 of VCMA funding to deliver the second phase of the fuel poverty partner ecosystem project which will focus on the design and delivery of two pilots of the Warm Homes Network proposition in Cumbria and Birmingham. An initial SROI calculation conducted by Sia Partners showed the two pilot projects will return a positive social return on investment. Five-year gross social return on investment: £1,790,244.82 Five-year net social return on investment: £692,931.83 **Ratio:** £1: £1.7
VCMA Project Start and End Date	Project Start Date: 01 April 2023 Project End Date: 31 March 2024
Geographical Area	The project will be delivered across Cadent's West Midlands network and NGN's network.

**Gas Network Vulnerability and Carbon Monoxide Allowance (VCMA)
Governance Document - PEA Control Table**

In order to ensure that a VCMA project is registered in accordance with the Ofgem VCMA governance document (incl. project eligibility assessment), the below table should be completed as part of the project registration process.
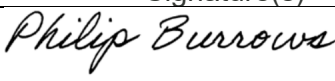
Stage 1: GDN Collaboration Group PEA Review
Date completed: February 2024
Review completed by: Gurvinder Dosanjh
Job title: Social Programmes Manager

GDN:	Name(s):
Cadent	Gurvinder Dosanjh
NGN	Jill Walker

Stage 2: GD2CVG Panel Review
Date review completed: February 2024
Review completed by: Phill Burrows
Job title: Head of Customer Vulnerability Social Programme Delivery

GDN:	Name(s)
Cadent	Phil Burrows
NGN	Eileen Brown

Step 3: Participating GDN individual signatory sign-off

GDN	Name(s)	Signature(s)	Date
Cadent:	Phil Burrows	*Philip Burrows*	13/02/2024
NGN:	Eileen Brown	*E Brown*	11/03/2024

Step 4: Upload PEA Document to the Website & Notification Email Sent to Ofgem (vcma@ofgem.gov.uk)

Date that PEA Document Uploaded to the Website: March 24

Date that Notification Email Sent to Ofgem: March 24