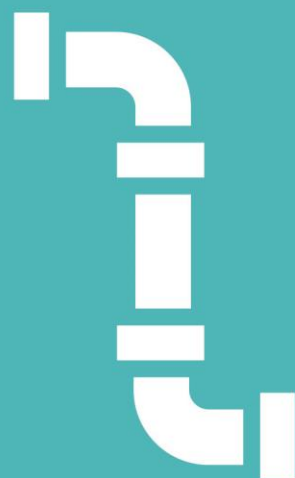




Appendix 7B: Mapping to the Ofgem Vulnerable Consumer Strategy 2025



December 2019

Contents

Purpose of this document..... 3

Overview of Vulnerability in our network. 4

Overview of Ofgem Consumer Vulnerability Strategy 2025 5

Mapping our business plan to the Ofgem strategy 7

Annual Reporting 8

Legal Notice

This paper forms part of Wales & West Utilities Limited Regulatory Business Plan. Your attention is specifically drawn to the legal notice relating to the whole of the Business Plan, set out on the inside cover of The WWU Business Plan. This is applicable in full to this paper, as though set out in full here.



Purpose of this document

In the document we show some of the characteristics of vulnerability in our area. This shows the scale of the problems and the range of issues that people can face.

In our business plan Chapters 7: Social Obligations we outline all the services we offer to safeguard vulnerable customers when they contact us, during our works and a range of additional service we plan to deliver for people in vulnerable situations in GD2.

In June 2025, Ofgem launched a consultation on their update Consumer Vulnerability Strategy for the period to 2025.

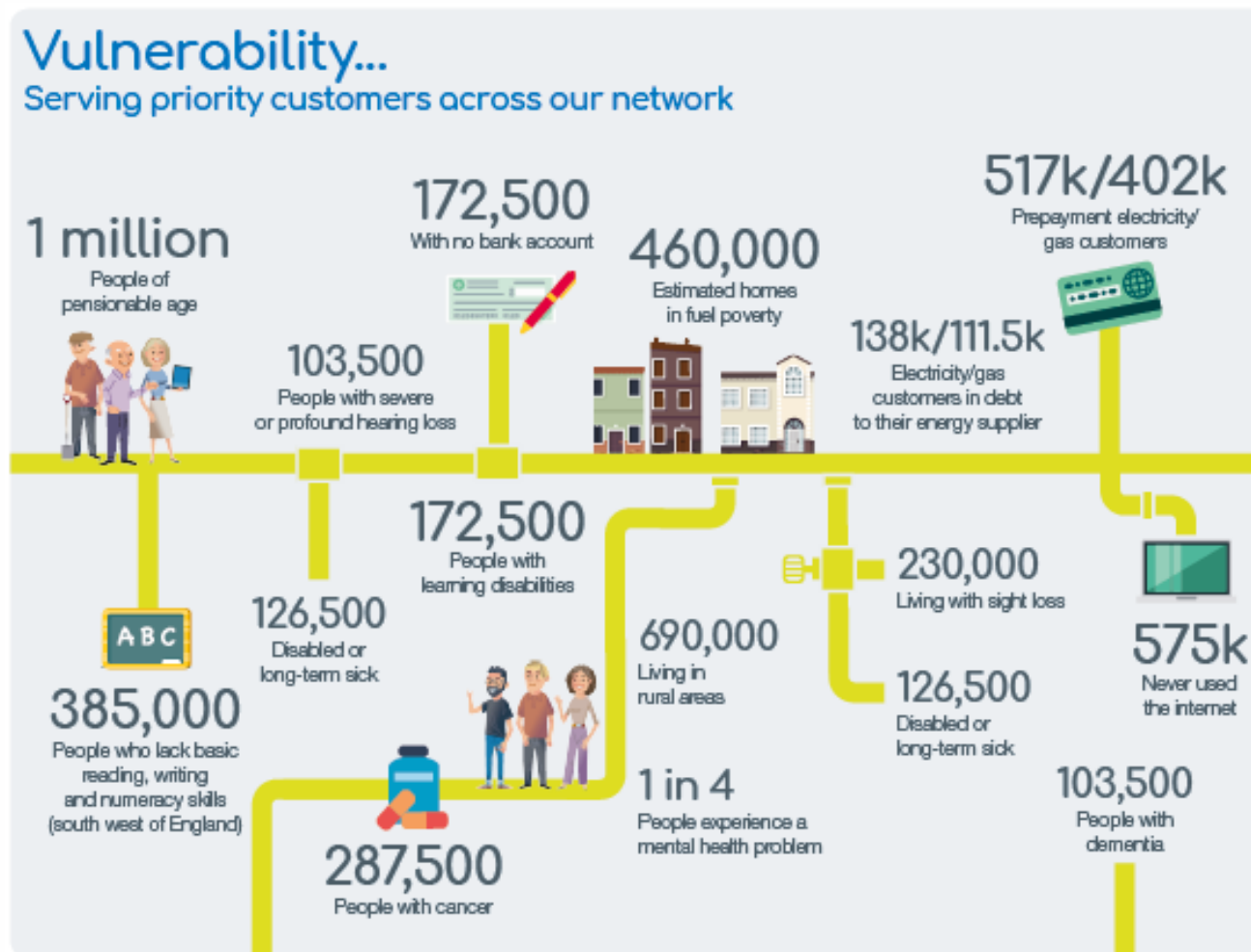
This appendix summarises that strategy and maps our business plan commitments and work activities to the five Ofgem strategy key themes.



Overview of Vulnerability in our network.

The graphic below has been compiled using UK and Welsh Government statistics. It gives a high-level overview of the types of vulnerability faced by people and households in our network, and the approximate number of people who are captured by that vulnerability.

Our research has shown that vulnerability is complex and one individual can meet several the criteria.



Overview of Ofgem Consumer Vulnerability Strategy 2025

The Ofgem consumer vulnerability strategy has been reviewed and a consultation issued by Ofgem in June 2019.

The strategy covers Ofgem's remit and therefore energy suppliers, electricity Distribution Network Operators and Gas Distribution Networks.

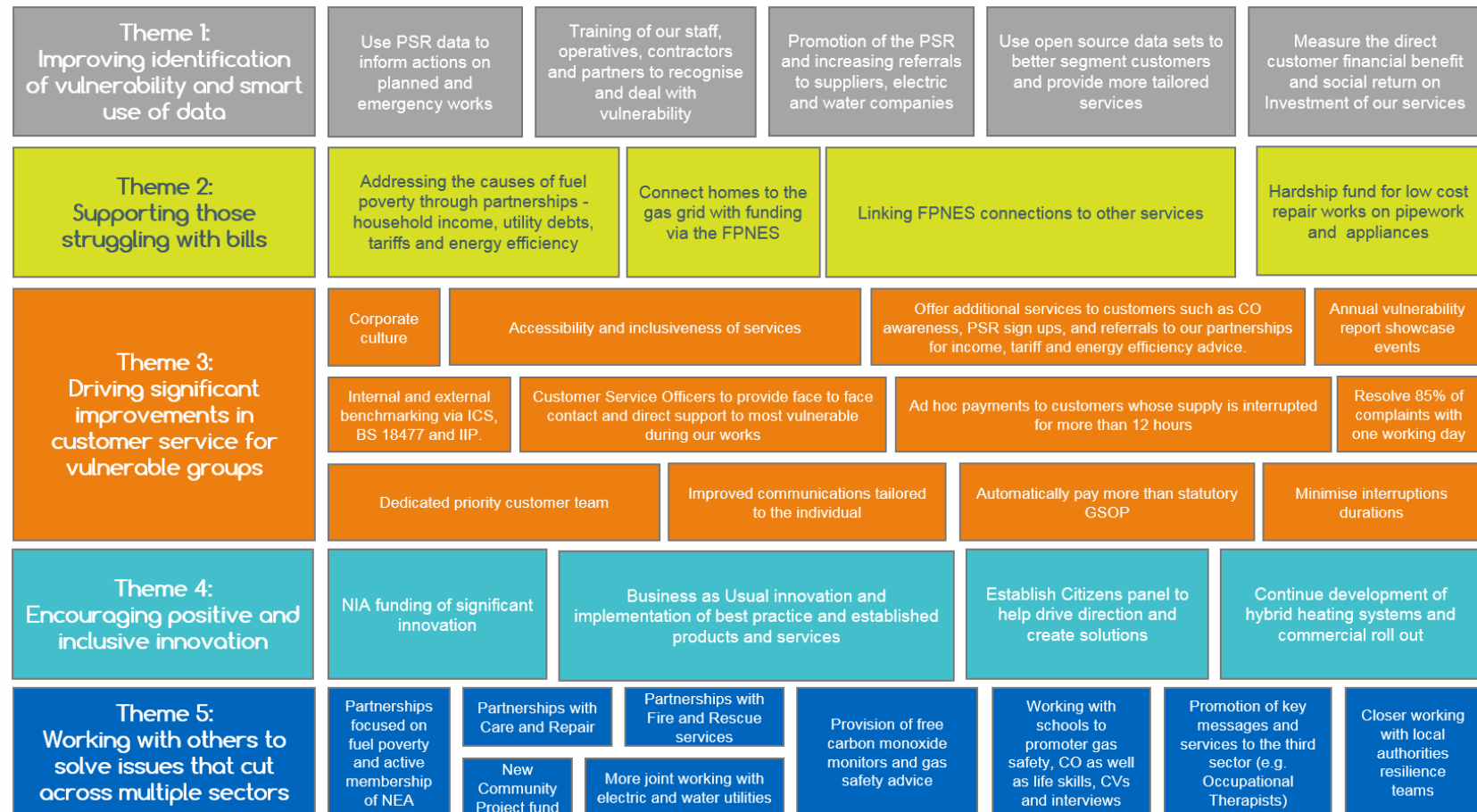
The strategy has the objective of 'ensuring fair and positive outcomes for consumers in vulnerable situations and is based upon five key themes as shown in the graphic below.





Mapping our business plan to the Ofgem strategy

In our Customer Service and Social Obligations chapters, we outline many Outputs, commitments and work activities in GD2. We have mapped these against the five key themes of the Ofgem strategy.



This shows that we have a range of activities under each theme, some of which would not be automatically seen as an area of responsibility of the gas network. Whilst supporting customers with their bills may be seen as the role of the energy suppliers, this mapping shows we are active in finding solutions which tackle the causes of fuel poverty which if we can address successfully will make energy more affordable for the customer.

We detail how we are already working with multiple partners across our network, and in GD2 have plans to work more collaboratively with the other gas networks, energy suppliers, the Gas Safe Register, water companies and consumer groups on a national and local level to continue to develop our services and delivery.

In Chapter 11: Innovation Chapter, we outline the themes of innovation we will be working on through GD2 and beyond. This chapter also details how we will encourage innovation by working with multiple organisations including consumer groups, SMEs and other utilities.

Annual Reporting

We will have new Licence Obligations in RIIO GD2 to provide an annual report on our work with vulnerable customers and to showcase our work with stakeholders.

We believe that the alignment to the Ofgem Consumer Vulnerability Strategy provides an excellent framework for this reporting and stakeholder engagement and subject to further guidance from Ofgem, will form this basis of our annual reporting from 2021.

