

# Vulnerability & Carbon Monoxide Allowance (VCMA)

## Project Eligibility Assessment (PEA) A Scheme to Support Cadent Customers During Winter/Spring 2021-2022

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## 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>
<b>a)</b> Have a positive, or forecasted positive Social Return on Investment (SROI), including for the gas consumers funding the VCMA project;	<b>Yes</b>
<b>b)</b> Either: <ul style="list-style-type: none"> <li><b>i.</b> Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or</li> <li><b>ii.</b> Provide awareness on the dangers of CO, or</li> <li><b>iii.</b> Reduce the risk of harm caused by CO;</li> </ul>	<b>Yes</b>
<b>c)</b> Have defined outcomes and the associated actions to achieve these;	<b>Yes</b>
<b>d)</b> Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations; and	<b>Yes</b>
<b>e)</b> Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved, or local) funding.	<b>Yes</b>
<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:	
<b>a)</b> 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>N/A</b>
<b>b)</b> The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance; and;	<b>N/A</b>
<b>c)</b> 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>N/A</b>

**Section 3 - Eligibility criteria for collaborative VCMA projects**

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

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

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

<b>Information Required</b>	<b>Description</b>
<b>Project Title</b>	A Scheme to Support Cadent Customers During Winter/Spring 2021-2022
<b>Funding GDN(s)</b>	Cadent - Initiative delivered across all 4 networks
<b>Role of GDN(s) *For Collaborative VCMA Project only</b>	Not applicable - Cadent company-specific project
<b>Date of PEA Submission</b>	February 2022
<b>VCMA Project Contact Name, email, and Number</b>	Name: Phil Burrows, Email: phil.m.burrows@cadentgas.com Number: 07773 545451
<b>Total Cost (£k)</b>	£77,500.00
<b>Total VCMA Funding Required (£k)</b>	£77,500.00
<b>Problem(s)</b>	<p><u>Unclaimed benefits</u></p> <p>The Department of Work &amp; Pensions manages the range of financial support available through the UK benefits system. This includes the granting of benefits applications and advertising the support on offer to millions of households across the country.</p> <p>However, a large number of customers are not aware of, or do not have the means to claim the financial support that they are entitled to.</p> <p>2017/2018 statistics from the Department of Work &amp; Pensions reports that nearly £16 billion of benefits go unclaimed in the UK each year. The statistics also break down the number of eligible households that make up the total £16 billion. These include:</p>

- 670,000 families not claiming child taxcredits, amounting to a total value of £2,490,000,000.
- 1,060,000 households not claiming pensioncredits, equating to a total value of £2,160,000,000.
- 950,000 households not claiming working taxcredits, amounting to a total value of £2,540,000,000.

The DWP point to a variety of reasons for this vast unclaimed amount, but primarily attribute the issue to many families not knowing what support they are entitled to. Other issues include varying rules and the complex different types of benefits available.

This can often confuse and alienate those who need them.

This project looks to address this issue through Auriga Services engaging households with the offer of free, expert income maximisation services.

Households will be identified through client bases of previously delivered Severn Trent and Thames Water schemes. These client bases contain households who have previously claimed benefits, but many no longer be claiming the correct updated amount due to policy and landscape changes.

Cadent and Auriga hope to achieve an average of £2,400 in realised additional income for each supported household.

### Fuel poverty

Fuel poverty is a form of hardship where residents are unable to afford the cost of fuel to adequately heat their home. There are 3 main factors that influence a home's chances of living in fuel poverty:

- Household income,
- The price of fuel, and,
- The household's energy requirements (often linked to efficiency).

There are an estimated 2,400,000 homes living in fuel poverty in England. Approximately 1,400,000 of which fall under Cadent's 4 gas distribution networks.

Fuel poverty can impact prepayment meter customers disproportionately compared to direct debit customers.

A 2020 Christians Against Poverty report states that it is common for PPM users to frequently self-disconnect, topping up a small amount at the beginning of the week and consistently running out after three or four days.

Additionally, the report also states that seven in ten (69%) PPM users who went without meals due to debt, said they did so to pay for energy.

The impacts of living in a cold home and rationing food to afford heating can have a detrimental impact on the health of residents living in these forms of hardship.

Households living in fuel poverty can experience many detrimental physical and mental health conditions. <sup>2</sup>Respiratory tract infections, <sup>3</sup>viruses and stress can all be exacerbated by living in a cold, damp home.

At the most severe end of the scale, the impact of living in a cold home can cause premature death. There are more deaths across England and Wales reported in Winter than in Summer. <sup>4</sup>2017/2018 statistics reported that 16,890 excess winter deaths in the UK were attributed to cold housing conditions.

This project looks to support the specific group of fuel poor customers that use a prepayment meter by offering emergency fuel vouchers to homes in crisis. The vouchers will also be accompanied with simple in-home energy efficiency advice.

### **Updated March 2023**

Challenges in distributing emergency fuel vouchers, and the identification of alternate uses for Cadent's funding has led to our organisations discussing the reallocation of £60,000.00 to enable the delivery of a debt advice service.

- The unspent Cadent funding (£60,000.00) would equate to 1.3 FTE over a twelve-month period. This cost would include a full-time debt advice service and associated administration, reporting, and management activities.
- The debt advice service proposes to commence from 1st April 2023 and would be delivered for a period of twelve months up until 31st March 2024.
- Approximately 800 - 1,000 customers would be proactively engaged with the offer of debt advice, and literature on carbon monoxide safety and money saving. Based on previous experience, Auriga forecast that approximately 25% of customers engaged with the offer of debt advice will partake in the service, equating to a total support to approximately 200 customer

	<ul style="list-style-type: none"> <li>Based on the above engagement and success rate(s), Auriga have estimated that the service will manage between £1,000,00.00 and £1,200,000.00 worth of debt.</li> </ul> <p>Given the changes to the national landscape in the aftermath of the Covid-19 pandemic, the current cost of living crisis, and rises in energy prices, we believe that the provision of debt advice offers higher social benefit versus the project's original output of emergency fuel vouchers.</p>
<p><b>Scope and Objectives</b></p>	<p><u>Project scope</u></p> <p>The VCMA project will run in partnership with Auriga Services Ltd. Auriga are a public benefit entity and support customers across the country living in poverty and debt.</p> <p>The project will run for a period of 5-months between 01/03/2022 - 31/07/2022 and aims to support approximately 1100 customers. This total reach can be broken down into:</p>

<sup>1</sup>[https://www.ofgem.gov.uk/sites/default/files/docs/2020/05/christians\\_against\\_poverty\\_response.pdf](https://www.ofgem.gov.uk/sites/default/files/docs/2020/05/christians_against_poverty_response.pdf)

<sup>2</sup> [https://fingertips.phe.org.uk/documents/Fuel\\_poverty\\_health\\_inequalities.pdf](https://fingertips.phe.org.uk/documents/Fuel_poverty_health_inequalities.pdf) (2014)

<sup>3</sup> <https://www.cse.org.uk/downloads/reports-and-publications/fuel-poverty/fuel-poverty-ill-health.pdf>

<sup>4</sup> <https://www.e3g.org/news/media-room/17000-people-in-the-uk-died-last-winter-due-to-cold-housing>

- 1,050 customers will receive a £49 emergency fuel voucher. These customers will be identified through the Auriga income maximisation service that runs in tandem with this project and wider Auriga referral channels. Customers will also receive practical support on improving their home's energy efficiency.
- Approximately 525 customers (based on a forecast of 50% that will meet the needs code) will receive awareness and the means to register to the priority services register.
- 50 households will receive income maximisation support from Auriga's dedicated expert team. This service will assist customers by conducting benefit entitlement checks and claims support, as well as offering energy efficiency advice.
- Approximately 1,050 emergency fuel voucher customers will receive literature on carbon monoxide safety.

Cadent's funding will be utilised by Auriga Services to coordinate and deliver a programme of support that centres on the provision of emergency fuel vouchers, energy advice, income maximisation services and carbon monoxide education.

The emergency fuel vouchers will be issued in partnership with the Fuel Bank Foundation, and each voucher will contain £49 of credit.

### Updated March 2023

The unspent Cadent funding of £60,000.00 will be utilized by Auriga to employ 1.3 FTE debt advisor over twelve months. It also includes admin and management fees.

- Approximately 800 - 1,000 customers would be proactively engaged with the offer of debt advice, and literature on carbon monoxide safety and money saving. Based on previous experience, Auriga forecast that approximately 25% of customers engaged with the offer of debt advice will partake in the service, equating to a delivery of support to approximately 200 customers.

### Project objectives

The project contains a series of objectives that success will be measured:

- To support 1,100 households currently experiencing fuel poverty due to low levels of household income and being unable to afford the cost of heating their home to an adequate level.



	<ul style="list-style-type: none"> <li>• To generate a positive social return on investment - please see the below section for more details.</li> <li>• To issue 1,050 £49 emergency fuel vouchers to households on Cadent's networks living in fuel poverty. The vouchers will also be accompanied by information on home energy efficiency.</li> <li>• To support 50 households with income maximisation services, helping them to identify and claim all of the financial assistance that they are entitled to. An average of £2,400 in additional income per household will be identified.</li> <li>• To provide 525 households with awareness and a means of registration to the priority services register.</li> <li>• To issue carbon monoxide education to 1,050 households through the distribution of literature. This literature will accompany the emergency fuel vouchers issued through the project.</li> </ul> <p>Updated March 2023</p> <ul style="list-style-type: none"> <li>• To engage 800-1000 customers with the offer of debt advice.</li> <li>• To engage 800-1000 customers with CO awareness.</li> <li>• To engage 800-1000 customers with energy efficiency tips.</li> <li>• To manage £1-1.2 million in debt.</li> </ul>
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<p><b>Why the Project is Being Funded Through the VCMA</b></p>	<p>This project meets all of the company specific VCMA eligibility criteria.</p> <ol style="list-style-type: none"> <li>a. <b>Have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA Project;</b> <p>Yes - see the below section for more information.</p> </li> <li>b. <b>Either:</b> <ol style="list-style-type: none"> <li>i. <b>Provide support to customers in vulnerable situations and relate to energy safeguarding, or;</b></li> <li>ii. <b>Provide awareness on the dangers of CO, or;</b></li> <li>iii. <b>Reduce the risk of harm caused by CO.</b> <p>Yes - this project will both provide support to customers living in fuel poverty (income maximisation and fuel vouchers) and provide awareness on the dangers of CO (literature).</p> </li> </ol> </li> <li>c. <b>Have defined outcomes and the associated actions to achieve them:</b></li> </ol>
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	<p>This project has clearly defined actions 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.</p> <p><b>d. Go beyond activities that are funded through other price control mechanisms or required through other licence obligations;</b></p> <p>The partnership with Auriga and the provision of financial support to customers through Auriga's services goes beyond activities that Cadent receive funding for through other price control deliverables. This is a new holistic approach to tackling fuel poverty demonstrates innovation.</p> <p><b>e. Not be delivered through other external funding sources directly accessed by a GDN, including other government (national, devolved, or local) funding;</b></p> <p>This project will be delivered solely with VCMA funding, and a clear structure will be in place to ensure that all aspects of the project are allocated against the VCMA funding.</p>
<p><b>Evidence of Stakeholder/Customer Support</b></p>	<p><sup>5</sup>Cadent's independent customer engagement group report for its R110-GD2 business plans contains feedback on a variety of proposals, including Cadent's ambitions for tackling fuel poverty.</p> <p>The report supported Cadent's holistic approach to tackling fuel poverty, whereby a household is supported with a combination of services/advice.</p> <p>The CEG recognised the need for a holistic approach that supports a household with its fuel prices (FPNES), energy efficiency (advice/repair and replacement) and household income (income maximisation).</p> <p>The Auriga Winter/Spring project will allow Cadent to offer a suite of support to fuel poor households through a single interaction - adopting this holistic approach to tackling fuel poverty. For example, households supported through the project stand to receive a combination of income maximisation services, emergency fuel vouchers and literature on carbon monoxide. Services will be delivered to clients dependent on their needs, as assessed by Auriga.</p> <p>This project's strategy also correlates with the wider national vulnerability landscape in spring 2022. This project will be launched a month before the introduction of the April 2022 increased Ofgem price cap. The assistance offered to fuel poor households over the course of the 5-month duration of the project will be as crucial as ever in providing critical support.</p> <p>The End Fuel Poverty Coalition recently issued calls for more support to be offered to fuel poor households, as experts predict</p>

	<p>that the October cap could see prices rise to over £3,000 per annum.</p> <p>This project looks to answer the calls of many stakeholders to increase activity that supports fuel-poor households across the country.</p>
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<sup>5</sup> <https://cadentgas.com/nggdwsdev/media/Downloads/business-plan/Cadent-CEG-report-with-appendices.pdf>

Information Required	Description
<p><b>Outcomes, Associated Actions and Success Criteria</b></p>	<p><u>Project Outcomes</u></p> <p>The VCMA project will be delivered in partnership with Auriga Services and aims to support approximately 1,100 residents with income maximisation, emergency fuel vouchers and carbon monoxide education.</p> <p>The Winter/Spring Auriga project aims to achieve the following outcomes:</p> <ul style="list-style-type: none"> <li>• Households are supported to identify, claim, and realise unclaimed benefits (an average of £2,400 per property). This additional household income may be used by customers to afford the cost of heating their homes to an adequate level.</li> <li>• Customers living in fuel poverty are issued with emergency fuel vouchers (£49 per voucher) to fulfil an immediate short-term need. Clients receiving a voucher will also be issued with practical support on home energy advice - raising awareness to provide sustainable support.</li> <li>• Households are educated on the signs, symptoms, and dangers of carbon monoxide through the issuing of literature.</li> <li>• Households are provided with the benefits of priority service register registration, including a reduction in stress during an outage.</li> </ul> <p><b>Updated March 2023</b></p> <p><b>The Project aims to achieve the following outcomes:</b></p> <ul style="list-style-type: none"> <li>• 800-1000 customers will be engaged with the offer of debt advice.</li> <li>• 800-1000 customers will receive literature on CO awareness.</li> <li>• 800-1000 customers will receive energy saving tips.</li> <li>• Manage £1m -£1.2 million in debt.</li> </ul>

## Associated actions

- A significant portion of the funding will be used to manage the process and issue approximately 1,050 emergency fuel vouchers to households identified in crisis by Auriga.
- The 1,050 households receiving an emergency fuel voucher will also receive information on how to improve their home's energy efficiency.
- An element of the VCMA funding provided by Cadent will be used by Auriga to engage and support 50 households with income maximisation services. Each household will realise an average of £2,400 in additional income.
- Approximately 1,050 households will receive literature on the dangers of carbon monoxide, as well as advice on the signs, symptoms, and preventative measures.
- As carbon monoxide experts, Cadent will provide Auriga with key safety information that will be incorporated into the project's literature.
- Cadent will provide Auriga staff with awareness on the priority services register and information on the process for registration.

## Success criteria

The success of the project will be evaluated against the meeting of the project's objectives. These objectives include:

1. The project will reach approximately 1,100 customers over the course of the 5-month duration of the project.
2. 1,050 fuel poor households will receive support via a £49 emergency fuel voucher with accompanying energy efficiency advice.
3. 50 households will receive in-depth support with identifying, claiming, and realising additional income through unclaimed benefits. Each household will realise an average of £2,400 in additional income.
4. 1,050 households will receive literature on the signs, symptoms, dangers, and preventative measures associated with carbon monoxide.
5. The project will realise a positive social return on investment - see below section for more details.
6. 525 households will receive awareness and a means of registering to the priority services register.

As well as aiming to reach a target number of customers and achieve a positive social return, Cadent and Auriga will review the qualitative benefits/indicators of the project as part of the final evaluation.

Meeting of the below indicators will help Cadent determine the success of the project:

- Customers will realise increases in household income through ensuring that they are claiming the benefits that they are entitled to.
- Customers will report reduced levels of anxiety through receiving an emergency fuel voucher and energy efficiency advice. Customers will also report increased feelings of comfort due to receiving the benefits of PSR registration.
- 5. Customers report increased feelings of warmth and comfort at home due to being in receipt of emergency fuel vouchers and additional income (via income maximisation).

## Updated March 2023

The success of the project will be measured against meeting of the project objectives:

- Engaging 800-1000 customers with debt advice.
- Engaging 800-100 customers with CO awareness and money saving leaflets.
- Managing £1,000,000 to £1,200,000 in debt.

	<p>As well as aiming to reach a target number of customers and achieve a positive social return, Cadent and Auriga will review the qualitative benefits/indicators of the project as part of the finalevaluation.</p> <p>Meeting of the below indicators will help Cadent determine the success of the project:</p> <ul style="list-style-type: none"> <li>• Customers will report a decrease in stress and anxiety through managing their debt and budgeting their income.</li> <li>• Customers will report feeling safer at home through being made aware of CO signs and symptoms.</li> <li>• Customers will report an increase in income available through managing debt and income maximisation.</li> </ul>
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<b>Project Partners and Third Parties Involved</b>	<p>Cadent's principal partner on the project is Auriga Services.</p> <p>Auriga will be working in partnership with the Fuel Bank Foundation to manage the issuing of emergency fuel vouchers.</p>
<b>Potential for New Learning</b>	<p>This project will offer Cadent the opportunity of gaining numerous potential new learnings:</p> <ol style="list-style-type: none"> <li>1. Stakeholder feedback as part of Cadent's customer engagement group supported a holistic approach to tackling fuel poverty. This project will deliver several services to engaged households including income maximisation, benefit entitlement checks, energy advice and carbon monoxide education. This project will trial this approach and offer Cadent insight on customer's receptiveness and social value created.</li> </ol>



	<ol style="list-style-type: none"> <li>2. An element of the project's delivery focuses on engagement of customers that are potentially eligible for benefits but are not claiming their entitlement. Auriga proposes to engage customers that have previously claimed benefits, or those that are on Thames Water's social tariffs register. This approach will test the success of engaging customers that have previously been eligible, giving Cadent learning on the benefit versus reaching new customers.</li> <li>3. This initiative is the first Cadent company-specific project that involves the issuing of emergency fuel vouchers. We have been minded to ensure that fuel vouchers are accompanied with advice, maximising the long term, as well as the short term value to the customer. This project will offer Cadent insight on the social value of offering emergency fuel vouchers. We will also gain value on what additional benefit they offer on top of the financial saving to the customer (£49).</li> </ol>
<p><b>Scale of VCMA Project and SROI Calculations</b></p>	<p><u>Scale of VCMA project</u></p> <p>The Auriga Winter/Spring project will deliver support for an initial 5-month period. The project will focus on the provision of financial, energy efficiency and gas safety support to approximately 1,100 customers.</p> <p>This total reach will be divided between:</p> <ul style="list-style-type: none"> <li>• 1,050 fuel poor households on prepayment meters will receive support via an emergency £49 fuel voucher.</li> <li>• This customer group will also receive advice on home energy efficiency and education on the dangers of carbon monoxide.</li> <li>• 50 households will be supported with in-depth benefit entitlement checks and claims support. Auriga predict that each household will realise an average of £2,400 in additional income.</li> <li>• 525 households will receive awareness and a means of registering to the priority services register.</li> </ul> <p>The project will target customers living in fuel poverty across Cadent's four networks. These customers will be identified through the client bases</p>

of historic Auriga income maximisation schemes and wider Auriga referral channels. This will ensure that the project's support is targeted at the households most in need.

### Social return on investment

- Forecasted 5-year social return on investment = £724,410.74
- Forecasted 1-year social return on investment = £82,882.148
- Investment = £77,500
- Total gross present value = £801,910.74
- Total gross present value from the issuing of emergency fuel vouchers = £17,715.60
- Total gross present value from supporting customers with income maximisation = £120,000.00
- Total gross present value from the education of customers on the dangers of carbon monoxide = £6,873.09
- Total gross present value from the issuing of energy efficiency advice = £581,779.80
- Total gross present value from registrations to the priority services register = £75,542.25

### Emergency fuel vouchers

Cadent forecasts that 1,050 households will receive an emergency fuel voucher of £49.

The issuing of emergency fuel vouchers can be split into individual benefits. Cadent has forecasted that each individual benefit will create gross present value. These individual benefits are:

- Financial savings
- Reductions in stress
- Reduced risk of illness through living in a cold home

### Financial savings

In the simplest terms, the issuing of emergency fuel vouchers offers customers a cost saving, whereby



they save £49 that they may have spent on fuel due to Cadent providing the funding.

This equates to a total saving to the customers reached through the project of £51,450

### Reductions in stress

The DNO proxy bank contains a series of social values with accompanying information sources for a number of utilities related scenarios.

One of the scenarios mapped is the social value of a reduction in stress during an outage. This value has previously applied to PSR registrations but is equally as applicable to outages faced by prepayment customers in crisis.

PSTR registration is a longer lasting benefit when compared to the issuing of an emergency fuel voucher. As such, the gross present value must reflect this and Cadent are only measuring the value of a reduction in stress over one year.

The DNO proxy bank cites a social value of £35, equivalent to the average cost of a stress management course.

Emergency fuel vouchers will be issued to 1,050 customers, equating to a gross present value through a reduction in stress of £36,750.

### Reduced risk of illness through living in a cold home

The social value of reducing illness in residents living in a cold home was evaluated as part of Cadent's RIIO-GD2 business plan formations.

The analysis of the benefit of reducing cold related illness was broken down as follows:

- <sup>6</sup>Visits to GP's for respiratory tract infections increase by up to 19% for every one degree drop in mean temperature below 5°C in homes.
- An assumed success rate of 19% has been applied, that is, without the initiative the customers would experience at least a 19% higher risk of respiratory tract infections requiring at least one visit to their GP.

<sup>6</sup> [https://fingertips.phe.org.uk/documents/Fuel\\_poverty\\_health\\_inequalities.pdf](https://fingertips.phe.org.uk/documents/Fuel_poverty_health_inequalities.pdf) (2014)

- We forecast that the project will issue emergency fuel vouchers to 1,050 households.
- The average size of a UK household is 2.4 people.
- Therefore, the project's total reach (emergency fuel vouchers) is 2,520.
- 19% of 2,520 equates to 479 avoided GP visits.
- The average cost of a GP consultation lasting 9.22 minutes is <sup>7</sup>£37.00.
- 479 avoided GP visits at £37.00 per visit equates to a total gross present value of £17,715.60.

### Income maximisation services

Cadent's project partner Auriga Services Ltd have SROI evaluation expertise within their organisation and have produced an SROI forecast using this knowledge.

Auriga have forecasted that each customer will receive an average financial benefit of £2,400.

Approximately 50 households will receive support with income maximisation services, including benefit entitlement checks and claims support over the 5-month duration of the project.

50 households receiving a benefit of £2,400 equates to a total value of £120,000.

A full SROI evaluation will be conducted on the project's completion based on actual, rather than forecasted realised income.

### Carbon monoxide education

As part of RIIO-GD2 business plan formations, Cadent commission consultants from SIA Partners to evaluate the social value of educating customers on the dangers of carbon monoxide.

The gross present values evaluated from this research were based on a number of assumptions:

- A 2.4 multiplier was applied to the number of households receiving education. This was to

<sup>7</sup> <https://www.pssru.ac.uk/pub/uc/uc2017/community-based-health-care-staff.pdf> (2017)

account for the other members of the household that would also receive the benefit.

- A retention rate of 80% was applied to education issued in person in a 1-2-1/group setting. The retention rate reflects the probability of a customer understanding and retaining the information being issued to them. This project assumes a lower retention rate of 60% due to method of education being via literature. This retention rate is consistent with other equivalent VCMA projects.

SIA Partner's evaluations determined that the gross present value of carbon monoxide education could be relied upon for a period of five years immediately following the project.

Additionally, SIA Partner's evaluations determined that the social value of educating customers on the dangers of carbon monoxide could be split into five distinct categories:

- The avoidance of A&E visits linked to carbon monoxide.
- The avoidance of long term hospital stays linked to carbon monoxide.
- The avoidance of time off work due to injury caused by carbon monoxide.
- The avoidance of deaths caused by carbon monoxide.
- The avoidance of ambulance call outs responding to incidents linked to carbon monoxide.

The SIA Partner's calculations and areas of social value have been applied consistently across all Cadent project eligibility assessments. Full detail on the methodologies behind the gross present values is available upon request.

- Forecasted 5-year gross present value from the avoidance of A&E visits linked to carbon monoxide = £72.86
- Forecasted 5-year gross present value from the avoidance of long term hospital stays linked to carbon monoxide = £77.88

- Forecasted 5-year gross present value from the avoidance of time off work due to injury caused by carbon monoxide = £6.02
- Forecasted 5-year gross present value from the avoidance of deaths caused by carbon monoxide = £6,580.41
- Forecasted 5-year gross present value from the avoidance of ambulance call outs responding to incidents linked to carbon monoxide = £135.92

## Energy efficiency advice

Customers that receive an emergency fuel voucher will also be issued with advice of home energy efficiency.

This advice will centre on the topics of efficient use of appliances and behaviours, heating, and hot water controls, and switching tariffs and payment options.

Cadent recently employed consultants from SIA Partners to evaluate the average 5-year gross present of issuing a number of energy advice topics. The evaluations were based on actual data from recently delivered Cadent projects, industry statistics and values from the DNO proxy bank.

The average 5-year gross present value of the energy advice topics issued through this project are as follows:

- Efficient use of appliances and behaviours = £367.77
- Heating and hot water controls = £332.33
- Switching tariffs and payment options = £223.36

Unlike the project initially evaluated by SIA Partners, the Auriga Winter/Spring project will issue energy efficiency advice in the form of literature.

Cadent has applied an assumption consistent with the carbon monoxide education and wider VCMA projects, whereby a retention rate of 60% is factored into the social value of issuing energy efficiency advice on this project.

Cadent forecasts that 1,050 customers will be issued literature containing information on the above energy efficiency topics.

	<p><b>Updated March 2023 SROI</b></p> <ul style="list-style-type: none"> <li>• 900 customers receiving offer of debt advice = 10% take up advice = 90 = £270,000.00</li> <li>• 900 customers receive CO leaflet = 3% retention rate of 900 = 27 = £235.71</li> <li>• 900 customers receive energy leaflet = 3% retention rate = 27 = £9,929.79</li> </ul> <p><b>Total investment = £77,500</b></p> <p><b>5-year Gross = £280,165.50</b>  <b>1year gross = £56,033.20</b>  <b>5year Net = £202,665.50</b>  <b>1 year Net = £40,533.10</b>  <b>SROI = 1:£2.61</b></p>
<b>VCMA Project Start and End Date</b>	Project start date = 01/03/2022 Project end date = 31/03/2024
<b>Geographical Area</b>	The project's services will be available to customers located in all 4 of Cadent's networks.
<b>Remaining Amount in the Allowance at Time of Registration</b>	To be confirmed upon receipt of Director of Sustainability and Social Purpose sign-off



## 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: Sustainability and Social Purpose Team PEA Peer Review	
Date Immediate Team Peer Review Completed: 31/03/2022	Review Completed By: Gemma Norton
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 31/03/2022	Review Completed By: Phil Burrows
Step 3: Director of Sustainability and Social Purpose Sign-Off: Mark Belmega	
Director of Customer Strategy Sign-Off Date: 31/03/2022	
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 2022	
Date that Notification Email Sent to Ofgem: March 2022	