

Vulnerable Customer Policy

V2.0

June 2025

Customer Experience

Public



SGN

Your gas. Our network.

Who we are

We manage the network that distributes natural and green gas to six million homes and businesses across Scotland and the south of England. We serve our communities by keeping everyone safe and warm.

Our colleagues keep gas flowing safely and reliably to our customers, 24 hours a day, seven days a week.

We're trusted to walk through the doors of around 300,000 homes each year as we respond to gas emergencies and upgrade our network. In doing so, we enter the homes of some of the most vulnerable people in our communities.

Our communities are as diverse as the geography we cover, from the rural Scottish Highlands to coastal Kent and encompassing inner cities of Edinburgh, Glasgow and south London. Many of these communities are rich in cultural and linguistic diversity, which can create communication barriers. We are committed to ensuring that we're able to support our customers as we respond to gas emergencies and maintain our network as well as provide our customers with extra support so they can maintain a safe and warm home.

We are driven to make sure that we're making a positive impact on every customer serve. We never want to walk away from a customer in need. Our people take great pride in going above and beyond to look after customers, whatever their circumstances.

Our commitment to supporting customers in vulnerable circumstances

We're committed to keeping our customers safe and warm, especially those living in vulnerable circumstances. To ensure we are supporting our customers in the best way, we have sought the specialist expertise of stakeholders and partners to advise us on a full range of support for our customers who need extra help. We work directly with expert partners and maintain specialist stakeholder panels to co-create relevant solutions to the challenges faced by these customers.

Our commitment is to keep all our customers safe and warm by ensuring services are inclusive by design, readily accessible and by prioritising and responding to specific customer needs.

Defining vulnerability

As part of our promise to look after vulnerable customers, we work to build customer awareness of the Priority Services Register (PSR). The PSR is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity, gas or water supply. We are committed to ensuring we support customers by signing them up to the PSR when they are identified and sharing the benefits of being on the PSR.

We view each situation and circumstance in isolation and empower our colleagues to take the most appropriate course of action for the individual. We understand that vulnerability can be temporary or long term, and we want to ensure we look after each customer and their individual needs. There are a number of reasons as to why someone could need a bit of extra support, especially during our work.

These include but are not limited to people who:

- Are living with a long-term physical or mental health issues
- Have a disability
- Are of pensionable age
- Have children under five or are pregnant
- Have additional communication needs
- Are struggling with the cost to keep a warm home

Even if someone's specific circumstances aren't covered by the Priority Services Register, we will still always do our best to look after them and provide appropriate support.

Providing direct support services to vulnerable customers

Whether we're carrying out emergency work to repair a gas leak or planned work to upgrade our network, our engineers will prioritise the needs of customers in vulnerable circumstances. Our range of day-to-day services available for people who need priority support, include:

- Providing a dedicated Customer Careline telephone number for help and advice
- Helping eligible customers sign up to the Priority Service Register for support in a gas, water or electricity outages
- Providing additional support during gas supply outages including alternative electric cooking and heating appliances (hotplates and fan heaters)
- Ensuring we maintain appropriate access to customers' homes during our planned and emergency work
- Fitting a free safety device, known as our locking cooker valve, in the homes of people living with dementia or autism
- Providing carbon monoxide safety advice and free carbon monoxide alarms including accessible alarms
- Providing seasonal safety advice including winter readiness information
- Providing extra support following an emergency gas isolation through our Care & Repair scheme for eligible households
- Onward referrals to relevant community-based support services through our Safe and Warm partnership network.