

Energy Matters – Oxfordshire & Northamptonshire

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

Updated: April 2026

PEA reference: FP-SGNStH-037a



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Project registration table

Project summary	
Project title	Energy Matters – Oxfordshire and Northamptonshire
Strategic area	Fuel Poverty and Energy Affordability
Lead partner name	Citizens Advice West Northamptonshire and Cherwell
New/Updated	New
Date of PEA submission	March 2026
Project start and end date	April 2026 – March 2028
Sectors involved	Gas Distribution Network Local Authority Charitable Organisation Emergency Service
Project location	Oxfordshire, West Northamptonshire, North Northamptonshire
Project contact	
Name	Janet Duggan
Contact details	Positive.impact@sgn.co.uk
Project partners and third parties involved	
Organisation name	Role
Citizens Advice West Northamptonshire and Cherwell (CAWNAC)	Delivery of the core funded service
District Councils – West Northamptonshire and Cherwell	Referral partners
Home-Start Banbury	Referral partner
Community and Voluntary Organisations	Referral partner
West Northamptonshire Fire and Rescue Service	Referral partner
Costs and funding	
Total cost (£k)	£100,000
Total VCMA funding required (£k)	£100,000
Total BAU vulnerability and CO safety activity baseline allowance funding by activity (£k)	N/A

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. Since 2021, domestic energy prices have almost doubled, and by early 2026 an estimated 6.7 million households were living in fuel poverty. Nearly half of low-income households remain in homes that are difficult to heat, leaving millions exposed to cold and damp living conditions that undermine both physical and mental health.

The consequences of living in a cold, underheated home are profound. Cold housing is associated with around 10,000 excess deaths each year and significantly increases the risk and severity of respiratory and cardiovascular conditions, including asthma, bronchitis, stroke and heart attack, while also contributing to financial strain and reduced wellbeing ([NEA, 2026](#)). The mental health impact is substantial, with two-thirds of people living in poverty reporting debilitating depression or anxiety, often linked to ongoing financial stress and inadequate living conditions ([Wellbased, 2023](#)).

Fuel poverty is widespread and growing. Families with children are particularly exposed, with 40% reporting that sustained high energy costs would affect their ability to afford essentials such as rent, food, transport, clothing and childcare. Many households are left making impossible choices between heating their home and meeting other basic needs ([Citizens Advice, 2025](#)).

Certain other groups face compounded disadvantage. Disabled households experience significantly higher living costs, requiring over £1,000 more per month on average to achieve the same standard of living as non-disabled households ([Scope, 2025](#)). As a result, disabled people are disproportionately represented among those in fuel poverty and energy debt. Older people are also acutely affected, with nearly a quarter reporting that their home is colder than they would like most or all of the time, and the majority stating they would rather switch off their heating than fall into debt ([Age UK, 2025](#)). For both groups, cold homes exacerbate existing health conditions and increase demand on health and care services.

These national challenges are clearly reflected at a local level, while West Northamptonshire's overall deprivation score sits below the national average, significant pockets of hidden income poverty persist, particularly in Banbury, Northampton's urban wards and Wellingborough Urban ([DES, 2025](#)). Patterns of deprivation in these areas closely mirror national trends, with poorer outcomes clustering around income, employment, health, education and housing, especially in post-industrial towns and urban centres rather than surrounding rural areas. Together, they illustrate the national picture of layered vulnerability, where structural deprivation and health inequalities endure despite wider regional prosperity, increasingly compounded by households' self-disconnecting from energy supplies due to unaffordable costs and mounting arrears.

The cost-of-living crisis has driven more households into acute financial hardship, including a growing number of low-income working families whose earnings no longer stretch far enough to cover rising costs. Energy Matters is increasingly seeing households with complex needs, including high energy debt, spending more than 10% of their income on energy usage and arrears, and requiring specialist advice to navigate billing, repayment plans, benefits and hardship schemes. At the same time, food insecurity is intensifying, with some households being turned away from food banks and community larders after exhausting their voucher allocations and having no money left to buy food.

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.

Citizens Advice West Northamptonshire and Cherwell is an independent charity providing free confidential and impartial advice and support to the residents of Cherwell, Oxfordshire (Banbury, Bicester and Kidlington) and West Northamptonshire (Northampton, Daventry, Towcester, Brackley) and Wellingborough in North Northants.

Together, we aim to deliver a coordinated, preventative, and highly accessible fuel poverty and energy safeguarding support service for households across Oxfordshire, West Northamptonshire and North Northants who are at greatest risk of the health, financial, and safety impacts of living in a cold home.

Building on the foundation of our previous work, the project focuses on sustaining an inclusive advice model that reaches vulnerable communities and customers facing escalating fuel debt, financial hardship, disability, or multiple vulnerabilities.

The programme will be delivered by:

- Providing personalised energy advice to households through a combination of face-to-face support in warm spaces and Community Help & Information Points (CHIPs), alongside telephone appointments
- Providing advice and support to take energy efficiency actions in the home, including behavioural and common measures
Providing information and guided support to sign up for the Priority Services Register (PSR)
- Providing carbon monoxide (CO) safety advice so households understand the risks and can take practical steps to keep their homes safe
- Providing debt advice and tailored financial support to strengthen long-term household resilience and address the root causes of energy debt. This includes direct interventions such as welfare benefits advice and calculations, tariff and social tariff checks, energy debt support, and income maximisation, helping households improve financial stability and reduce ongoing hardship
- Providing emergency fund provision through distribution of food and fuel vouchers

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.

The Energy Matters project builds on three years of established partnership working across Oxfordshire, West Northamptonshire and North Northants shaped by collaboration between Citizens Advice West Northamptonshire and Cherwell, local authorities, community organisations and SGN.

This shared approach has been strengthened by a deepening understanding of the pressures facing households across Oxfordshire, West Northamptonshire and North Northants, within pockets of high deprivation where the risks and impacts of fuel poverty are most acute. Local evidence, community insight, and rising levels of

energy-related debt confirm that vulnerable households, especially older adults, disabled people, unpaid carers, and low-income households, are disproportionately affected by escalating energy costs and reduced access to support.

Throughout sustained engagement with frontline partners and voluntary sector agencies, a clear picture has emerged, many households are struggling long before they reach crisis yet face significant barriers to receiving timely help. Gaps in awareness of vital services such as the Priority Services Register, carbon monoxide safety measures, and available energy debt or efficiency support continue to leave many households without help until they reach crisis point. These challenges are often compounded by isolation, limited engagement with services, and financial pressure, which can prevent people from seeking support independently. These insights have directly shaped the design of the project and reinforced the need for a proactive and highly accessible service model.

The programme has also been shaped by principles co-developed with our Vulnerability Steering Group (VSG), ensuring that people with lived experience of fuel poverty are meaningfully involved in designing 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 need. By grounding the programme in a shared, evidence-based understanding of vulnerability, we are building a service that is responsive to real lived experience and aligned with wider commitments to fairness, inclusion, and targeted support for those most at risk.

Through this insight-driven, collaborative approach, the partnership offers a coordinated support model that reflects the realities faced by households across Oxfordshire, West Northamptonshire and North Northants. It enables early intervention, personalised energy and debt support, and essential safeguarding measures. By providing accessible, community-based support that meets people at points of geographic, emotional and practical need, the partnership helps households maintain safe, warm and healthy homes year-round while reducing preventable harm and financial pressure on vulnerable communities.

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 because it directly supports our Vulnerability Strategy and our overarching ambition to keep communities safe, warm, and supported, both now and as we transition toward a green, clean energy future. Our strategy places vulnerable households at the centre of our decision making, ensuring that those most in need receive meaningful, practical assistance.

The project is designed to help us deliver our Business Plan commitments, particularly two key customer pledges, the first to support at least 650,000 of the most vulnerable households over the next five years. The second, to ensure that the project has been designed to ensure that it delivers meaningful outcomes and measurable value for customers and stakeholders. This includes maximising the social return on investment (SROI) for every pound spent, while consistently prioritising the needs and experiences of vulnerable customers.

In addition, the project reflects the strategic priorities of our Vulnerability Strategy – an approach shared by all four gas networks – which delivers support across four core areas:

- Providing Services Beyond the Meter – direct services for vulnerable households as we go about our day-to-day operational work that extends beyond traditional gas network responsibilities

- Tackling Fuel Poverty and Energy Affordability – targeted support for customers struggling to afford energy, helping households reduce energy costs, improve efficiency, and access essential advice
- Supporting Priority Customer Groups – identifying and assisting those with heightened needs, ensuring they receive tailored and timely support
- Reducing Carbon Monoxide Harm – a data driven approach to raising awareness, improving safety, and reducing carbon monoxide risks.

By addressing these themes, the project demonstrates strong strategic alignment and delivers tangible benefits to vulnerable customers, making it a clear fit for VCMA funding.

This project forms part of the ‘Tackling Fuel Poverty and Energy Affordability’ theme and budget area.

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 SGN, Citizens Advice West Northamptonshire and Cherwell has established a robust referral pathway to raise concerns related to key energy safeguarding services. 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, Citizens Advice West Northamptonshire and Cherwell is well placed to engage effectively with vulnerable individuals and refer eligible people to us 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.

Justification for why the project should not be collaborative

This should include evidenced reasoning as to why the VCMA Project cannot, or should not, be delivered in collaboration with other GDNs. For example, this could include the unique context within a network area, or the development of an innovative pilot project.

This project is not collaborative because it is intentionally designed as a targeted local intervention delivered by a partner with deep roots in Oxfordshire, West Northamptonshire and North Northants.

Citizens Advice West Northamptonshire and Cherwell operate exclusively within this locality and is uniquely positioned to understand the specific needs, barriers, and lived experiences of the community. The project model relies on hyper-local insight, trusted relationships with local authorities, regional referral partners and place-based delivery rather than shared delivery across multiple GDN areas.

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	Interim Milestones
Energy Triage	1,110	Quarterly performance – 140
CO Safety Information	888	Quarterly performance – 111
PSR Conversations	1,110	Quarterly performance – 140
PSR Registration	222	Quarterly performance – 28
Energy Advice (across a number of energy advice measurable areas)	1,110	Quarterly performance – 140
Income Maximisation (across a number of income generating measurable areas)	1,110	Quarterly performance – 140
Emergency Fund Provision	777	Quarterly performance – 97
Unique Warm Spaces	27	Quarterly performance - 4

**Interim performance – averaged out and delivered with seasonal adjustments*

Success Criteria

Over the course of this two-year project, Citizens Advice West Northamptonshire and Cherwell will deliver direct, targeted support to 1,110 households across Oxfordshire, West Northamptonshire and North Northants who are most at risk from the health and financial consequences of living in a cold home. This assistance will be provided through personalised energy advice through a combination of face-to-face support in warm spaces and Community Help & Information Points (CHIPs), alongside telephone appointments.

In addition, Citizens Advice West Northamptonshire and Cherwell will engage with 12,000 households through a range of digital platforms and communication channels. Support will include simple, clear guidance on CO safety information, PSR awareness/signposting, energy efficiency advice, financial vulnerability, and how to access trusted support.

These interventions mean that vulnerable households living in fuel poverty report improvements in being able to maintain a safe and warm home, financial resilience, access to entitlements including the Priority Services Register, and overall wellbeing.

Potential for new learning

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

The experience of delivering our previous Energy Matters project has generated valuable learning that extends beyond individual household outcomes and offers wider insights into how place-based, preventative support can respond to deepening fuel poverty and financial crisis. Frontline engagement across West Northamptonshire and Cherwell has highlighted emerging patterns of vulnerability and reinforced the importance of early, joined-up intervention to prevent avoidable harm.

A key area of learning has been the growing number of older people self-disconnecting from energy supply and going without essentials, including food, in order to prioritise energy costs. Many in this group are reluctant to seek help and are often unaware of their entitlements, particularly Pension Credit and associated premiums. Direct engagement has shown that combining practical, tailored energy advice with benefits checks and income maximisation support is critical to improving financial resilience, maintaining safe home temperatures and reducing the risk of crisis. This learning highlights the importance of proactive outreach and trusted, person-centred conversations in supporting older residents who may otherwise remain hidden from services.

The project has also responded to increasing pressure on crisis support systems, with more households being turned away from food banks and community larders after exhausting voucher allocations, and a rise in low-income working families experiencing acute financial insecurity. The Energy Matters project rapid crisis response model, delivering same-day income maximisation, debt and budgeting triage, and urgent action to reduce essential outgoings, has enabled timely interventions at points of escalation. Learning from this approach demonstrates the value of fast, coordinated action that addresses both immediate need and longer-term stability, particularly where households have limited access to emergency support.

Partnership working has been central to shaping learning and strengthening practice. Through collaboration with community hubs, food banks, local authorities and referral partners, Energy Matters has been able to provide holistic support that improves income, reduces debt pressure and protects wellbeing. Insights from this cross-agency working are being used to better understand which referral routes are most effective, how trusted intermediaries can be supported to identify fuel poverty earlier, and how services can be better aligned to prevent people cycling through repeated crisis.

The Energy Matters programme will also be independently evaluated using qualitative and quantitative methods to understand the lived experience of households before and after receiving support. This assessment will explore changes in confidence, financial stability, awareness of entitlements, home energy resilience, and overall wellbeing. By grounding the evaluation in the voices of those supported, the project will build robust evidence base on what works, where gaps remain, and how local, person-centred models can continue to evolve.

More broadly, the learning generated through Energy Matters contributes to national conversations on tackling fuel poverty, through the Citizens Advice network, across our local authority teams and health care providers as we continue supporting vulnerable households and reducing pressure on health and community services through earlier, more effective intervention. By sharing these insights across our Safe & Warm partnership network and beyond, the programme helps shape future approaches that are equitable, preventative, and rooted in the lived realities of the communities most at risk.

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 Energy Matters project is strongly aligned with national, regional, and utility sector vulnerability strategies, reflecting a shared commitment to early identification, targeted support, and coordinated, multiagency delivery for households most at risk from fuel poverty. By integrating specialist energy and safeguarding advice within the broader Citizens Advice framework, the project supports a holistic model of care that mirrors the direction of national energy policy and cross sector regulatory expectations.

Designed collaboratively with Citizens Advice West Northamptonshire and Cherwell and shaped by ongoing engagement with local authorities, warm space providers and community groups, the project embodies the “no wrong door” approach promoted across the sector. This means that households, whether they first seek help from a community hub, are seamlessly connected to financial, energy, and safety support without being passed between fragmented services.

Energy Matters directly supports the core aims of England’s Fuel Poverty Strategy, which *emphasises proactive outreach, improved targeting of vulnerable households, and integration of advice with practical energy efficiency measures*. The project’s focus on reaching underserved communities, particularly those who do not engage with traditional services helps address the persistent challenge of identifying hidden or isolated fuel-poor households. By embedding energy advice within trusted community settings, the project advances the strategy’s ambition to ensure that support reaches those least likely to seek help independently.

The Warm Homes Plan prioritises improving the energy efficiency of low-income homes, reducing avoidable harm, and ensuring that households receive tailored support that leads to tangible improvements. Energy Matters operationalises these principles by linking specialist advice directly to practical interventions. This closes the well documented gap between financial advocacy and physical home upgrades, ensuring that residents not only understand their options but can access insulation, heating improvements, and other measures that reduce long-term energy costs.

In line with Ofgem’s Vulnerability Strategy, the programme demonstrates a clear commitment to identifying and supporting consumers in vulnerable circumstances through coordinated action. By bringing together energy networks, local authorities and community organisations, Energy Matters ensures that people with complex needs are not left to navigate fragmented systems alone. The model prioritises personalised support, data-informed decision-making, and inclusive service design, key principles within Ofgem’s strategy, while ensuring that those facing the greatest barriers receive timely, effective assistance that reduces harm and strengthens resilience.

The project’s outreach-led, approach is also closely aligned with the utility sector’s Priority Services Register ambition. By identifying households with health conditions, communication needs, or safety risks, Energy Matters acts as an early intervention mechanism that helps ensure eligible households are added to the PSR. This enhances their protection during supply interruptions, ensures they receive tailored communication, and supports utilities in meeting their regulatory duties around vulnerability. The project’s cross sector partnerships create a more consistent and coordinated pathway into the PSR, reducing the risk that eligible households fall through the cracks.

By coming together, SGN, local authorities, community organisations, and specialist energy advisors, Energy Matters strengthens the regional safety net for vulnerable households. The project embeds early intervention, personalised assistance, and community-rooted delivery into its design, aligning fully with national policy and sector wide vulnerability strategies. In doing so, it enhances resilience, reduces avoidable harm, and contributes to a coordinated local ecosystem of support that protects Oxfordshire, West Northamptonshire and North Northants households now and into the future.

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.

Citizens Advice West Northamptonshire and Cherwell and SGN will review monthly reports on measurable outcomes, working together to ensure successful delivery. Each quarter, the core project team will meet to

share performance insights, highlight and mitigate any underperformance, and provide structured updates on delivery, risks and emerging outcomes.

Together we will ensure that there is an evidence base through audit and research that seeks to understand how effective the project is in supporting their local communities who are struggling to maintain a safe and warm home and assess the before and after to better understand the impact of the services provided on the lived experience of beneficiaries.

We will report annually on partnership impact, sharing broadly via our company-specific reports to showcase outcomes and key learnings and inform future delivery. Additionally, the learning will be shared across the GDN Vulnerability working group as well as disseminating results through our business governance processes, including on request to our Independent Steering Group (ISG).

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 £31.39 for every £1 spent.

Social value measurement

Total cost*	£98,638.01
Total gross present value	£3,195,142.33
Net Present Value (NPV)	£3,096,504.32
SROI	£31.39

*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.

We worked closely with Citizens Advice West Northamptonshire and Cherwell to co-design this partnership so that its ambition directly contributes to our Vulnerability Strategy, developed with support from our stakeholders including through our Vulnerability and Carbon Monoxide Steering Group and overseen by our Independent Steering Group.

The PEA has been reviewed and approved through our internal governance processes and formally signed off as detailed below.

Approver (Name and Role)	Date
Kerry Potter, Group Social Impact & Vulnerability Manager	15/04/26
Maureen McIntosh, Director of Customer Services	16/04/26

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