

South London Together

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

Updated: June 2026

PEA reference: FP-SGNStH – 038a



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Project registration table

Project summary	
Project title	South London Together
Strategic area	Fuel Poverty and Energy Affordability
Lead partner name	Crew Energy, SELCE, Thinking Works, Repowering London
New/Updated	New
Date of PEA submission	June 2026
Project start and end date	April 2026 – March 2028
Project location	South London
Sectors Involved (include only those involved)	Gas Distribution Network Charitable Organisation Community Benefits Society (Repowering London)
Project contact	
Name	Graeme McLarty
Contact details	Positive.impact@sgn.co.uk
Project partners and third parties involved	
Organisation name	Role
CREW Energy	Delivery of the core funded service
SELCE (South East London Community Energy)	Delivery of the core funded service
Thinking Works	Delivery of the core funded service
Repowering London	Delivery of the core funded service
Costs and funding	
Total cost (£k)	Redacted due to commercial sensitivity
Total VCMA funding required (£k)	£440,000
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. Since 2021, energy prices have almost doubled, and as of early 2026, it's estimated that around 6.7 million households across the UK are living in fuel poverty. Nearly half of low-income households remain in homes that are hard to heat, leaving millions exposed to cold, damp conditions that harm their physical and mental health. At the same time, rising energy debt is limiting many households' ability to maintain or safely use heating systems and appliances.

Fuel poverty [is not experienced evenly](#). It remains a significant but uneven challenge across south London, where relatively high housing costs and pockets of inefficient housing intersect with rising energy demands. Although London as a whole records lower fuel poverty rates than many English regions, with around 9.3–10% of households affected, disparities between boroughs persist. This pressure is intensified by low incomes in parts of boroughs such as Lambeth, Southwark, Lewisham, and Croydon. [Households experiencing](#) multiple, overlapping vulnerabilities are disproportionately affected, yet many also fall through the gaps of national and local support schemes. [Many boroughs](#) in South London are densely populated, with areas of high deprivation located alongside much more affluent areas. Lambeth and Southwark, in particular, are among the 30% most deprived in the country. The result is that vulnerable households, including families with young children, older people and those with health conditions, may be forced to choose between heating and other essentials which worsens health inequalities and increases the risk of cold-related illness during the winter months. Living in a cold home is associated with poor physical and mental health outcomes, as well as increased risk of morbidity and mortality across all age groups. These impacts are felt most acutely by households already experiencing multiple forms of disadvantage.

London is also the most [ethnically diverse](#) region in England with South London containing several of the capital's most diverse boroughs. [Ethnic minority households are more likely to experience](#) fuel poverty and specific vulnerability pathways such as being locked into less affordable variable tariffs. In London, this diversity is accompanied by significant cultural and linguistic barriers. Over 300 languages are spoken across the capital and a substantial proportion of residents were born outside the UK, meaning many households may also struggle to understand complex energy systems, billing structures and eligibility for support.

These challenges can contribute to lower awareness and uptake of support schemes, as well as difficulties engaging with suppliers, particularly for newly arrived and migrant communities who are unfamiliar with the UK energy market and face additional language and [digital barriers](#). Similar barriers affect uptake of the Priority Services Register, which provides additional support for vulnerable households but requires proactive sign-up and engagement with suppliers and DNOs

Several South London boroughs experience some of the highest rates of Excess Winter Deaths in the capital. The latest available statistics (2021) place five boroughs, Lewisham, Bromley, Kingston upon Thames, Lambeth and Southwark, within the top ten London boroughs for Excess Winter Deaths, highlighting significant exposure to cold-related health risks.

These outcomes sit alongside rising food insecurity, reflecting wider cost-of-living pressures. In Lambeth alone, the Lambeth Partnership of Foodbanks distributed 27,109 emergency food parcels in 2024, a 9.5% increase on the previous year, while London-wide food insecurity rose from 8.6% in 2022/23 to 10.6% in 2023/24. Demand for support is continuing to intensify as winter approaches, with referrals across South London boroughs currently running 20–40% higher than last winter, indicating escalating financial pressure on households and growing strain on frontline support services.

These challenges are compounded within the private rented sector, where tenants often have limited control over property improvements and may lack clear routes to engage landlords or access energy efficiency measures, creating additional barriers across housing tenures.

Together, these indicators demonstrate the compounded impact of cold homes, rising living costs and material deprivation across South London, with serious consequences for health, wellbeing and inequality.

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.

SELCE (South East London Community Energy), Repowering London, CREW Energy, and Thinking Works are all not-for-profit, community-led organisations tackling fuel poverty and climate change in London. SELCE focuses on community-owned solar and free energy advice in South East London, reinvesting profits into support for households struggling with bills. Repowering London works across the capital to help communities, particularly on social housing estates, develop and own renewable energy while also building skills and tackling inequality. CREW Energy operates mainly in south and south-west London, delivering hands-on fuel-poverty support, energy advice, and low-carbon solutions for homes and community buildings. Thinking Works specialises in energy advice and health-through-warmth programmes, working closely with councils and the NHS to support vulnerable households to stay warm, reduce bills, and improve wellbeing.

The South London Together project combines the efforts of these four community energy organisations across South London into a larger, unified project improving outcomes for vulnerable households through coordinated delivery, shared expertise, and increased reach.

Working in partnership, SGN and South London Together will support households with in-depth personalised advice on how to improve their energy usage and improve the thermal comfort of their homes. We will identify and support those most in need by providing support, guidance and signposting to help households confidently maintain a safe, warm, and affordable home.

Using a mixture of in-person workshops and pop-ups in community venues, digital outreach via trusted social networks, and targeted home visits, we will meet people in places they already turn to for support.

Our overarching objectives are:

- To provide a consistent, year-round energy advice service across South London.
- To deliver a Heat Doctor service providing in-home energy efficiency interventions, delivered by qualified plumbers and Gas Safe registered heating engineers.
- To support people in energy crisis by providing access to emergency fuel top-up vouchers.
- To improve household safety through the provision of carbon monoxide alarms and safety advice across South London.
- To ensure accessibility for South London's diverse linguistic communities through funded interpreter and translation services.
- To support the most vulnerable households by providing information on the PSR and support to sign up
- To reduce immediate risk and hardship for households experiencing fuel poverty
- To improve access to trusted, high-quality advice among households who are not otherwise being reached by existing services

- To tackle underlying causes of fuel poverty by facilitating progression from crisis support to long-term energy efficiency improvements, and linking advice with community energy solutions
- To strengthen local capacity and trust-based pathways between advice provision and substantial energy efficiency measures

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 project is built on a shared, evidence-driven understanding of vulnerability, using robust data to identify where need is greatest and where support has historically been lacking. Analysis of fuel poverty indicators alongside the Index of Multiple Deprivation highlights South London as a region facing both acute energy-related hardship and systemic gaps in access to advice and support. This data-led foundation ensures that resources are directed to communities experiencing disproportionately high levels of vulnerability, enabling the project to focus on households most likely to be excluded from mainstream provision.

Building on a number of successful GD2 projects, the current programme has been co-designed with frontline community energy delivery partners, Crew, SELCE, Thinking Works, and Repowering London whose deep community insight has shaped the model from the outset. Their lived understanding of the barriers households face, and the types of interventions that genuinely shift outcomes, has been central to defining priorities and designing services that resonate with local realities.

A structured process of service feedback led by Thinking Works brought together perspectives from delivery partners and service users to refine our future project direction. A further consultation with 22 partner organisations identified the Heat Doctor service as one of the most critical interventions for vulnerable households. This was strongly reinforced by service-user feedback gathered through wider quality-assurance activity, where 62% of respondents prioritised continued access to the Heat Doctor offer. Follow-up surveys conducted by SELCE two months after support show consistently strong outcomes, including improved ability to keep warm, increased confidence in managing energy bills, and positive impacts on wellbeing, findings echoed by testimonials from local authority partners.

The project is designed for fully joined-up delivery, working through a wide network of trusted local partners who already support residents experiencing energy challenges across South London. These organisations provide reliable referral pathways and deep community reach, ensuring households receive coordinated, high-quality support without being passed between services.

Crucially, SGN's ISG reinforces the central role of Community Energy Groups in addressing the current needs of fuel-poor households. Their local presence, trusted relationships, and understanding of what support is available across different tenures today make them indispensable. The ISG also recognises their forward-looking role, helping communities navigate the evolving landscape of energy systems, ensuring that the transition to net zero does not deepen inequalities but instead expands access to the support and technologies needed to reduce fuel poverty over the long term.

By combining targeted data approaches with community-led design, the project reaches people who might otherwise miss out on essential support. Engagement approaches are tailored for residents facing language, cultural, or trust-related barriers, while coordinated work with local authorities helps address longstanding gaps in energy-advice provision.

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

Grounded in shared learning, strong partnerships, and a rigorous evidence base, the project delivers a responsive, inclusive service aligned with wider commitments to fairness, community resilience, 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 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 us, Crew, SELCE, Thinking Works, and Repowering London have 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 trusted organisations, Crew, SELCE, Thinking Works, and Repowering London are 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 has been intentionally designed as a targeted intervention within South London, rather than as a collaborative initiative across multiple networks. Crew, SELCE, Thinking Works, and Repowering London all operate primarily in South London so have a unique and in-depth understanding of the needs, challenges, and lived experiences of households experiencing fuel poverty across the island.

The project model is built on local insight, trusted relationships, and place-based delivery, rather than shared delivery across multiple Gas Distribution Network areas. Its objective is to address a clearly defined gap in support for households in, or at risk of, fuel poverty in South London. As such, a broader collaborative approach would not be effective or appropriate for achieving the intended outcomes.

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 advice	4,047	Quarterly performance – 506
CO safety information	4,063	Quarterly performance – 507
CO alarm provision	500	Quarterly performance – 63
Energy triage (personalised)	2,763	Quarterly performance – 345

PSR conversations	2,450	Quarterly performance – 306
PSR registrations	348	Quarterly performance – 43
Accessing third party funding for energy efficiency measures	30	Quarterly performance – 4
Income maximisation	848	Quarterly performance – 106
Emergency fund provision	400	Quarterly performance – 50
Gas appliance servicing/safety check	478	Quarterly performance – 60
Gas appliances repair	290	Quarterly performance – 36
Billing support/meter readings	285	Quarterly performance – 36
Broadband/digital skills information	225	Quarterly performance – 28
Scams awareness	180	Quarterly performance – 23
Locking cooker valve referrals	9	Quarterly performance – 1

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

Success Criteria

During this two-year project, The South London Together team will support at least 4,387 households throughout South London with their energy matters via several different engagement approaches aligned to community needs. The households will be supported by trained and experienced energy advisors and gas safe engineers embedded within each of the 4 organisations. The team will foster trust and accountability through robust, transparent reporting that demonstrates success against expected outcomes.

Households supported through this project will be more confident in managing their energy usage within their home, preventing future fuel debt situations and improved thermal comfort in their homes.

Potential for new learning

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

The impact of this project extends far beyond direct support to vulnerable households. It is intentionally designed to generate learning that strengthens practice across SGN's wider Safe and Warm partnership network and informs other community-based initiatives. Built on a strong foundation of data and insight and the lived experience of communities who have engaged with the South London Together network throughout the cost-of-living and energy crises, the project creates a continuous feedback loop that improves delivery both locally and nationally.

This programme builds on and extends the learning from SGN's GD2 projects, ensuring that what has worked well is embedded into future delivery and shared widely. Crew, SELCE, Thinking Works, and Repowering London will collectively generate evidence and insight from project activities, producing an annual report that captures findings, recommendations, and the real-world impact of the work. These outputs will help shape future community engagement programmes, ensuring that services remain inclusive, community-centred, and evidence-led. This will include taking part in research activities including the Moving the Dial annual study

which seeks to understand who is being supported by the VCMA and the impact of this support on the household.

A key strength of the project is the way it brings together four experienced community energy organisations. This collaboration not only supports successful delivery against forecast outcomes but also creates a structured environment for sharing best practice across South London. By working collectively, partners can compare approaches, test new ideas, and refine methods to improve equity of service provision. This shared learning will be actively disseminated to regional DNOs and local authorities, demonstrating the value of coordinated delivery and highlighting the challenges faced by marginalised communities, particularly those in the private rented sector who often struggle to access support.

Their local knowledge, trusted relationships, and understanding of support available across tenures enable them to identify gaps, advocate for residents, and help design interventions that work in practice. As the energy system evolves, these groups are uniquely positioned to highlight barriers that low-income households face in engaging with schemes such as smart meters, time-of-use tariffs, and other technologies central to the energy transition.

At a national level, learning from the project will continue to be shared, just as it was during GD2, through contributions to wider discussions on strengthening support for vulnerable households. Outputs will be openly shared with other GDNs via the Vulnerability Working Group, the GDN National Delivery Group, and, where requested, the National Steering Panel. This ensures that insights from South London contribute to sector-wide improvements and help shape a fairer, more inclusive approach to decarbonisation.

By embedding learning into every stage of delivery, the project not only supports households today but also builds the knowledge, capability, and partnerships needed to ensure that no community is left behind in the transition to net zero.

Aligning with and supporting wider vulnerability approaches

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

The project is strongly aligned with national and local vulnerability approaches, reflecting the principles embedded across UK energy-sector frameworks that prioritise early identification, safeguarding, and continuity of supply. Designed specifically to reach those most at risk, including households facing financial hardship, language and cultural barriers, insecure housing, or limited access to mainstream services, the project mirrors the direction set out in Ofgem's Vulnerability Strategy. Its focus on proactive outreach, tailored communication, and accessible, community-based support ensures that households with additional needs receive consistent, anticipatory help rather than reactive crisis intervention.

The project also aligns closely with the Fuel Poverty Strategy for England and the Warm Homes Plan, both of which emphasise targeted, place-based interventions that reduce energy inequality and protect households at greatest risk. By strengthening access to expert energy advice, improving awareness of available support, and enabling earlier identification of households experiencing or approaching fuel poverty, the project directly contributes to national goals of improving home energy efficiency, reducing avoidable hardship, and ensuring that vulnerable residents are not left behind in the transition to a more resilient, affordable, and low-carbon energy system.

Across South London, vulnerability approaches are increasingly place-based, preventative, and partnership-led, recognising that risk arises from overlapping health, social, and economic factors rather than single issues in isolation. The project's design, rooted in community energy organisations with deep local knowledge, ensures that support is culturally competent, linguistically accessible, and trusted by households who may be reluctant to engage with statutory services.

A key area of alignment is the project's focus on improving awareness and uptake of the Priority Services Register (PSR). Embedding PSR conversations into community outreach and home-based support reflects wider cross-utility priorities to strengthen safeguarding, ensure priority restoration, and improve access to communication support and extra-care services. This mirrors the approaches taken by DNOs and water companies, whose vulnerability funding frameworks emphasise early identification, cross-referral, and coordinated safeguarding for customers with additional needs.

The project also demonstrates the multi-agency collaboration encouraged across national vulnerability frameworks. Working with partners such as local authorities, and community organisations across South London, it creates a coordinated ecosystem capable of delivering holistic, person-centred support. This approach strengthens local resilience, improves outcomes for vulnerable households, and supports the national shift from reactive crisis intervention toward prevention, behaviour change, and long-term wellbeing.

By bringing together four specialist community energy organisations, the project not only supports successful delivery against forecast outcomes but also ensures shared best practice across South London. This collaborative model will be shared with regional DNOs and local authorities to demonstrate the impact of coordinated, equitable service provision and to highlight the persistent challenges faced by marginalised communities, particularly those in the private rented sector. These households often struggle to access support today and face additional barriers in engaging with schemes central to the energy transition, including smart meters, time-of-use tariffs, and other low-carbon technologies.

Through its inclusive design, cross-sector alignment, and commitment to reaching those most at risk, the project delivers a model of vulnerability support that is fully consistent with national strategy and capable of driving fairer outcomes across South London.

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.

Together with SGN, Crew, SELCE, Thinking Works, and Repowering London 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 effective 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 continue to 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 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 £3.52 for every £1 spent.

Social value measurement

Total cost*	£434,763.99
Total gross present value	£1,964,260.56
Net Present Value (NPV)	£1,529,496.57
SROI	£3.52

*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 have worked closely with the South London Together team to codesign this partnership so that its ambition directly contributes to our Vulnerability Strategy, developed with support from our stakeholders including through our dedicated 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 and Vulnerability Manager	06/07/26
Maureen McIntosh, Director of Customer Services	08/07/26

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	Yes
Affordability	The household cannot afford to service the essential gas appliance, as assessed against the affordability criteria set out in the VCMA governance document	Yes
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	Yes

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)	Yes
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	Yes
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.	Yes