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# Empowered by Energy



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



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## Project registration table

| Project summary                                                                                                |                                                                                                                                       |
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| <b>Project title</b>                                                                                           | Empowered by Energy                                                                                                                   |
| <b>Strategic area</b>                                                                                          | Fuel Poverty                                                                                                                          |
| <b>Lead partner name</b>                                                                                       | National Energy Action (NEA)                                                                                                          |
| <b>Lead GDN(s)</b>                                                                                             | SGN                                                                                                                                   |
| <b>Funding GDN(s)</b>                                                                                          | SGN, NGN                                                                                                                              |
| <b>New/Updated</b>                                                                                             | New                                                                                                                                   |
| <b>Collaborative VCMA Projects</b><br>Specific role(s) of GDN(s) participating in a collaborative VCMA Project | SGN are the lead GDN facilitating the programme across NGN and SGN's geographical network areas                                       |
| <b>Date of PEA submission</b>                                                                                  | September 2026                                                                                                                        |
| <b>Project start and end date</b>                                                                              | September 2026 – May 2028                                                                                                             |
| <b>Project location</b>                                                                                        | Shared regions covered by SGN and NGN                                                                                                 |
| <b>Sectors involved</b>                                                                                        | Gas Distribution Network, Charitable Organisation, Consumer Groups, Local Authority, Other (specify) Community Interest Company (CIC) |
| Project contact                                                                                                |                                                                                                                                       |
| <b>Name</b>                                                                                                    | Graeme McLarty                                                                                                                        |
| <b>Contact details</b>                                                                                         | <a href="mailto:Positive.impact@sgn.co.uk">Positive.impact@sgn.co.uk</a>                                                              |
| Project partners and third parties involved                                                                    |                                                                                                                                       |
| Organisation name                                                                                              | Role                                                                                                                                  |
| NEA                                                                                                            | Lead delivery partner                                                                                                                 |
| Rainbow Hearts                                                                                                 | Delivery partner                                                                                                                      |
| Kent Refugee Action Network                                                                                    | Delivery partner                                                                                                                      |
| Refugee Council Scotland                                                                                       | Delivery partner                                                                                                                      |
| Red Cross Portsmouth                                                                                           | Delivery partner                                                                                                                      |
| North Yorkshire Refugee Council                                                                                | Delivery partner                                                                                                                      |
| Penrith and Eden Refugee Network                                                                               | Delivery partner                                                                                                                      |
| Apna Gar Minority Ethnic Women's Centre                                                                        | Delivery partner                                                                                                                      |
| Oxford Connections                                                                                             | Delivery partner                                                                                                                      |

| Costs and funding                                                                          |                                        |            |          |
|--------------------------------------------------------------------------------------------|----------------------------------------|------------|----------|
| Total cost (£k)                                                                            | Redacted due to commercial sensitivity |            |          |
| Total VCMA funding required (£k)                                                           | £114,000                               |            |          |
|                                                                                            | GDN                                    | Percentage | Funding  |
|                                                                                            | NGN                                    | 50%        | £57,000  |
|                                                                                            | SGN                                    | 50%        | £57,000  |
|                                                                                            | Total                                  | 100%       | £114,000 |
| Total BAU vulnerability and CO safety activity baseline allowance funding by activity (£k) | Redacted due to commercial sensitivity |            |          |

## Problem(s)

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

Rising energy costs, fuel poverty and financial insecurity continue to place severe pressure on households across the UK. In England, 36.3% of households, around 8.99 million, spent more than 10% of their income on energy in 2024, with bills still almost 60% higher than in winter 2021/22 and around a quarter higher in real terms than before the crisis. Scotland faces similarly acute challenges. Citizens Advice Scotland supported almost 24,000 people in February 2025 alone and managed £6.4 million in energy related debt in 2023/24, with average debts of £2,300. Across both nations, many households cannot heat their homes safely and are falling into severe energy debt.

These pressures are reflected in the escalating demand for crisis support. Citizens Advice in England supported more than 80,000 people in 2024 with local crisis and welfare assistance, and by 2025 is helping over 20,000 people every month with emergency interventions such as food bank referrals, fuel vouchers and charitable support. People seeking help for energy issues increasingly present with multiple, interconnected problems including rent arrears, wider debt, benefit delays and essential living cost shortfalls. Most people seeking help with energy issues also require support with debt, benefits and housing, highlighting the depth and complexity of the crisis. NEA reports that around one-third of UK adults have struggled to pay energy bills in recent months, leaving many households in cold, inefficient homes and facing heightened risks to physical and mental health.

Refugees and asylum-seeker communities face additional barriers. Language difficulties, cultural differences, and unfamiliarity with UK energy systems make engagement with support services harder. Many come from regions where household heating and utility bills are uncommon, so managing energy payments independently can be confusing. For asylum seekers, transitioning from Home Office-managed utilities to self-managed energy bills can be particularly challenging.

Frontline organisations report that thousands of refugees and people seeking asylum in the UK live in destitution or [deep poverty](#): in 2023 the British Red Cross supported over 13,700 individuals who could not meet basic needs, often living on just £49/week or less under asylum support and cannot work while waiting for decisions. This extreme financial pressure makes energy affordability and access to adequate heating particularly urgent for these communities.

The complexity of these challenges means that people rarely present with a single, isolated issue. Energy debt is often intertwined with rent arrears, insecure employment, benefit delays, digital exclusion, or health conditions exacerbated by cold homes. Navigating the energy system, tariffs, debt pathways, supplier disputes,

efficiency measures, and crisis entitlements all requires time, confidence, and technical understanding that many vulnerable households, particularly those from refugee and asylum-seeking communities, simply do not have. Getting help is also complicated, often requiring engagement with suppliers, government schemes, local authorities, and sometimes charitable funds. For people already in crisis, this complexity can be overwhelming, leading to worsening outcomes.

## 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.*

Working alongside NEA, NGN and SGN have co-designed the next phase of the partnership, building directly on learning from previous delivery and ensuring the programme provides meaningful, practical and trusted support to households from refugee and asylum-seeking communities.

The project has four core objectives:

- To improve energy knowledge, confidence, and the ability to take practical action on energy use
- To reduce the risk of fuel poverty by supporting informed energy behaviours, improved bill understanding, and access to appropriate tariffs and payment options
- To build local capacity by equipping community organisations and frontline staff with the skills to provide ongoing energy advice and support
- To capture learning and evidence over time, demonstrating lasting benefits for individuals, families and community networks

NEA will deliver flexible workshops open to all refugees and asylum seekers. Sessions will be tailored to participants' needs and offered either in person or online, across multiple weeks or a single day. Translation support and childcare (crèche) will be available to maximise accessibility.

Each workshop includes four sessions. The first three cover core topics such as energy and water efficiency, understanding bills and payment options, switching tariffs, and practical ways to reduce costs while improving home comfort. Participants will also receive guidance on the Priority Services Register and carbon monoxide (CO) safety, including recognising symptoms, understanding risks, and staying safe. A fourth session, delivered three to six months later, focuses on follow-up and reflection, allowing participants to share how they have applied their learning and the impact on their households and communities.

After completing the workshops, participants receive a slow cooker and food vouchers, alongside language-appropriate guidance. Participants are encouraged to share knowledge within their networks.

The project also includes community roadshows bringing together residents and organisations to share information and strengthen local support networks. Attendees can access NEA's accredited Level 3 Energy Awareness training to build long-term capacity.

Quarterly newsletters will provide updates, advice, and shared learning, ensuring ongoing engagement and sustainable benefits across communities.

# 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.*

This project builds on the success of the GD2 programme, providing tailored energy advice to refugees and asylum seekers, delivered in partnership with NEA and SGN since 2019 and together with NGN since 2023.

NEA adapts delivery to each group, offering flexible workshops over multiple weeks or a single day, in settings including social cafés, weekly English classes, and online sessions. High demand and occasional oversubscription highlight the value of this support, and strong relationships with partner organisations help minimise drop-out. Vulnerable individuals access guidance on energy efficiency, income maximisation, fuel debt, Priority Services Register (PSR) registration, carbon monoxide (CO) safety, and energy vouchers through NEA's Warm and Safe Homes Service, using accessible tools such as Recite Me and Language Line.

The programme has been developed to be delivered in a fully joined-up way, working collaboratively with a wide network of frontline organisations including Tamil Women's Group, Migrant Help UK, Reading Refugee Support Group, Separated Children Seeking Asylum, Connection Support (Oxfordshire), Action Hampshire, Open Door North-East, and regional water companies. Each partner brings specialist expertise, trusted referral pathways, and targeted support that extends the programme's reach and deepens its impact.

By combining targeted data analysis with community-led design, the project is shaped around real need, builds sustainable local capability, and reaches people who might otherwise continue to miss out on vital support.

The project has also been guided by principles co-developed with SGN's Vulnerability and Carbon Monoxide Steering Group (VSG), ensuring that vulnerable households are meaningfully involved in shaping accessible, locally relevant services. The VSG's framework emphasises co-production with trusted community partners, equitable access regardless of personal circumstances, and tailoring support to local needs.

Grounded in a shared, evidence-based understanding of vulnerability, the project delivers a service that is responsive to lived experience and aligned with wider commitments to fairness, inclusion, and targeted support for those most at risk.

## 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 this eligibility criteria, as the project aligns with the GDNs collaborative vulnerability strategy, in which we have a clear ambition to keep our communities safe and warm, and to support those most in need by helping vulnerable households not just today but as we invest in a green energy future.

This project aligns with the following shared objectives of our collaborative vulnerability strategy:

- Help more vulnerable households access energy safeguarding services

- Reach communities under-served and most in need of trusted intermediaries to take up support services

This initiative was co-designed with NEA, SGN, and NGN and has been developed in line with the updated VCMI governance framework, embedding robust oversight, transparency 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.

The GDNs' vulnerability strategy under the pillar "fuel poverty and energy affordability" underpins this approach, using data and insights to identify those communities who are both most in need and least likely to access help without tailored provision. By combining this evidence led targeting with trusted intermediaries and specialist, accessible services, the project is designed to reach people who would otherwise be excluded from essential services.

## 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.*

By working in partnership with the GDNs, NEA has established a robust referral pathway to raise concerns related to key energy safeguarding services with the group. This collaboration ensures that issues affecting vulnerable individuals, particularly those who may struggle to access or navigate utility services are identified early and directed to the appropriate support from their utility companies.

As a trusted organisation, NEA is well placed to engage effectively with vulnerable individuals and refer eligible people for BAU funded support. This includes access to carbon monoxide alarms, Locking Cooker Valves, and other measures that help maintain safety and independence in the home.

## 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.*

| Outcome                          | Project target | Target by network |            |
|----------------------------------|----------------|-------------------|------------|
|                                  |                | NGN Target        | SGN Target |
| CO safety information            | 2,170          | 1,085             | 1,085      |
| CO Alarm provision               | 160            | 80                | 80         |
| PSR conversations                | 2,170          | 1,085             | 1,085      |
| PSR registrations                | 40             | 20                | 20         |
| Energy triage                    | 2,160          | 1,080             | 1,080      |
| Energy advice                    | 2,170          | 1,085             | 1,085      |
| Wellbeing support                | 2,160          | 1,080             | 1,080      |
| Income Max                       | 160            | 80                | 80         |
| FRS Safe and Well Visit referral | 160            | 80                | 80         |
| Broadband/digital skills info    | 160            | 80                | 80         |
| Scams awareness                  | 160            | 80                | 80         |
| Slow cooker provision            | 160            | 80                | 80         |

|                                   |     |    |    |
|-----------------------------------|-----|----|----|
| Emergency food vouchers           | 160 | 80 | 80 |
| CO training                       | 10  | 5  | 5  |
| Energy Efficiency advice training | 10  | 5  | 5  |
| Frontline worker training         | 10  | 5  | 5  |

## Success Criteria

During this 21-month project, NEA will support around 2,170 (minimum, 1,600) refugees and asylum seekers to manage energy efficiently, keep warm, and stay healthy at home whilst building confidence, resilience and local capacity. This will be delivered via 20 workshop programmes and four community days each year.

## Potential for new learning

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

The partnership has been built on a strong foundation of data, insight and the lived experience of people who have used and shaped the support services provided.

The project is designed to generate learning that can inform future VCMA activity and wider vulnerability approaches, including insight into effective engagement, referral pathways and support models for people who are currently under-served by existing provision.

Through this proposed project, we expect to develop further learning on scaling outreach models, refining triage processes and strengthening referral pathways to better support vulnerable households through the transition to a green energy future.

## 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.*

This project strongly aligns with wider vulnerability approaches by addressing the structural, practical, and social factors that drive fuel poverty and exclusion among refugee and asylum-seeking households whilst also addressing clear gaps in current provision. Its focus on holistic, community-based and inclusive energy advice delivered through a flexible model compliments national and regional approaches that prioritise support for household most at risk of fuel poverty. By providing tailored guidance on energy affordability, income maximisation, safeguarding, carbon monoxide safety and access to essential services, the programme reflects the principles embedded in national Fuel Poverty strategies and supports the ambitions of the Warm Homes Plan to target those facing the greatest barriers.

This project is strongly aligned with national and devolved approaches to vulnerability, reflecting the principles embedded across UK energy sector frameworks that prioritise early identification, safeguarding, and continuity of supply. Its design mirrors the direction set out in Ofgem's Vulnerability Strategy and the wider cross-utility commitment to ensure that customers with additional needs receive consistent, proactive support. By working

collaboratively with electricity and water providers, the project contributes to a coordinated, multiutility response that strengthens protections across all essential services.

The flexible workshop model, with translation, childcare, and varied formats, reflects best practice in vulnerability support and removes access barriers and adapts to participants' needs. This ensures equitable access to essential energy advice for groups who may face language, cultural, or digital exclusion. By focusing on energy literacy (bills, tariffs, efficiency), the programme empowers households to make informed decisions. The follow-up session strengthens this by reinforcing behaviour change and demonstrating sustained impact, aligning with approaches that prioritise long-term resilience over one-off interventions.

Training frontline staff through the Level 3 Energy Awareness course and engaging community organisations builds local capability. This reflects a system-wide approach to vulnerability by embedding knowledge within trusted networks, so support continues beyond the project lifecycle. The project also embeds itself within local communities and strengthens social networks and co-production. This promotes community voice, trust, and peer-to-peer learning. This aligns with participatory approaches that recognise lived experience and the importance of social capital in reaching underserved groups

Overall, the programme integrates accessibility, empowerment, prevention, and system-wide capacity building which are all hallmarks of effective vulnerability strategies.

## 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.*

This project features co-designed success criteria underpinning its Social Return on Investment (SROI) forecast, with clear reporting and insight requirements from mobilisation through to delivery. NEA, together with SGN and NGN, will continue to review monthly reports on measurable outcomes, collaborating to ensure successful delivery, while each quarter the core project team will come together to share performance insights, highlight mitigations for any underperformance, and drive opportunities for continuous improvement.

We will report annually on partnership impact, sharing broadly via collaborative and company-specific reports to showcase outcomes and key learnings. Additionally, the CO and Vulnerability Working Groups provide performance updates to the National Delivery Group and National Steering Panel, with all GDNs disseminating results through their business governance processes, including Independent Steering Group.

## 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, SGN 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 £2.97 for every £1 spent.

### Social value measurement

|                                  |             |
|----------------------------------|-------------|
| <b>Total cost*</b>               | £112,059.16 |
| <b>Total gross present value</b> | £444,694.14 |
| <b>Net Present Value (NPV)</b>   | £332,634.98 |
| <b>SROI</b>                      | £2.97       |

\*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 this partnership will be led by SGN on behalf of NGN, with clear governance arrangements in place to monitor delivery, performance and risk throughout the duration of the project.

A structured contract framework will ensure that any material changes remain aligned with customer need and stakeholder expectations, safeguarding the effective and responsible use of VCMA funds.

SGN has worked closely with NEA and NGN to co-design this partnership so that its ambition directly contributes to the GDN's Collaborative Vulnerability Strategy, developed through the Vulnerability Working Group and overseen by the GDN VCMA Steering Group.

The PEA has been reviewed and approved through each network's internal governance processes and formally signed off by the relevant senior leaders.

| GDN | Approver (Name and Role)                         | Date     |
|-----|--------------------------------------------------|----------|
| NGN | Laura Ratcliffe – Head of Social Strategy        | 16/10/26 |
| SGN | Maureen McIntosh – Director of Customer Services | 20/10/26 |

## Eligibility Criteria

| Eligibility Criteria                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Project qualifies<br>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: <ul style="list-style-type: none"> <li>i. provide support to consumers in Vulnerable Situations and relate to Energy Safeguarding, or</li> <li>ii. provide support for those most at risk of being left behind in the transition to net zero, or</li> <li>iii. provide awareness of, and education on, the dangers of CO beyond the activities funded as business as usual (BAU) through baseline allowances, or</li> <li>iv. reduce the risk of harm caused by CO</li> </ul> | 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<br>Yes / No or<br>N/A |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Servicing must meet the following criteria: | <p>Either:</p> <ul style="list-style-type: none"> <li>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</li> <li>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 condition<sup>12</sup> that makes them more vulnerable to health risks associated with cold homes; or</li> <li>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</li> </ul> | 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<br>Yes / No or<br>N/A |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Unsafe pipework and essential gas appliance repair or replacement must meet the following criteria: | <p>Either:</p> <ul style="list-style-type: none"> <li>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</li> <li>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)</li> </ul>                                                                                                                            | N/A                                     |
| Health condition                                                                                    | <p>Either:</p> <ul style="list-style-type: none"> <li>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</li> <li>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</li> </ul> | 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                                     |