Start date: April 2026
PEA reference: PCG-Collab-004a

Carents Hub

Vulnerability and Carbon Monoxide Allowance (VCMA)
Project Eligibility Assessment (PEA)







UK GAS DISTRIBUTION NETWORKS

Contents

Contents 2

Project registration table 3

Problem(s) 4

Scope and objectives 5

Project design engagement 5

Why the project is being funded through the VCMA 6

How VCMA funding complements or supplements BAU activities 7

Outcomes, associated actions and success criteria 7

Potential for new learning 8

Aligning with and supporting wider vulnerability approaches 9

Monitoring and evaluation 10

Scale of VCMA project and SROI calculations, including NPV 10

Internal governance and project management evidence 11

Eligibility Criteria 12

Project registration table

<table>
<tr><td colspan="2">Project summary</td></tr>
<tr><td>Project title</td><td>Carents Hub</td></tr>
<tr><td>Strategic area</td><td>Supporting Priority Customer Groups</td></tr>
<tr><td>Lead partner name</td><td>Strata Nostra Ltd. (referred to throughout as Carents)</td></tr>
<tr><td>Lead GDN(s)</td><td>Northern Gas Networks (NGN)</td></tr>
<tr><td>Funding GDN(s)</td><td>Cadent, SGN & WWU</td></tr>
<tr><td>New/Updated
(indicate as appropriate)</td><td>New</td></tr>
<tr><td>Collaborative VCMA Projects
Specific role(s) of GDN(s) participating in a collaborative VCMA Project</td><td>All four Gas Distribution Networks (GDNs) will work collaboratively to support the delivery. NGN to lead on oversight and coordination of project.</td></tr>
<tr><td>Date of PEA submission</td><td>April 2026</td></tr>
<tr><td>Project start and end date</td><td>April 2026 – March 2028</td></tr>
<tr><td>Project location</td><td>England, Scotland and Wales</td></tr>
<tr><td colspan="2">Project contact</td></tr>
<tr><td>Name</td><td>Laura Ratcliffe</td></tr>
<tr><td>Contact details</td><td>vcma@northerngas.co.uk</td></tr>
<tr><td colspan="2">Project partners and third parties involved</td></tr>
<tr><td>Organisation name</td><td>Role</td></tr>
<tr><td>Strata Nostra Ltd.</td><td>Lead delivery partner for funded service</td></tr>
<tr><td colspan="2">Costs and funding</td></tr>
<tr><td>Total cost (£k)</td><td>£1,050,000</td></tr>
<tr><td>Total VCMA funding required (£k)</td><td>
<table>
<tr><th>GDN</th><th>Funding</th></tr>
<tr><td>Cadent</td><td>£411,995</td></tr>
<tr><td>NGN</td><td>£200,000</td></tr>
<tr><td>SGN</td><td>£271,459</td></tr>
<tr><td>WWU</td><td>£166,546</td></tr>
<tr><td>Total</td><td>£1,050,000</td></tr>
</table>
</td></tr>
<tr><td>Total BAU vulnerability and CO safety activity baseline allowance funding by activity (£k)</td><td></td></tr>
</table>

Problem(s)

This section needs to outline the problem(s) which is/are being addressed by the VCMA project.

Households across England, Scotland and Wales continue to face pressure from rising energy costs and the wider cost-of-living crisis. Energy bills remain one of the most difficult expenses for families to manage, with many low-income households cutting back on essentials such as food and energy. A significant proportion of households report being unable to keep their homes warm, and energy debt has risen sharply, leaving millions struggling to balance everyday costs with high utility bills. These pressures are particularly acute for older people and those on fixed or low incomes, who are disproportionately affected by high energy prices and poor housing efficiency.

Unpaid carers of older adults ("Carents") are a consistently under recognised and under supported group within existing vulnerability frameworks, despite playing a critical role in managing household energy, safety and wellbeing risks on behalf of elderly parents and relatives.

With an ageing population across the UK, growing numbers of older adults in highly vulnerable situations are increasingly dependent on family support and advocacy to stay safe and well. The frail elderly and the family carers who support them will be one of the defining vulnerability challenges in the UK over the next decade. The number of people in the UK aged 65 and over is projected to exceed 22 million by 2030. It is estimated that £100bn+ cost is shouldered by unpaid family members, forcing carents into vulnerable situations.

There are currently approximately 4 million UK carents, who make up 57% of unpaid carers overall. The largest age group of carents are 50-65 years, and 60% are female. Carenting responsibilities can impact the ability to continue or maintain employment, resulting in a loss of valued and skilled employees, with 70% of carents at risk of leaving employment, or reducing working hours, and therefore reducing income. Carents are often isolated, unsupported, time poor and under pressure, facing risks to their health, wellbeing and finances.

Carents in particular often face a "triple load", caring for older parents, raising children and sustaining full time work. The rising cost of energy and essentials intensifies this pressure, leaving many feeling overwhelmed, financially insecure and unable to plan for the future. These challenges highlight the need for more accessible support, clearer guidance on available financial help and greater recognition of the essential role carers play across the UK. Availability of support through face-to-face provision during office hours is often not sufficient to meet the support requirements of this particular carer group. Historic engagement on the Carents Hub evidences that 60% of support is accessed outside typical working hours, with 8pm being the busiest hour across the week and Sunday being the single busiest day when carents are accessing support.

Ageing, frailty and chronic health conditions can increase vulnerability to cold homes, fuel poverty, unsafe energy use and carbon monoxide risk, yet awareness and uptake of key safeguarding measures – including the Priority Services Register and CO safety messaging – remains low.

As a result, older people and their carers may remain unaware of support that could prevent harm, reduce risk and improve resilience. This project seeks to address this gap by supporting carents as both a vulnerable group in their own right and as trusted intermediaries to reach elderly customers who may be unable to engage directly with energy networks.

Scope and objectives

Outline the scope and objectives of the VCMA project linked to the problem statement above. This should be clearly defined including the benefits which would directly impact customers on the participating GDNs' network(s), and where the benefits of the VCMA Projects lie.

This VCMA project aims to address the challenges faced by unpaid carers of older adults, including social isolation, vulnerability within the home, and increased risk of fuel poverty and unsafe energy use. These challenges can have a direct impact on the safety and wellbeing of customers connected to participating GDNs' networks.

Working with participating GDNs, this project will deliver a nationwide, digitally enabled support offer designed specifically for carents. It will focus on preventative, early-intervention activity, ensuring that carers are better informed, supported and connected at key points of need.

The scope of the project includes delivery of the following core activities:

- A trusted digital hub providing accessible information on energy safety, fuel poverty, carbon monoxide (CO) risk and wider vulnerability support
- 'Always on' support, accessible 24/7/365
- Targeted content and resources co-created with carers, focused on real-world risks within the home
- Integration of energy safeguarding messages into a platform already used by carents, enabling information to be accessed at relevant and timely moments
- Signposting and onward referral to appropriate local and national support services where additional support is required

The project scope will ensure that carents across participating GDN network areas can access consistent, accurate and trusted energy safety and vulnerability information, regardless of location and time constraints. By embedding gas safety, CO awareness and fuel poverty support within an established bespoke digital community, the project reduces barriers to engagement and supports earlier identification of risk and immediate access to support.

The objectives of the project are to:

- Reduce the risks of fuel poverty and cold homes and promote access to safe, reliable green energy for care-affected households
- Promote carent resilience
- Reduce inequalities faced by elderly care-affected households
- Maintain and develop a solution to promote resilience in elderly-care affected households throughout the UK

Collectively, these objectives support VCMA priorities by delivering preventative, consumer-focused interventions that reduce harm, promote inclusion, and strengthen resilience across the energy system.

Project design engagement

Targeting vulnerability support: This must describe how the GDN(s) identified the vulnerability need being addressed through the VCMA project, including the use of consumer research, stakeholder engagement, and data and technology.

Evidence of stakeholder and/or customer support: Information regarding all stakeholder and/or customer engagement which has contributed to the development of the VCMA Project.

Stakeholder project design input: How stakeholders were actively involved in the project design, and how their input and feedback were incorporated to shape the project design. Where stakeholders disagree about the project design, justification must be provided for why the current project design is deemed preferable.

Gas Distribution Networks share a strategic ambition to keep communities safe and warm, with a particular focus on supporting customers in vulnerable situations and reducing energy related harm.

Through shared experience, participating GDNs and Carents have identified unpaid carers of older adults as a group at heightened risk of isolation, fuel poverty and energy related harm within the home. Insight from GDN vulnerability strategies, stakeholder engagement and Carents' direct work with carers consistently shows that carers often deprioritise their own needs, reducing engagement with traditional support services and increasing the likelihood that risks go unseen.

This project builds directly on learning from previous VCMA, and partnership activity delivered by participating GDNs, which has demonstrated that preventative energy safeguarding is most effective when delivered through trusted intermediaries and embedded within services already used by vulnerable customers. Evidence from earlier programmes has shown that co-designed content, delivered through established platforms, increases engagement, improves understanding of gas safety and carbon monoxide (CO) risks, and supports earlier identification of vulnerability.

Applying this learning, the partners have collaboratively designed a digitally enabled support offer that meets carers where they already are. By integrating trusted gas safety, fuel poverty and CO information into the established Carents community platform, the project reduces barriers to access, enables timely intervention and supports consistent delivery across participating GDN networks.

The project design has been shaped by ongoing engagement with carents and organisations supporting them including health services. Direct feedback through community polling and carent surveys, and communication with pharmacies and GP services has informed the ongoing direction of the project. Feedback has consistently highlighted the value of a single, trusted space, with 'always on' access, bringing together practical information, peer support and clear signposting, without the need to navigate multiple services. Participating GDNs recognised this approach as a scalable and efficient way to reach a dispersed and under-served customer group.

The term 'carent' is now widely recognised, supported by widespread, high profile media coverage and national campaigns to engage pharmacies and GP practices, as well as the creation of Carents Day in 2025. This awareness has enabled many more carents to access practical and emotional support via the hub and reduce social isolation amongst this customer group. This was evidenced through a carent survey on loneliness in 2025.

Throughout GD2 NGN and Cadent shared the insights from our partnership with Carents through our regional and national stakeholder events including the NGN Customers in Vulnerable Situations Workshops, the Cadent Vulnerability Roadshows and the VCMA Showcase in 2024. Across these events, stakeholders have consistently supported the ongoing development of our partnership with Carents and our collective ambition to bring an accessible service to carents providing bespoke energy safeguarding services for this consumer group.

By expanding investment across all four GDNs, promotion and provision of services can be targeted in areas where uptake from carents and their associated health services has been lower, ensuring a more balanced offer for carents across the UK.

Why the project is being funded through the VCMA

This should include an explanation of why the VCMA project meets the VCMA eligibility criteria, and how it aligns with the GDN's VCMA collaborative strategy.

This project meets the VCMA eligibility criteria by delivering additional, preventative support to a clearly defined vulnerable group that is not adequately addressed through business-as-usual activity or baseline allowances.

The project aligns with the GDNs' Collaborative Vulnerability Strategy and supports the shared ambition to keep communities safe and warm, reduce energy related harm and target support towards those most at risk, including during the transition to a greener energy future.

Our strategic ambition will be achieved by focussing on four priority delivery areas that have been set. This project aligns with multiple shared VCMA priority delivery areas detailed below:

- Supporting priority vulnerable groups
- Tackling fuel poverty and cold homes
- Reducing carbon monoxide harm
- Providing direct, preventative services that improve safety and resilience

The Carents Hub is designed to support people who are experiencing loneliness, increasing isolation, and a higher risk of fuel poverty. It is an online community space where carents can connect with others in a welcoming environment, access information on a range of topics, and receive energy advice and carbon monoxide (CO) safety information. The project provides a single, accessible place for carents to find the support and information they need.

How VCMA funding complements or supplements BAU activities

Where the VCMA Project is being delivered alongside a BAU vulnerability and/or CO safety activity or activities funded through the GDN's baseline allowance, the GDN must provide sufficient evidence that the VCMA Project complements or supplements the BAU activity or activities to prevent the risk of double funding.

Participating GDNs deliver a range of business as usual (BAU) vulnerability and carbon monoxide (CO) safety activities funded through baseline allowances, including safety communications, Priority Services Register (PSR) campaigns, and reactive support following customer contact. These activities primarily focus on direct engagement with customers already known to the GDNs or those who come into contact through existing operational channels.

This VCMA project complements, rather than duplicates, BAU activity by extending the reach of energy safeguarding support to unpaid carers of older adults who are less likely to engage directly with GDNs or access traditional advice routes. The project focuses on preventative, third-sector early intervention support delivered through a trusted third sector platform that carers already use, enabling risks to be identified earlier and reducing reliance on reactive BAU interventions.

VCMA funding supports additional activity that is not deliverable through BAU, including the co-design and delivery of tailored digital content, the integration of gas safety and CO messaging into the Carents platform, and the provision of peer support and signposting within an online community environment. These elements go beyond BAU communications by embedding safeguarding messages into carers' day to day support networks and at points of need.

The project also supplements BAU activity by strengthening referral pathways into existing GDN support mechanisms, including PSR registration and onward support services. Where appropriate, carents are encouraged and supported to access BAU funded services, ensuring alignment and reinforcement rather than duplication.

Outcomes, associated actions and success criteria

Details of the VCMA Project outcomes and the associated actions to achieve these, interim milestones and how the Funding Licensee will evaluate whether the project has been successful. Each action should have a proportion of the funding allocated.

Carents and the GDNs will carry out monthly reporting reviews on measurable outcomes against targets to ensure successful delivery. Quarterly reviews will provide the opportunity for more in-depth analysis and the

ability to highlight insights and learnings to share, as well as identify any risks and requirement for any associated actions to mitigate these.

Key outcomes expected from this project:

Outcome	Annual Target	Target by network			
		Cadent Target 41.2%	NGN Target 20%	SGN Target 27.15%	WWU Target 11.65%
PSR	3,148	1297	629	855	367
Locking Cooker Valves	466	192	93	127	54
CO Conversations	3,148	1297	629	855	367
Energy Efficiency advice	128,260	52,843	25,652	34,823	14,942
Grants & Benefits	128,260	52,843	25,652	34,823	14,942
Virtual Group Engagement	14	5	3	4	2

The above table is based upon the initial £1m split across all four GDNs. Wales & West Utilities have invested an additional £50,000 into the project for additional targeted awareness and engagement activity across Wales only, including but not limited to:

- Promotion of the service across Wales, including PR and media features
- GP mail out to 171 GP surgeries across Wales, including branded leaflets, poster and other materials within GP surgeries
- Pharmacy mail out to 275 independent pharmacies across Wales
- Targeted social media activity to promote the digital hub across Wales
- Local community engagement

Success Criteria

- Increased traffic to the Carents Hub platform, CRM sign ups and access to a range of services including those listed within the outcomes above
- Improved wellbeing for carents being able to access the service as and when required, at a time that is convenient and fits in with their day to day responsibilities
- More balanced geographical reach nationwide (measured using carent postcode data for those signed up via the CRM)
- More balanced geographical engagement from GP services nationwide (measured through repeat requests for Carents resources)
- Recognition of carents by employers, through enhanced national awareness, as an employee group requiring additional support in the workplace. This will hopefully prevent carents having to reduce hours or give up work altogether.

Potential for new learning

Provide details of what the GDN(s) expect(s) to learn and how the learning will be disseminated.

This project builds on learning from previous VCMA funded partnerships delivered by participating GDNs, which have shown that energy safeguarding is most effective when embedded within trusted services already supporting vulnerable people. This evidence has directly informed the design of the Carents Project, ensuring a preventative, insight-led approach.

The project will generate new learning to inform future VCMA activity and wider vulnerability strategies, particularly in relation to engaging unpaid carers of older adults. Delivery of a digitally enabled support offer will provide insight into how carers access information, what prompts engagement, and how energy safety, fuel poverty and carbon monoxide (CO) messaging can be most effectively integrated into caring support at points of need.

The project will also develop learning on effective referral pathways for carents, including how digital platforms can complement BAU activity by enabling earlier identification of risk and strengthening connections into existing GDN support such as Priority Services Register (PSR) services.

In addition, the project will generate insight into how unpaid carers experience fuel poverty, energy affordability challenges and CO risk alongside caring responsibilities. Capturing engagement data and feedback will help identify gaps in knowledge, confidence and service provision, informing future safeguarding approaches.

Learning will be captured through monitoring, evaluation and partner review sessions, and shared across participating GDNs through existing cross-GDN GDN forums and VCMA knowledge-sharing sharing channels to support continuous improvement and future collaborative delivery.

The addition of two new GDNs to the collaboration will enable the project to utilise past learnings from campaigns and engagement to reach a new audience and understand what changes need to be made to continue engagement trends. This includes the implementation of multilingual resources (eg. Wales) and the opportunity to explore new partnerships through shared networks.

Aligning with and supporting wider vulnerability approaches

Details of how the project supports or aligns with approaches to vulnerability taken by the wider energy industry, other utilities and/or consumer organisations; local, national or devolved governments; or evidence innovation or a gap in vulnerability support provision. For example, this could include evidence of collaboration beyond the VCMA, non-VCMA joint funding of the initiative, or identified gaps in the provision of vulnerability services which the project seeks to address. The GDN should show how the project fits within broader approaches to vulnerability.

The project aligns strongly with the wider direction of vulnerability strategy across the UK energy sector, local and national government, and consumer facing organisations. Its focus on trusted, community led energy safeguarding for unpaid carers directly complements national priorities around prevention, early intervention and improving access to information and support for households at risk of fuel poverty and energy related harm.

Fuel poverty strategies in England, Scotland and Wales all prioritise protecting vulnerable households, improving energy affordability and reducing health harms from cold homes. A project supporting parent carers looking after older parents while working and raising families directly aligns with these aims, as carers face higher energy use, greater financial strain and increased risk of fuel poverty due to their essential caring responsibilities.

The project reflects the growing recognition across government and the energy industry that effective vulnerability support must be delivered through trusted intermediaries and embedded within services already used by vulnerable groups. Unpaid carers frequently engage with health, social care and voluntary sector organisations but are less visible within energy specific support pathways. This project addresses that gap by integrating gas safety, carbon monoxide (CO) awareness and fuel poverty support into a trusted, carer focused digital platform.

The project mirrors wider vulnerability priorities by:

- Targeting households at increased risk, focusing on carers supporting older adults who are more likely to experience fuel poverty, isolation and hidden vulnerability.
- Embedding energy safeguarding within existing support services, ensuring carers can access information and advice at points of need rather than through standalone interventions.

- Supporting gas safety and CO awareness, aligning with cross utility commitments to reduce harm and improve household safety.
- Strengthening Priority Services Register (PSR) awareness and referrals, supporting a shared industry objective to ensure vulnerable customers receive appropriate protections.
- Delivering a preventative, scalable digital model, consistent with wider government and industry focus on early intervention, digital inclusion and value for money.

Monitoring and evaluation

Details of how the GDNs will work with their project partners to monitor the impact of the VCMA project and evaluate its effectiveness and success.

Monitoring and evaluation for the Carents project will be embedded from mobilisation through to delivery, ensuring clear oversight of performance, outcomes and learning. The project will use co-designed success criteria aligned to its Social Return on Investment (SROI) framework, enabling consistent measurement of impact for unpaid carers and the households they support.

Carents will work collaboratively with participating GDNs to provide regular reporting against agreed outcomes, including reach, engagement, awareness and safeguarding activity. Monthly performance reports will be reviewed jointly, enabling early identification of trends, risks or underperformance and supporting timely mitigation and continuous improvement.

On a monthly basis, the core project partners will come together to review performance in the round, share insights and learning, and agree any refinements to delivery. These sessions will focus not only on quantitative outcomes, but also on qualitative feedback from carers to ensure the support offer remains relevant, accessible and effective.

An annual impact report will be produced, bringing together outcome data, learning and case studies to demonstrate the value delivered through the partnership. Learning and insights will be shared across participating GDNs through collaborative reporting and internal governance processes, supporting transparency and wider application of learning.

Scale of VCMA project and SROI calculations, including NPV

Justify the scale of the VCMA project – including the scale of the investment relative to its potential benefits. As part of this, the Funding Licensee(s) should provide the SROI calculation, including NPV. Note: The value in numbers of the SROI and NPV must be provided, rather than confirmation of positive impact.

The scale of the Carents VCMA Project reflects the size of the unmet vulnerability need among unpaid carers of older adults and the potential to deliver preventative benefits at scale through a digitally enabled model.

Participating GDNs have applied the Industry Standard Social Value Framework and GDN Rulebook, developed collaboratively, to assess the financial and wellbeing outcomes associated with the project, ensuring consistency and comparability across networks.

Based on forecast outcomes and costs, the project is expected to deliver a Social Return on Investment (SROI) of £8.34 for every £1 invested, demonstrating that the scale of investment is proportionate to the benefits delivered for customers across participating GDN networks.

Social value measurement

Total cost*	£1,050,000
Total gross present value	£9,324,775.25
Net Present Value (NPV)	£8,326,147.73
SROI	£8.34

*Accounting for inflationary factors over the term of the project.

Internal governance and project management evidence

Provide a description of GDN(s) review of proposal and project sign off, with details on how the project will be managed.

Project oversight for the Carents partnership will be led collaboratively by the participating GDNs, with clear governance arrangements in place to monitor delivery, performance and risk throughout the project lifecycle.

A structured contractual and reporting framework will ensure that delivery remains aligned with customer need, stakeholder expectations and VCMA objectives, safeguarding the effective and responsible use of VCMA funding. The GDNs have worked closely with Carents to co-design the project so that it directly supports the aims of the Collaborative Vulnerability Strategy, developed through cross GDN vulnerability forums and overseen through established VCMA governance structures.

The Project Eligibility Assessment (PEA) has been reviewed and approved through each Funding Licensee's internal governance processes and formally signed off by the appropriate senior leaders.

GDN	Approver (Name and Role)	Date
Cadent	Phil Burrows, Head of Customer Vulnerability	01/04/26
Northern Gas Networks	Eileen Brown, Customer Experience Director	01/04/26
SGN	Maureen McIntosh, Director of Customer Services	01/04/26
Wales & West Utilities	Bethan Jones, Head of People & Customer Experience	01/04/26

Eligibility Criteria

Eligibility Criteria	Description	Project qualifies Yes / No
Positive SROI	Have a positive, or a forecasted positive, Social Return on Investment (SROI) calculated in accordance with a model which the GDNs have developed and submitted to Ofgem including for the gas consumers funding the VCMA Project	Yes
Positive NPV	Have a positive, or a forecasted positive Net Present Value (NPV)	Yes
Support Criteria	Either: i. provide support to consumers in Vulnerable Situations and relate to Energy Safeguarding, or ii. provide support for those most at risk of being left behind in the transition to net zero, or iii. provide awareness of, and education on, the dangers of CO beyond the activities funded as business as usual (BAU) through baseline allowances, or iv. reduce the risk of harm caused by CO	Yes
Defined Outcomes	Have specific, measurable, and time-bound outcomes which align with relevant Consumer Vulnerability Strategy objectives to achieve the requirements set out in 'Support Criteria' above;	Yes
Beyond Other Funding	Go beyond activities that are funded through other price control mechanism(s), including baseline allowance funding, or required through licence obligations	Yes
Support or Align	Support or align with approaches to vulnerability taken by the wider energy industry, other utilities and/or consumer organisations, and local, national and devolved government, or evidence innovation or a gap in vulnerability support provision;	Yes
No Other External Funding	Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding	Yes
BAU vulnerability and CO safety activities	Where a GDN's BAU vulnerability and CO safety activities are funded through baseline allowances, these are not suitable for funding through the VCMA. The GDN is permitted to use VCMA funds to supplement or complement its BAU activities, however, it must ensure that its reporting provides sufficient evidence to prevent double funding.	Yes

Eligibility criteria for company specific essential gas appliance servicing

Eligibility Criteria	**Description**	**Project qualifies Yes / No or N/A**
Servicing must meet the following criteria:	Either: i. A GDN has had to isolate and condemn an essential gas appliance following a supply interruption or as part of its emergency service role; or ii. A GDN or its Project Partner has identified an essential gas appliance which has not been serviced in the last 12 months in the owner-occupied home of a customer in a Vulnerable Situation where an occupier of the property suffers from a permanent or temporary health condition12 that makes them more vulnerable to health risks associated with cold homes; or iii. A GDN or its Project Partner has identified an essential gas appliance which has not been serviced in the last 12 months in a tenant-occupied home of a customer in a Vulnerable Situation where it is the tenant's responsibility to maintain the essential gas appliance, where an occupier of the property suffers from a permanent or temporary health condition that makes them more vulnerable to health risks associated with cold homes	N/A
Affordability	The household cannot afford to service the essential gas appliance, as assessed against the affordability criteria set out in the VCMA governance document	N/A
Funding	Sufficient funding is not available from other sources (including a social or private landlord and national, devolved, or local government funding) to fund the essential gas appliance servicing	N/A

Eligibility criteria for company specific essential gas appliance repair and replacement

Eligibility Criteria	Description	Project qualifies Yes / No or N/A
Unsafe pipework and essential gas appliance repair or replacement must meet the following criteria:	Either: i. GDN has had to isolate and condemn unsafe pipework or an essential gas appliance following a supply interruption or as part of its emergency service role; or ii. A GDN or its Project Partner has had to condemn unsafe pipework, or an essential gas appliance, following an essential gas appliance service (as described in 3.19 of the VCMA governance document)	N/A
Health condition	Either: i. The occupier of the property suffers from a permanent or temporary health condition that makes them more vulnerable to health risks associated with cold homes and has a household income of £31,000 or below in 2025/26 prices, adjusted for inflation using Consumer Price Index with Housing costs (CPIH) 13, or ii. the household cannot afford to service the essential gas appliance, as assessed against the affordability criteria set out in Appendix 1 of the VCMA governance document	N/A
Funding	Sufficient funding is not available from other sources (including national, devolved, or local government funding) to fund the unsafe pipework or the essential gas appliance repair or replacement.	N/A