

CSE

Warmer Homes, Advice & Money Delivery

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

Start Date: April 2026
PEA Reference: FP- WWU-003a



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Project Registration Table

Project Summary	
Project title	Warmer Homes, Advice & Money (WHAM)
Strategic area	Fuel Poverty & Energy Affordability
Lead partner name	CSE
Lead GDN(s)	Wales & West Utilities (WWU)
Funding GDN(s)	N/A – company specific
New or updated	New
Collaborative VCMA Projects	N/A
Date of PEA submission	April 2026
Project start and end date	April 2026 – March 2028
Project location	Bristol, Bath, Northeast Somerset and North Somerset
Project Contact	
Name	Sophie Stone
Contact details	Sophie.Stone@wwutilities.co.uk
Project partners and third parties involved	
Organisation name(s) and role(s)	CSE will collaborate with specialist partners, including Talking Money, WE Care Home Improvements (WECHI), Citizens Advice, Clean Slate and others to broaden and strengthen delivery of the project.
Sectors involved	Gas Distribution Network Charitable Organisation
Costs and Funding (£k)	
Total cost	£600,000
Total VCMA funding required	£600,000
Total BAU vulnerability and CO safety activity baseline allowance funding by activity	N/A - PEA may be updated at the time of providing items such as CO alarms/Warm Packs

Problem(s)

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

The WHAM project supports Bristol, Bath and Northeast Somerset (B&NES) and North Somerset's most vulnerable residents, focussing on fuel poor households on low incomes who are struggling to afford to heat their home. Demand for support to tackle energy and housing issues has remained consistently high, outstripping capacity. WHAM has a current list of 132 households awaiting support, and we expect demand to increase in the next few years. Our partners consistently struggle with excessive demand for support. Our partners typically close their services to new clients over the winter period to cope with the level of demand and outreach is limited to priority areas, only WHAM clients are accepted during these periods, thanks to WWU funding.

The impact of ongoing economic strain (due to austerity, Covid and the ongoing cost of living crisis) has led to a surge in demand from two distinct groups, increasing the depth of need, and volume of households requiring support:

Vulnerable fuel poor households who were already struggling to manage their energy have fallen into deeper crisis, choosing between heating or eating, with escalating debt and complex needs (e.g. mental or physical health issues, eviction notices and self-disconnection). Longer term casework support is required to address these interconnected issues and improve household confidence to manage energy needs going forward. Households who were previously 'just about managing' have fallen into fuel poverty and are falling into debt for the first time and/or are rationing energy usage. These households need support to increase income and adapt behaviours to prevent them falling into deeper crisis.

CSE will help to meet household demand for client support and address the following problems:

Low income

The low-income and vulnerable households WHAM supports have been negatively impacted by austerity, covid and the ongoing cost of living crisis. According to Ofgem, household energy debt has soared from £1.46 billion at the end of 2020 (pre-crisis) to £4.43 billion in Q2 2025 (latest figures). As a result, we're seeing more households reaching out for support, with households in deep poverty facing spiralling debt, and households who were 'getting by' seeking support having fallen into debt and/or struggling to afford to heat their home.

Health issues

We know that living in a cold home exacerbates health conditions such as chronic respiratory diseases, cardiovascular diseases (CVD) and mental health conditions, and that the systemic issues that contribute to fuel poverty must be tackled to prevent patients with cold-homes related illnesses from living in a cold home. CVDs are the second most common cause of early death amongst Bristol residents and heart disease is one of the main causes of premature deaths in B&NES and North

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Somerset. 48% of WHAM clients have a health condition, highlighting the need to tackle cold homes and ensure clients live in warm and safe homes.

Carbon monoxide exposure

Most households in the WHAM area use gas as their primary source of heating (60% of WHAM beneficiaries to date) and as such could be vulnerable to negative impacts of carbon monoxide awareness. WWU's Vulnerability Strategy (2024), noted the risk that customers facing spiralling debt are at increased risk of not being able to afford servicing their gas appliance which could lead to increased risk of carbon monoxide exposure and gas leaks.

Together, these pressures demonstrate a growing and sustained need for targeted support for households facing fuel poverty, poor health outcomes and heightened safety risks. Rising costs and debt are deepening vulnerability among those already struggling, while pushing new households into crisis for the first time, increasing overall demand beyond existing capacity. The combination of low income, health conditions linked to cold homes, and increased carbon monoxide risk creates a compounding set of challenges that cannot be addressed in isolation. Continued delivery of the WHAM project is therefore essential to prevent further harm, reduce crisis escalation, and ensure vulnerable households across Bristol, B&NES and North Somerset can live in warm, safe homes and access timely, joined-up support.

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.

The WHAM project is a large, multi-agency initiative designed to support vulnerable and low-income households experiencing fuel poverty. The project brings together local authorities, NHS trusts, community organisations, energy sector partners and national bodies to deliver co-ordinated, in-depth support that improves income, energy efficiency, energy confidence and overall wellbeing.

WHAM operates across Bristol, Bath, Northeast Somerset (B&NES), and North Somerset, delivering personalised energy advice and holistic casework to households living in fuel poverty. Support is provided through a blended delivery model, combining phone and email advice, home visits and community-based outreach such as advice surgeries, events and group sessions. The project also delivers fuel poverty awareness training for frontline practitioners to strengthen referral pathways and early identification of need.

The project is delivered by three part-time WHAM Caseworkers, supported by a Somali-speaking Energy Caseworker who provides targeted and culturally appropriate support to Bristol's Somali community through trusted community venues and flexible engagement methods.

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WHAM provides co-ordinated, in-depth casework, acting as a single point of contact for households with complex and interrelated issues. Caseworkers combine practical interventions, financial support, behaviour-change advice and managed referrals across partner organisations to address the root causes of fuel poverty and reduce the likelihood of recurrence.

The project aims to:

- Improve Financial resilience and energy affordability
- Increase access to energy efficient measures and home improvements
- Build households confident in managing energy costs
- Increase Priority Service Register registrations
- Ensure support is accessible and inclusive

Benefits include:

- Increased Income of an average £330 per client
- Reduction of fuel costs achieved through vouchers, switching, local funding
- Strengthened energy knowledge and confidence, over 5,000 clients reporting increased knowledge and control
- Improved Home energy efficiency, enabled through advice, referrals and support to access third-party funded repairs, insulation and other measures.
- Increased awareness of Smart energy technologies
- Improved Carbon monoxide safety awareness and knowledge of PSR

WHAM also strengthens the wider local support ecosystem by improving fuel poverty awareness across health, local authority and community sectors, enhancing access to partner services through co-ordinated referral pathways, and sharing learning across regional and national energy advice networks. The project helps to relieve pressure on CSE's core advice services by ensuring households with complex needs receive in-depth, caseworker-led support, while also supporting the effective delivery of retrofit and grant-funded schemes for households facing the greatest vulnerability.

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.

WHAM has been designed based on the historic patterns of community need over the last two years. CSE have analysed incoming referral data and identified the individuals in the West of England, as they continue to face the challenges from the root causes of fuel poverty namely, low income, price of

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energy and low energy efficient housing. The scale of need identified continues to reflect the aim of the project and demonstrates the need to continue these services.

In 2025, the WHAM team identified that Bristol's Somali community was likely being underserved, highlighting a gap where additional support from CSE was particularly needed. Bristol has the 4th largest Somali population in the UK, who are predominantly living in overcrowded (63%), social rented properties (85%), and are more likely to suffer from overcrowded housing, high energy costs and low income.

However, WHAM was not seeing significant volumes of Somali clients. CSE engaged with local organisations who fed back that the need for support was high in the community, but community members typically prefer support delivered by trusted local community members. CSE hired two Somali speaking outreach caseworkers and subsequently, support requests from the Somali community have rapidly increased, and the understanding of the community's needs has led to significant adaptations to the project support model.

For example:

- CSE increased outreach delivery in response to local organisations feeding back that households would struggle to access online or phone advice and would trust in-person support delivered at community venues or in the home.
- Within the Somali community there are male only and female only spaces, so when they hired the second Somali speaking Outreach Caseworker who is male, the project was able to reach clients through additional venues, expanding reach and supporting the significant volume of single occupancy male households.
- The factsheets were adapted and online resources were updated in line with commonly occurring issues for Somali households. In addition, when it was discovered that the Somali language is primarily spoken (not written) CSE produced videos on key topics, improving uptake.
- The team were upskilled to adapt their conversations with Arabic speaking clients to meet etiquette expectations in the community.

Project learnings are shared with WWU through funder calls and quarterly reporting. CSE can support GDN learnings and adapt the narrative in the quarterly reports to focus on any areas WWU is particularly interested in sharing learnings on.

These adaptations demonstrate WHAM's commitment to continuous, evidence-led service design, using real-time delivery data, community insight and partner feedback to identify gaps in access and respond quickly to unmet need. This learning-led approach underpins the wider project design, ensuring support remains targeted at those most at risk of exclusion, responsive to changing patterns of vulnerability, and aligned with WCMA objectives to support customers in vulnerable situations and reduce inequality of access to energy safeguarding and advice.

Why the project is funded through VCMA

This should include an explanation of why the VCMA project meets the VCMA eligibility criteria, and how it aligns with WWU company specific vulnerability strategy and GDNs collaborative vulnerability strategy.

The WHAM project meets the VCMA eligibility criteria by delivering targeted support to customers in vulnerable situations that goes beyond BAU activity and directly addresses fuel poverty, energy affordability and carbon monoxide safety. VCMA funding enables the provision of in-depth, holistic casework for low-income households who face multiple, overlapping vulnerabilities and are at heightened risk of cold homes, energy debt, poor health outcomes and disengagement from energy services.

The project strongly aligns with WWU's Consumer Vulnerability Strategy, which prioritises keeping customers safe and warm, improving energy affordability, increasing uptake of safeguarding services such as the Priority Services Register, and ensuring vulnerable customers are not left behind as the energy system evolves. Through tailored advice, income maximisation, fuel cost reduction, home energy efficiency interventions, carbon monoxide safety support and smart energy readiness, WHAM directly supports WWU's ambition to provide practical, preventative support to those most at risk, delivered by trusted partners best placed to reach them.

The project also aligns with several shared objectives within the GDN collaborative vulnerability strategy, including:

- empowering trusted community organisations to identify and support vulnerable households
- strengthening access to essential energy safeguarding and CO safety services
- improving outcomes for underserved and hard-to reach communities, ensure they are not left behind in the transition to a smarter, safer energy system.

The project has been co-designed in collaboration with CSE and developed in line with the updated VCMI governance framework, embedding strong oversight, accountability, and continuous improvement from the outset. The VCMA eligibility criteria have been met and are detailed within the table at the end of the PEA.

By combining WWU's evidence-led vulnerability targeting with CSE's specialist expertise in fuel poverty, income maximisation and community-based delivery, the project represents an appropriate and effective use of VCMA funding to deliver measurable social value, reduce risk to vulnerable customers and support a fairer, safer and more affordable energy transition.

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.

In addition to the VCMA-funded activity delivered by CSE, the project will be further supported by complementary services funded through WWU's business-as-usual (BAU) allowance.

Where individuals are identified as potentially benefiting from BAU-funded measures, including locking cooker valves, CSE will refer them to WWU.

WWU will supply CSE with CO alarms for distribution to eligible customers identified through VCMA activities. This integrated approach strengthens customer outcomes by pairing fuel-poverty interventions with essential CO safety measures.

Any outcomes arising from BAU-funded measures will be excluded from VCMA reporting to WWU and referenced in narrative where appropriate. The PEA will be updated as required to reflect BAU activity.

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.

CSE will deliver this project through a hybrid model, combining in-person casework, community outreach and remote advice to maximise access, effectiveness and reach for vulnerable households.

The Warmer Homes, Advice & Money project will deliver a range of integrated activities designed to achieve sustainable outcomes for households experiencing fuel poverty. Through in-depth casework, tailored energy and money advice, and coordinated referrals across health, housing and advice partners, the project will improve financial resilience, energy affordability, and wellbeing.

Support will include income maximisation and benefits advice, debt and billing support, tailored energy advice, carbon monoxide safety awareness, Priority Services Register (PSR) registration, and referrals into third-party funded energy efficiency measures where appropriate. Outcomes will be demonstrated through increased household income, reduced energy costs and stress, improved home warmth and safety, greater confidence in managing energy use and bills, and stronger engagement with underserved communities.

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Key outcomes expected from this project:

Outcome	Year 1 Individuals	Year 2 Individuals	Total Individuals
Unique Reach	9000	4500	13500
Wellbeing Support	5400	2700	8100
Income Maximisation (Debt Management)	800	400	1200
Energy Efficiency Advice (Behavioural)	8000	4000	12000
PSR Registrations	1200	600	1800

Success Criteria

Over two years, WHAM will directly support 13,500 individuals (4500 households) experiencing fuel poverty, resulting in measurable improvements in affordability, safety and resilience for participating households.

Household reach will be de-duplicated across all delivery channels to ensure each household is counted once, regardless of the number or type of interactions received. The individual figure represents wider household benefit based on average household occupancy assumptions and does not represent additional unique customers. It will be used for contextual and social value assessment only and not for VCMA reach reporting.

To achieve these outcomes, CSE will:

- Deliver in-depth, tailored energy advice and casework through a blended model of phone support, home visits and community outreach.
- Support households to increase income and reduce financial stress through benefits assessments, applications and debt management.
- Improve home warmth and safety by enabling access to energy efficiency measures, repairs and behavioural guidance.
- Raise Carbon Monoxide awareness and safeguarding within casework and outreach, providing detectors or referrals where appropriate.
- Identify and support eligible households to register on the Priority Services Register (PSR).
- Provide light-touch smart energy advice and refer households for more in-depth support where required, supporting a fair transition.

Potential for new learning

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

Through monitoring the impact of the programme, CSE will gain insight into the lived experiences of people in fuel poverty. These insights will help provide the scale of need, assess the relative effectiveness of different support approaches, and identify where the refinements are required to ensure delivery models stay adaptive, inclusive, and effective in engaging the most vulnerable households.

The programme will provide future learnings and further insight into:

- How to better reach under-served communities - particularly those facing language barriers, digital exclusion, low trust in services, or complex health and social needs.
- How tailored delivery models can improve outcomes - including the role of in-depth casework, single points of contact and partnership working in reducing repeat crises and improving long-term resilience.
- How different demographics engage with PSR and CO safety information - and which approaches most effectively translate awareness into protective action.
- What barriers affect engagement with smart energy support - including confidence, digital skills, affordability concerns and competing priorities, and how light-touch versus in-depth support influences uptake.
- How households move through different stages of vulnerability over time- and which early interventions are most effective in preventing escalation into acute crisis.

Learning from the programme will be captured through ongoing monitoring, casework data, client feedback and partner insight, and shared with WWU through regular reporting and review meetings. Where relevant, learning will also be disseminated through CSE's wider advice networks and sector forums to support continuous improvement and inform the design of future interventions.

These insights will be used to refine WHAM delivery over time and to inform the development of future, evidence-led approaches to reducing fuel poverty, improving household energy resilience, and supporting a fair and inclusive energy transition.

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

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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.

This WHAM project strongly aligns with wider vulnerability strategies across the energy industry, health sector, local government, and third-sector organisations by addressing clear gaps in fuel poverty support and embedding CSE's established vulnerability triage model.

The programme reflects the broader energy industry's focus on identifying and supporting customers in vulnerable circumstances, including those facing fuel poverty, low income, health conditions, and energy debt.

CSE is deeply embedded in a collaborative network that extends far beyond VCMA funding. WHAM partners with multiple advice agencies, NHS trusts, housing organisations, debt services, community groups, and local authorities across Bristol, North Somerset and B&NES. These partnerships strengthen vulnerability support through shared data systems, integrated referral pathways, and co-located caseworkers, representing a multi-agency model recognised by Ofgem and Public Health England as best practice.

The project fills critical gaps in the current service by delivering holistic casework, addressing unmet needs among under-served communities, and integrating support across agencies to ensure vulnerable households in England receive coordinated, multi-agency support that complements, rather than duplicates, other industry and government initiatives.

The WHAM project is designed to act as a foundation for longer-term, sustainable delivery by leveraging wider energy-sector funding streams alongside VCMA investment. Building on the learning and outcomes generated through this programme, CSE is actively exploring a range of complementary funding routes to support future WHAM activity and extend its reach to additional vulnerable households.

These include:

- Warm Home Discount (WHD) – Funding through energy suppliers.
- National Grid Electricity Distribution (NGED) – Funding to support smart energy advice delivery.
- National Grid Group (NGG) – Funding to support core delivery and pilot innovative engagement approaches.
- Energy Redress Scheme – Focuses on vulnerable households.

Together, these funding routes provide a clear pathway for sustaining and scaling WHAM beyond the current funding period. VCMA investment therefore plays a critical enabling role, supporting early intervention, service integration, and evidence generation that strengthens the case for future energy-sector investment.

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.

WWU will work closely with CSE to monitor the delivery, impact, and effectiveness of the project throughout its duration. CSE will provide WWU with monthly performance reports detailing progress against agreed outcome measures, including the number of households and individuals supported, the nature of interventions delivered, financial gains achieved, and any emerging trends in vulnerability or fuel poverty. These reports will enable WWU to track delivery against the PEA and respond quickly to any areas requiring adjustment.

In addition to monthly reporting, WWU and CSE will hold quarterly review meetings to assess project performance in greater depth. These meetings will provide an opportunity to review operational insights, address any risks or underperformance, and ensure the project continues to meet the needs of vulnerable households across the WWU network. WWU will also work with CSE to ensure appropriate auditing and impact assessment processes are in place, including the evaluation of before-and-after changes in household circumstances, financial resilience, and wellbeing outcomes.

CSE will provide anonymised case studies and beneficiary testimonials, where appropriate, to help evidence the lived experience impact of the project and demonstrate the value of VCMA-funded interventions. WWU will summarise project performance and learning annually within its company-specific VCMA reporting, ensuring transparency and accountability. These insights will also be used to inform future project development, refine service delivery, and support continuous improvement in WWU's wider approach to identifying and assisting vulnerable customers.

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.

Together with the other Gas Distribution Networks we worked with leading social impact research consultancy SIRIO Strategies on the development of the Industry Standard Social Value Framework and supporting GDN Rulebook. We have used that GDN Rulebook to carry out an assessment of financial and wellbeing outcomes applicable to our services for vulnerable households included in this partnership.

We've incorporated social value based on the deliverables and associated targets detailed above. Carrying out an assessment of these predicted outcomes we forecast a positive net Social Return on Investment of £9.18 for every £1 spent

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Social value measurement - GDN Rulebook v. September 2024

Total cost*	£600,000
Total gross present value	£5,824,418.66
Net Present Value (NPV)	£5,252,209.71
SROI	£9.18

*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 management for this partnership will be led by WWU, with clear governance arrangements in place to oversee delivery, performance, and risk throughout the duration of the project. A structured contract framework between WWU and CSE will ensure that any material changes remain aligned with customer need, regulatory expectations, and the responsible use of VCMA funds.

WWU has worked closely with CSE to co-design this project so that its ambition directly supports WWU's Consumer Vulnerability Strategy and strengthens the network's wider approach to identifying and assisting households in fuel poverty.

The project has been reviewed and approved through WWU's internal governance processes and formally signed off by the relevant senior leaders, ensuring robust oversight from initiation through to completion.

GDN	Approver (Name and Role)	Date
WWU	Rob Lond- Chief Operating Officer	17/06/2026

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 paragraph b;	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.	N/A

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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

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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. ii. iii. 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