

How can we increase uptake of the PSR?

EIP031

28 February 2023

Background

- We estimate that there are around **3.5m people** across UK Power Networks' regions that are in **vulnerable circumstances and are eligible for additional support** in the event of power outages through the PSR. UK Power Networks is currently only aware of and subsequently able to offer support to **62%** of these customers
- **Identifying the customers** that are eligible becomes **increasingly difficult** as each **incremental improvement** comes at an **increasingly higher cost** to find those that are increasingly hard to reach
- Eligible customers **may not know they are eligible** or **understand the benefits of the PSR** and therefore don't proactively register. We must proactively find those that are eligible
- We need to find **new ways to identify customers, educate them about the benefits of the PSR** and **encourage them to register for the PSR** in order to register more people

Enablers and Constraints

- UK Power Networks has utilised a range of data sources and tools to better identify these customers in RIIO-ED1.
- Tools overlaying socio-economic data sets – built geospatial tools (Socially Green) that layer national vulnerability datasets.
- Data sharing – Currently sharing PSR data with water companies.
- Approaches raising awareness – Traditional approaches and channels have been used to date. Opportunity to consider new innovative approaches to raising awareness and encourage registration.

Involvement and Implementation

As a socially responsible corporate citizen, we have committed to **substantially increasing** the uptake of these priority services, **equating to over 800,000 new registrations to the PSR**. Similarly, **600,000 SME businesses** in vulnerable circumstances.

- The aim is to **identify and register these individuals as soon as possible** to ensure they get **access to the support as soon as possible**
- Solutions will also be scalable to other energy networks within Great Britain

Energy Innovation Basecamp

28 February 2023
ICC Birmingham

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