

# GDN Collaborative Vulnerability & Carbon Monoxide Allowance (VCMA)

## Project Eligibility Assessment (PEA)

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### Cadent and NGN Collaborative One Number Programme 2023 - 2025

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***Updated March 2024** (Gurvinder Dosanjh)*

***Updated August 2024** (Phillip Harding)*

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

<b>Section 1 - Eligibility criteria for company specific projects (other than condemned essential gas appliance repair and replacement)</b>	
In order to qualify as a VCMA project, a project must:	
<b>VCMA Eligibility Criteria</b>	<b>Criteria Satisfied (Yes/No)</b>
a) Have a positive, or forecasted positive Social Return on Investment (SROI), including for the gas consumers funding the VCMA project;	Yes
b) Either: <ul style="list-style-type: none"> <li>i. Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or</li> <li>ii. Provide awareness on the dangers of CO, or</li> <li>iii. Reduce the risk of harm caused by CO;</li> </ul>	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
<b>Section 2 - Eligibility criteria for company specific essential gas appliance servicing, repair and replacement projects</b>	
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;	Yes
b) The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance; and;	Yes
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.	Yes
<b>Section 3 - Eligibility criteria for collaborative VCMA projects</b>	
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	Cadent and NGN Collaborative One Number Programme 2023 - 2025
Funding GDN(s)	Cadent Gas Limited and Northern Gas Networks Limited
New/ Updated	<b>Updated March 2024</b> <b>Updated August 2024</b>
Role of GDN(s) *For Collaborative VCMA Projects only	Both Cadent Gas Limited and Northern Gas Networks Limited will provide VCMA funding to delivery partners Groundwork UK and National Energy Action to enable the provision of advice and gas appliance repair, replace, and servicing services to gas consumers in vulnerable situations.  Additionally, the gas distribution networks (GDNs) will identify customers in need for the project's services through emergency and planned work GDN visits.
Date of PEA Submission	March 2023 <b>Updated March 2024</b> <b>Updated August 2024</b>
VCMA Project Contact Name, email and Number	VCMA Project Contact Name: Phil Burrows Title: Head of Customer Vulnerability Social Programme Delivery Email: Phil.m.burrows@cadentgas.com Number: 07773 545451
Total Cost (£k)	Total Project costs: £4,823,036.90  Total Cadent costs: £3,807,771.90 Total NGN costs: £1,015,265.00  <b>Updated March 2024</b>  Total Cadent costs: £4,327,959.90 (increased by £520,188.00) Total NGN costs: £1,015,265.00 (unchanged).  <b>Updated August 2024</b> Total Cadent Costs: £4,527,959.90 (increased by £200,000.00) Total NGN costs: £1,015,265.00 (unchanged).
Total VCMA Funding Required (£k)	Total VCMA funding required: £4,823,036.90  Total Cadent costs: £3,807,771.90 Total NGN costs: £1,015,265.00  <b>Updated March 2024</b>  Total VCMA funding required: £5,343,224.90  Total Cadent costs: £4,327,959.90 Total NGN costs: £1,015,265.00  <b>Updated August 2024</b>  Total VCMA funding required: £5,543,224.90  Total Cadent costs: £4,527,959.90 Total NGN costs: £1,015,265.00

<p><b>Problem(s)</b></p>	<p>The Cadent and NGN Collaborative One Number Programme 2023 - 2025 project aims to tackle a number of problems faced by customers in vulnerable situations.</p> <p><u>Fuel poverty</u></p> <p>The government's recently published <sup>1</sup>statistics report the scale of fuel poverty across England in 2022. The latest data reports a national increase of 0.3% in fuel poverty, up to 13.4% from the previous level of 13.1%.</p> <p>The increase in the number of homes across England experiencing fuel poverty means that 3.26 million households are currently facing this form of hardship. This equates to 1,810,996 households living in fuel poverty across Cadent's and NGN's networks alone.</p> <p>The project's gas appliance repair, replace, and servicing services will only be offered to households who qualify under the VCMA governance document criteria; the criteria includes low income households who are unable to afford the cost of the gas appliance repair, replace, and servicing through their own financial means. The government's latest statistics also show the link between low income and fuel poverty. For instance, 44.6% of all homes in the lowest household income decile are currently living in fuel poverty - an estimated 1,117,000 households.</p> <p>As a form of hardship, fuel poverty can pose serious health risks to affected households. Customers living in fuel poverty do not have the available disposable household income to heat their home to an adequate, healthy temperature. This can increase households' risk of exposure to cold related illness and poor mental health, through living in colder housing conditions and experiencing financial related stress.</p> <p>At the severe end of the spectrum, cold housing conditions to lead to increased mortality. More people die in the winter than in the summer. <sup>2</sup>2017/2018 statistics reported that 16,980 excess UK winter deaths were attributable to cold housing conditions.</p> <p>The Cadent and NGN Collaborative One Number Programme 2023 - 2025 project aims to support households living in fuel poverty by:</p> <ul style="list-style-type: none"> <li>• Ensuring that low income households whose gas appliance(s) have been isolated and condemned by a GDN engineer have access to fully funded repairs, replacements, and servicing. This will enable minimal interruption to vulnerable households' sources of heat.</li> <li>• Issuing tailored in-home energy efficiency advice, supporting customers to access industry funding (e.g. Warm Homes Discount), and assisting customers to maximise their household income. This will result in increases to customers' levels of disposable household income and improvements in their properties' energy efficiency.</li> </ul> <p><u>Identification of fuel poor customers</u></p> <p>Energy networks, local authorities, and charities can all face challenges when attempting to identify fuel poor households. Vulnerable households most in need for interventions can often be the most difficult to identify and engage.</p> <p>Organisations can face several barriers when attempting to identify fuel poor households most in need of support:</p>
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<sup>1</sup> <https://www.gov.uk/government/statistics/annual-fuel-poverty-statistics-report-2023>

<sup>2</sup><https://www.e3g.org/news/media-room/17000-people-in-the-uk-died-last-winter-due-to-cold-housing>

	<ul style="list-style-type: none"> <li>• Vulnerable households can often not present themselves to receive support due to a belief that "others must be worse off", or that they are not eligible for industry support. The cost of living crisis and recent rises in energy prices have led to a new group of customers being impacted by fuel poverty. This new group of customers were previously on the fringes of fuel poverty, and often hold the beliefs that they are not eligible for support, or that other customer groups are more in need.</li> <li>• Additionally, vulnerable households can often have a lack of awareness of the types and range of support available from industry schemes and local support organisations. Factors such as digital exclusion or defeatist feelings can lead to low awareness levels in many in need, vulnerable households.</li> </ul> <p>The Cadent and NGN Collaborative One Number Programme 2023 - 2025 project offers GDN engineers the ability to refer vulnerable households to a single source of support. Households will be identified through GDN emergency and planned work visits and are able to be referred for a range of advice and gas appliance services.</p> <p>Vulnerable households can be disproportionately affected by gas emergencies due to an increased likelihood of experiencing financial hardship. Customers living in financial hardship may not have the levels of disposable income necessary to regularly service their gas appliances, leading to an increased risk of breakdown or failure.</p> <p>The project allows Cadent and NGN to maximise every interaction with vulnerable households with that they visit through planned and emergency works.</p> <p><b><u>Updated August 2024</u></b></p> <p>We have increased funding in the West Midlands in response to a rise in gas appliance repair and replacement referrals. We believe this is due to both the cost of living crisis and improved internal communications within Cadent regarding Services Beyond the Meter and the One Number programme.</p>
<p><b>Scope and Objectives</b></p>	<p><u>Project scope</u></p> <p>The Cadent and NGN Collaborative One Number Programme 2023 - 2025 project builds on a company specific pilot delivered on Cadent's networks between April 2021 and December 2022.</p> <p>This collaborative project uses the same model and learning from the Cadent pilot to deliver support to customers in vulnerable situations living in the Eastern, North London, North West, West Midlands, and NGN networks. The project will commence in January 2023 and will run for a period of two years until January 2025.</p> <p>The collaborative project will be delivered by two providers - Groundwork UK (Groundwork) and National Energy Action (NEA). The two providers will operate a network split model, with Groundwork delivering the service to North West, West Midlands, and NGN customers, whilst NEA will provide support to Eastern and North London customers.</p> <p>As mentioned in the Problem(s) section of this document, customers will be identified through Cadent's and NGN's emergency and planned work visits. The One Number programme offers GDN engineers the ability to refer customers in vulnerable situations to a single point of contact - Groundwork or NEA.</p>

Customers' needs and eligibility will first be assessed by Groundwork and NEA, before the customer is triaged and then provided with the following services (based on customer need and eligibility):

- In-home energy efficiency advice (e.g. supporting customers to tackle condensation/damp and use their appliances more efficiently etc.)
- Assisting customers to access industry funding (e.g. Warm Homes Discount and Energy Company Obligation)
- Helping customers to maximise their household income (e.g. benefit entitlement checks, claims support, and the management/clearing of energy debt)
- Servicing of essential gas appliances
- Repair/replacement of essential gas appliances and pipework

#### Project objectives

The project has a number of objectives, against which the success of the project will be measured:

- Approximately 4,400 households will receive tailored in-home energy efficiency advice across the two year duration of the project. This number of customers is forecasted to be split between 500 customers per Cadent network, per annum, and 200 NGN customers per annum.
- Approximately 2,400 households will receive support to access industry funding across the two year duration of the project. This number of customers is forecasted to be split between 250 customers per Cadent network, per annum, and 200 NGN customers per annum.
- Approximately 4,400 households will receive help to maximise their income across the two year duration of the project. This number of customers is forecasted to be split between 500 customers per Cadent network, per annum, and 200 NGN customers per annum.
- Approximately 1,600 gas appliances will be serviced in the homes of customers in vulnerable situations. The number of serviced appliances is forecasted to be split by 100 appliances per Cadent network, per annum, and 300 appliances in NGN's network per annum.
- 1,840 essential gas appliances will be repaired or replaced in the homes of customers in vulnerable situations. The number of repaired/replaced appliances is forecasted to be split by 130 appliances per Cadent network, per annum, and 400 appliances in NGN's network per annum.

As well as meeting the above quantitative objectives, Cadent and NGN aim to achieve the following qualitative positive indicators:

- Customers that receive support through the project will report reductions in financial stress, due to increases in their levels of disposable household income and receipt of fully funded gas appliance repairs, replacements, and/or servicing.
- Customers that receive support through the project will report improvements in their levels of comfort at home, due to improvements in their properties' energy efficiency and increases in their levels of disposable household income.

**Updated March 2024**

	<p>Based on increasing levels of vulnerability and the adoption of Energy Company Obligation (ECO4) eligibility criteria, there is a need for Cadent to commit additional funds to support a higher number of customers in vulnerable situations in the North-West and West-Midlands networks.</p> <p>The increased funding will support the delivery of an additional 412 repair/replacements of essential gas appliances in the homes of customers in vulnerable situations (206 each for North-West and West-Midlands).</p> <p><b><u>Updated August 2024</u></b></p> <p>The additional funding will support the delivery of an additional 70 repair/replacements of essential gas appliances within the West Midlands network.</p>
<p><b>Why the Project is Being Funded Through the VCMA</b></p>	<p>Cadent and NGN believe that this project meets all of the VCMA company specific, collaborative, and essential gas appliance servicing, repair and replacement project(s) criteria.</p> <p><u>Company specific VCMA eligibility criteria</u></p> <p><b>A. The project is forecasted to have a positive SROI:</b> We believe that the project has the deliverables necessary to create a positive social return on investment (SROI). Cadent and NGN will utilise social value proxies and calculations approved by industry experts such as SIA Partners. More information on the project's positive forecasted SROI can be found in the relevant section below.</p> <p><b>B. The project will either:</b></p> <ul style="list-style-type: none"> <li><b>i. Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or</b></li> <li><b>ii. Provide awareness on the dangers of CO, or</b></li> <li><b>iii. Reduce the risk of harm caused by CO</b> The project will provide support to consumers in vulnerable situations, relate to energy safeguarding, and reduce the risk of harm caused by CO. This will be achieved by the issuing of energy efficiency advice, supporting customers to access industry funding, maximising household income, and repairing/replacing/servicing dangerous gas appliances.</li> </ul> <p><b>C. Have defined outcomes and the associated actions to achieve these:</b> This project has clearly defined outcomes and success criteria, and the associated actions to meet them. Further information on the project's outcomes, associated actions, and success criteria can be found in the relevant section below.</p> <p><b>D. Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations, and:</b> The GDNs believe that this project goes outside of activities funded through other price control mechanisms due to:</p> <ul style="list-style-type: none"> <li>a) the types of services being delivered to customer, and,</li> <li>b) the method in which the support is delivered to customers (e.g. customers identified through emergency/planned work visits and referred for fully funded advice and gas appliance services)</li> </ul>

	<p><b>E. Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding:</b> This project will be delivered solely through Cadent's and NGN's VCMA funding.</p> <p><u>Collaborative VCMA projects criteria</u></p> <p><b>A. Meet the above company specific and boiler repair and replace (if applicable) project eligibility criteria:</b> This project meets the company-specific eligibility criteria - see relevant section above.</p> <p><b>B. Have the potential to benefit consumers on the participating networks; and:</b> This project will benefit customers in vulnerable situations living across Cadent's and NGN's gas distribution networks, as customers are identified through Cadent, and NGN emergency/planned work visits.</p> <p><b>C. Involve two, or more, gas distribution companies:</b> This project will be funded by Cadent and NGN.</p> <p><u>Essential gas appliance servicing, repair and replacement project criteria</u></p> <p><b>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:</b> All customers in receipt of essential gas appliance and unsafe pipework repairs, replacements, or servicing will be identified through a GDN emergency/planned work visit. Cadent and NGN engineers will condemn and isolate unsafe essential gas appliances and pipework when obligated to do so by policy on both emergency/planned work visits.</p> <p><b>B. The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance, and:</b> Groundwork UK and National Energy Action will assess customers' eligibility for essential gas appliance and unsafe pipework repairs, replacements, and servicing against a set of consistent and objective means tested criteria.</p> <p><b>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:</b> Groundwork UK and National Energy Action will assess customers' access to alternate sources of support to fund the unsafe pipework or essential gas appliance servicing, repair or replacement. This support will include government funding and the assistance of a landlord.</p>
<p><b>Evidence of Stakeholder/Customer Support</b></p>	<p>Cadent and NGN have both continue to conduct extensive stakeholder and customer engagement to help shape their VCMA strategies.</p> <p>For example, Cadent conducted extensive stakeholder engagement to gather the views of organisations on its year one VCMA delivery.</p> <p>Cadent obtained stakeholder feedback on individual projects (e.g. the One Number pilot project) and categories of activities (e.g. tackling affordability and fuel poverty).</p>

	<p>With regards to categories of activities, tackling affordability and fuel poverty saw the highest percentages of support for increasing funds, with 61% of stakeholders and 43% of customers supporting an increase in funding when compared to 2021-2022 levels.</p> <p>Concerning individual year one VCMA projects, 94% of customers and 87% of stakeholders supported, or somewhat supported Cadent's continued funding of the One Number programme. One customer (small business owner aged 50 - 59) commented <i>"I do feel this is a major game changer for people who are on low income or on benefits. It will help them to be able to live a life"</i>.</p> <p>Cadent's engagement also demonstrated customers' attitudes towards the cost of living crisis and their subsequent financial situation.</p> <p>Cadent asked customers for their views on which of the below statements best described their health and financial situation compared to 2021:</p> <ul style="list-style-type: none"> <li>• My current households health or financial situation is worse off compared to 2021.</li> <li>• My current households health or financial situation is the same compared to 2021.</li> <li>• My current households health or financial situation is better off compared to 2021.</li> </ul> <p>60% of participants responded that their households' health or financial situation was worse off this year compared to 2021 levels.</p> <p>The Cadent and NGN Collaborative One Number Programme 2023 - 2025 aims to support customers in challenging financial situations by offering support with full funded essential gas appliance repairs, replacements, and servicing, as well as providing expert energy efficiency, income maximisation, and industry funding advice.</p> <p>Additionally, NGN has conducted a range of stakeholder and customer engagement activities designed to help shape its VCMA delivery strategy.</p> <p>NGN held a specific fuel poverty workshop in January 2021. During this workshop, our stakeholders said that fuel, food and general poverty are all linked, and we need more streamlined ways of working together.</p> <p>This project fully aligns with the need to help people in fuel poverty and those on low incomes, to enable them to gain the knowledge and understanding of how to manage their energy bills and stay safe, in order to prevent fuel poverty and health issues in the future.</p> <p>During NGN's November 2021 Energy Crisis / Partnership Working Workshop, stakeholders said the energy crisis will result in people not getting their appliances serviced every year, which increases the risks of CO poisoning. More recently, NGN's February 2022 research found that support to help customers manage their energy bills ranked high as a priority. This project offers support to low income vulnerable households with both full funded gas appliance servicing and advice to improve energy efficiency and maximise income.</p> <p>Overall, Cadent and NGN have both received strong stakeholder and customer support to justify their investment of VCMA funding into this collaborative project.</p>
<p><b>Outcomes, Associated Actions and Success Criteria</b></p>	<p><u>Project outcomes</u></p>

Utilising Cadent's and NGN's funding, Groundwork UK and NEA will operate a One Number programme that will provide vital support to vulnerable households visited by GDN engineers.

The Cadent and NGN Collaborative One Number Programme 2023 - 2025 project aims to achieve the following outcomes:

- Approximately 4,400 households will receive tailored in-home energy efficiency advice across the two year duration of the project.
- Approximately 2,400 households will receive support to access industry funding across the two year duration of the project.
- Approximately 4,400 households will receive help to maximise their income across the two year duration of the project.
- Approximately 1,600 gas appliances will be serviced in the homes of customers in vulnerable situations.
- 1,840 essential gas appliances will be repaired or replaced in the homes of customers in vulnerable situations.

As well as achieving the above quantitative outcomes, the project also aims to deliver the following qualitative outcomes:

- Customers that receive support through the project will report reductions in financial stress, due to increases in their levels of disposable household income and receipt of fully funded gas appliance repairs, replacements, and/or servicing.
- Customers that receive support through the project will report improvements in their levels of comfort at home, due to improvements in their properties' energy efficiency and increases in their levels of disposable household income.

#### Associated actions

Cadent, NGN, Groundwork UK, and NEA will perform the following associated actions in order to achieve the project's outcomes and success criteria:

- Cadent and NGN will raise awareness on how to recognise signs of vulnerability amongst their field force. This will ensure that GDN engineers make every contact count and maximise the likelihood of vulnerable customers receiving support through the project.
- Cadent, NGN, Groundwork UK, and NEA will create a series of referral pathways into the project's eligibility check and triage service. These pathways will include an online form that can be completed by engineers, a dedicated referral phone number, and a drop card that will allow customers to self-refer following a GDN visit.
- Groundwork UK and NEA will operate a team of caseworkers with the appropriate levels of training and experience to deliver effective energy efficiency, income maximisation, and access to industry funding advice.
- Groundwork UK and NEA will operate networks of local contractors that will possess the necessary qualifications and geographic coverage to conduct essential gas appliance and unsafe pipework repairs, replacements, and servicing across the Cadent and NGN footprint.

#### Success criteria

	<p>The Cadent and NGN Collaborative One Number Programme 2023 - 2025 project's success will be measured through a variety of metrics including:</p> <ul style="list-style-type: none"> <li>• Evaluating the number of customers benefitting from the project's services against the forecasts referenced in the project objectives and outcomes section of this document.</li> <li>• Measuring customers' attitudes towards the positive indicators listed in the project objectives and outcomes section of this document (e.g. customers will report reductions in financial stress, due to increases in their levels of disposable household income and receipt of fully funded gas appliance repairs, replacements, and/or servicing).</li> <li>• Evaluating a positive social return on investment on the VCMA funding invested in this project - see below section for the project's SROI forecast.</li> </ul> <p><b><u>Updated March 2024</u></b></p> <p>Based on increasing levels of vulnerability and the adoption of Energy Company Obligation (ECO4) eligibility criteria, there is a need for Cadent to commit additional funds to support a higher number of customers in vulnerable situations in the North-West and West-Midlands networks.</p> <p>The increased funding will support the delivery of an additional 412 repair/replacements of essential gas appliances in the homes of customers in vulnerable situations (206 each for North-West and West-Midlands).</p> <p><b><u>Updated August 2024</u></b></p> <p>The additional funding will support the delivery of an extra 70 repair/replacements of essential gas appliances within the West Midlands network.</p>
<p><b>Project Partners and Third Parties Involved</b></p>	<p>Cadent will principally work in partnership with national communities charity - Groundwork UK, and national fuel poverty charity - National Energy Action.</p> <p>NGN will work in partnership with national communities charity - Groundwork UK.</p>
<p><b>Potential for New Learning</b></p>	<p>We believe that this project offers Cadent and NGN the opportunity for new learning in various areas.</p> <p>Firstly, Cadent previously operated the One Number programme as a company-specific pilot in 2021-2022. The pilot utilised a number of processes that worked effectively on Cadent's network. For example, Cadent and NEA used the customer's receipt of means tested benefits as a measure of a customer's ability to afford the costs of essential gas appliance and unsafe pipework repairs, replacements, and servicing.</p> <p>The collaborative project will offer Cadent and NGN learning on the suitability of means tested benefits as eligibility criteria across a wider customer base.</p> <p>Secondly, Cadent delivered the 2021-2022 company specific solely in partnership with NEA. The pilot delivered strongly and acted as the blueprint for this 2023 - 2025 collaborative VCMA project.</p> <p>The expansion of the project to include another GDN and another delivery partner will enable a comparison between delivery partners, and a wider sharing of learning and best practice between:</p> <ol style="list-style-type: none"> <li>a) the GDNs as funding partners (e.g. the benefits of collaborative working to maximise social return on investment), and</li> </ol>

	<p>b) Groundwork UK and NEA as delivery partners (e.g. management of subcontractors to deliver repair, replace, and servicing works efficiently and safely).</p> <p>Finally, the Cadent and NGN Collaborative One Number Programme 2023 - 2025 is the first collaborative VCMA project that includes the delivery of essential gas appliance and unsafe pipework repairs, replacements, and servicing.</p> <p>The joint delivery of repairs, replacements, and servicing by Cadent and NGN will offer new learning on the measurement of the social value created by such activities. Cadent and NGN both previously had company-specific methodologies for measuring the social value of repairs, replacements, and servicing activities.</p> <p>The collaborative VCMA project will enable a joint evaluation of the benefit received by repairs, replacements, and servicing customers, and will allow for the creation of a shared social return on investment calculation. This new learning and benefit may also extend to other services delivered through this project.</p>
<p><b>Scale of VCMA Project and SROI Calculations</b></p>	<p><u>Scale of VCMA project</u></p> <p>Cadent and NGN will provide funding to Groundwork UK and NEA as delivery partners to manage an initial two year project between January 2023 and January 2025.</p> <p>The project aims to support a total of 14,640 households with a range of advice and gas appliance repairs, replacements, and servicing services.</p> <p>The project will create a process that is embedded across Cadent and NGN operations, allowing GDN engineers to refer customers in vulnerable situations that are identified through emergency and planned work visits.</p> <p><u>SROI Summary</u></p> <p>Investment = £4,823,036.90  5-year social return on investment = £13,259,145.70  5-year gross present value = £18,082,182.60</p> <p><u>SROI calculations background information</u></p> <p>Cadent employed energy and utilities consultants from SIA Partners to evaluate the social value created by the range of activities offered through the One Number programme. SIA Partners evaluated an average 5-year gross present value for each service offered through the One Number programme.</p> <p>The average 5-year gross present values were based on three data sources:</p> <ol style="list-style-type: none"> <li>1. Actual data captured by NEA and Cadent during the first phase of the company specific One Number pilot delivered in 2021-2022,</li> <li>2. Historic NEA data captured between 2018-2021, and,</li> <li>3. Wider industry and public data (e.g. the DNO proxy bank and government fuel poverty statistics).</li> </ol> <p><u>The gross present value created through providing customers with energy efficiency advice</u></p> <p>Cadent and SIA Partners evaluated the social value created by a range of energy efficiency advice topics:</p>

- Efficient use of appliances and behaviours = 5-year gross present value of £367.77
- Heating and hot water controls = 5-year gross present value of £332.33
- Condensation/dampness support = 5-year gross present value of £183.82

Customers will receive advice on a needs basis, and the GDNs and the delivery partners have forecasted that each customer will receive advice on two energy efficiency topics on average.

The average value of a conversation on a single energy efficiency advice topic is £294.64, equating to a total average value of £589.28.

Approximately 4,400 households will receive energy efficiency advice, equating to a total 5-year gross present value of £2,592,832.00

#### The gross present value created by supporting customers to access industry funding

Cadent and SIA Partners evaluated the social value created by a range of industry funding advice topics:

- Access to the Warm Homes Discount = 5-year gross present value of £150.00
- Eco Availability and Measures = 5-year gross present value of £803.38

Customers will receive advice on a needs basis, and the GDNs and the delivery partners have forecasted that each customer will receive advice on one industry funding topic on average.

The average value of a conversation on a single industry funding topic is £476.69, equating to a total 5-year gross present value of £1,191,725.00 across 2,400 households.

#### The gross present value created through supporting customers to maximise their income

Cadent and SIA Partners evaluated that an average 5-year gross present value of £1,717.11 was created by supporting customers to maximise their household income.

4,400 households will receive this service across the project's two year duration, equating to a total 5-year gross present value of £7,555,284.00

#### The gross present value created by servicing essential gas appliances in the homes of customers in vulnerable situations

Cadent and SIA Partners evaluated the 5-year gross present value created from conducting gas appliance safety checks in the homes of customers in vulnerable situations.

SIA Partners evaluated an average 5-year gross present value of £469 per household. This figure was based on the financial savings to customers, the health and safety benefits of avoided gas leaks/suspected CO, and the maintained energy efficiency of the appliance.

1,600 households will receive support with essential gas appliance servicing, equating to a total 5-year gross present value of £750,400.00.

	<p><u>The gross present value created by repairing or replacing essential gas appliances in the homes of customers in vulnerable situations</u></p> <p>Cadent and SIA Partners evaluated the 5-year gross present value created from conducting gas appliance repairs and replacements in the homes of customers in vulnerable situations.</p> <p>SIA Partners assessed the financial, societal, and environmental benefits of repairing and replacing essential gas appliances including:</p> <ul style="list-style-type: none"> <li>• Avoided CO related deaths,</li> <li>• Avoided time of work due to injury,</li> <li>• Avoided long-term hospital admissions,</li> <li>• Reductions in cold related illness,</li> <li>• Reductions in cold related excess winter deaths, and,</li> <li>• Improved energy efficiency</li> </ul> <p>Based on historic data, the GDNs and delivery partners have made an assumption that 50% of all repaired and replaced appliances will be a source of heat (e.g. boiler, fire, wall-heater, fire/BBU).</p> <p>SIA Partners evaluated an average 5-year gross present value of £6,512.98 when repairing or replacing a gas appliance that is a source of heat.</p> <p>The programme aims to deliver 1,840 gas appliance repairs and replacements over the project's two year duration, and approximately 50% of these will be sources of heat - 920 appliances.</p> <p>This equates to an average 5-year gross present value of £5,991,941.60.</p> <p><b><u>Updated March 2024</u></b></p> <p>SROI Summary</p> <p>Investment = £5,343,224.90  Five-year social return on investment = £13,939,162.58  Five-year gross present value = £19,282,387.48</p> <p>Ratio = £1: £2.6</p> <p><b><u>Updated August 2024</u></b></p> <p>SROI Summary</p> <p>Investment = £5,543,224.90  Five-year social return on investment = £14,167,116.88  Five-year gross present value = £19,510,341.78</p> <p>Ratio = £1: £2.56</p>
<p><b>VCMA Project Start and End Date</b></p>	<p>VCMA Project Start Date: January 2023  VCMA Project End Date: January 2025</p>
<p><b>Geographical Area</b></p>	<p>The Cadent and NGN Collaborative One Number Programme 2023 - 2025 project will be delivered across Cadent's Eastern, North London, North West, West Midlands, as well as NGN's network.</p>

**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: March 2023  
 Review completed by: Ed Allard  
 Job title: Social Programmes Manager

GDN:	Name(s):
Cadent	Ed Allard
NGN	Jill Walker
SGN	
WWU	

Stage 2: GD2CVG Panel Review  
 Date review completed: March 2023  
 Review completed by: Phill Burrows  
 Job title: Head of Customer Vulnerability Social Programme Delivery

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

Step 3: Participating GDN individual signatory sign-off

GDN	Name(s)	Signature(s)	Date
Cadent:	Phil Burrows	<i>Philip Burrows</i>	28/03/2023
NGN:	Eileen Brown	<i>E Brown</i>	28/03/2023
SGN:			
WWU:			

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: 21/08/2024

Date that Notification Email Sent to Ofgem: 21/08/2024