



Power Protect

Supporting customers medically dependent on electricity

Rona Mitchell, October 2024



About UK Power Networks



8.3M homes and businesses

28% of UK total

9.5GW Distributed Generation Connected

32% of UK Total

13GW Peak Demand

28% of UK Total

Our vision

An Employer
of Choice

A Respected
and Trusted
Corporate
Citizen

Sustainably
Cost Efficient

Enabling
the Net Zero
Transition
For All

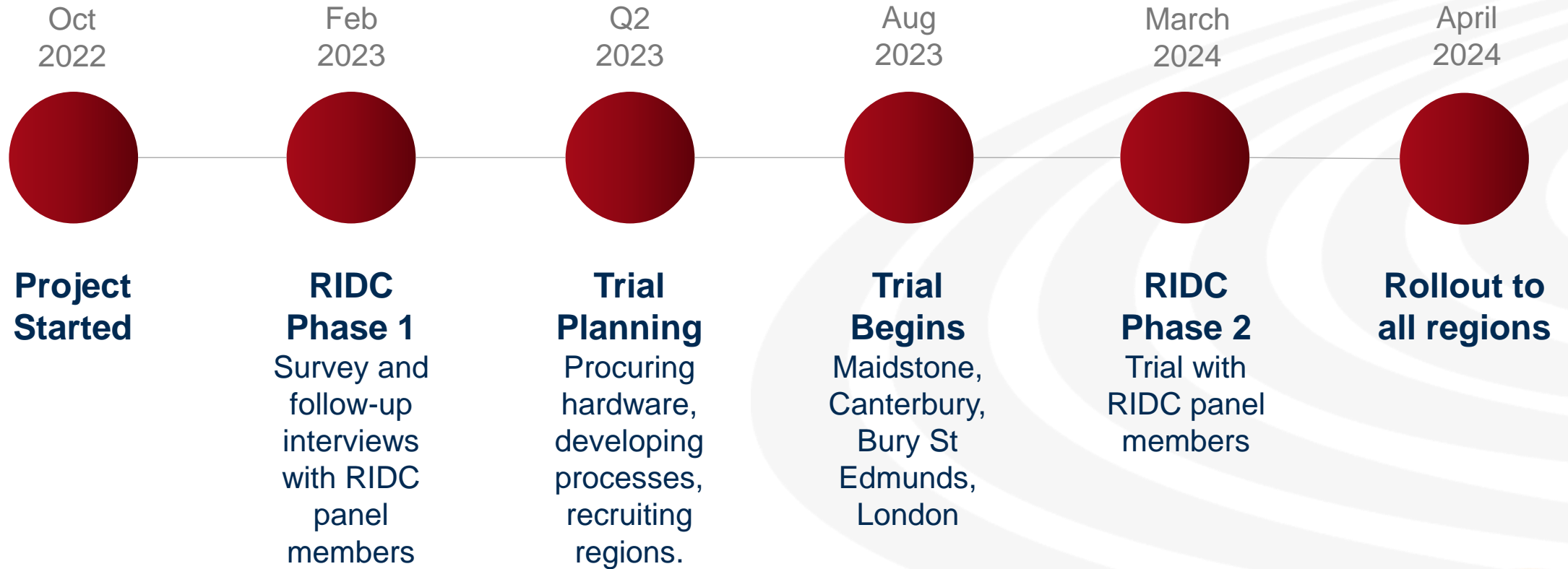
To be consistently the best-performing Distribution
Network Operator within an agreed set of values

Context

- Some customers have a medical dependency on electricity
- Those customers are more vulnerable during a power cut
- Connecting a generator is not always feasible in all circumstances
- The Innovation team led a project to develop and trial a new service throughout 2023.
- We successfully trialled in Bury, Canterbury, Maidstone and London.
- Service closely follows existing processes of making relevant offers to customers.

Our commitment: We will offer increased support for our medically dependent PSR customers by dispatching battery banks to customers who are at risk of being without power for more than 4 hours between 2024 and 2028.

Project timeline



Research with Research Institute for Disabled Consumers

- RiDC onboarded to ensure trial success
- Survey, interviews and trial with a sample of representative customers
- Recommendations used to enhance process



Research report

Understanding the challenges and impact of a power cut on medically dependent customers

Survey findings

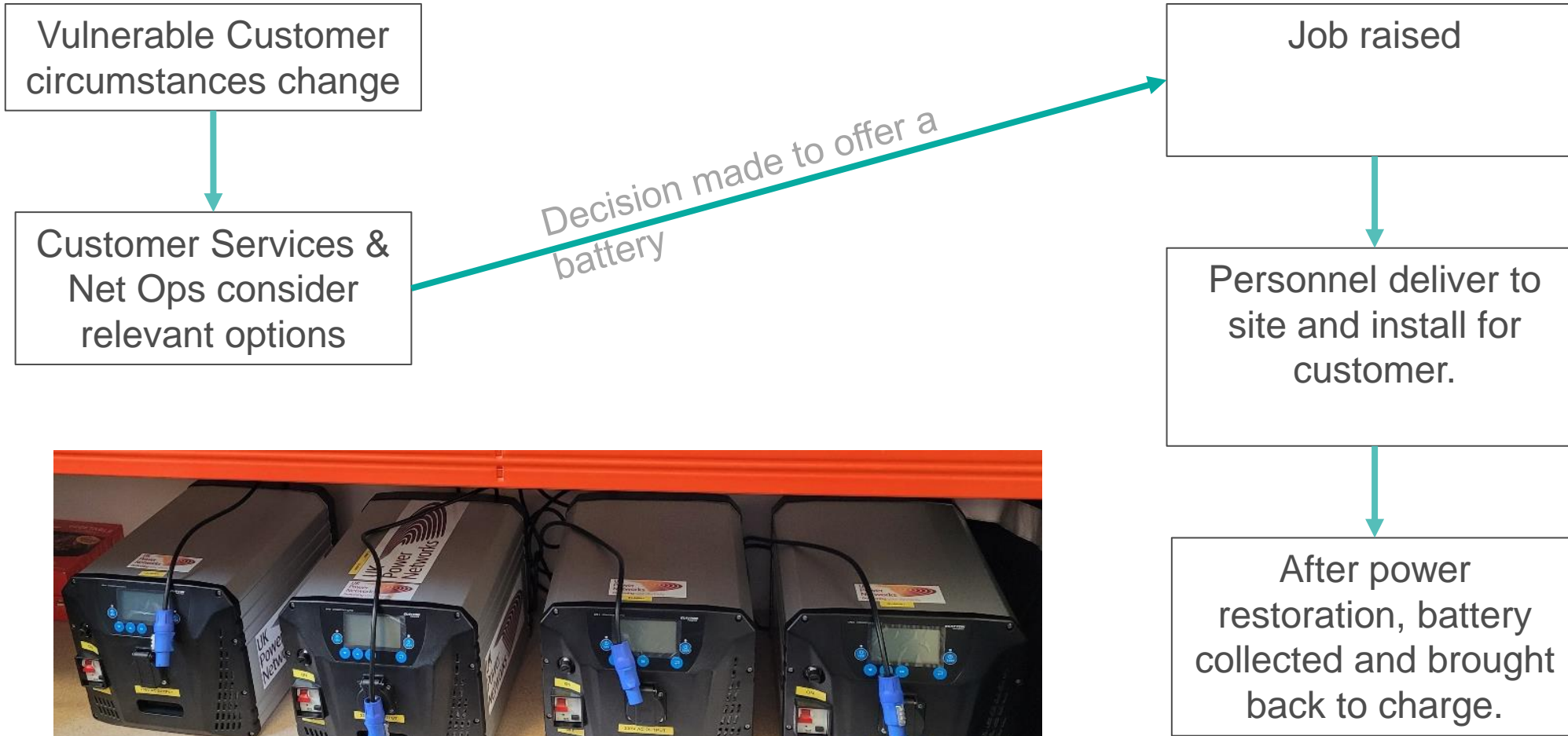
Research report

Understanding the provision of electric batteries to medically dependent customers in a power cut

Qualitative insights



Learning - Process



Trial Learnings & Benefits

Customer

- 75% of customers told us it was a 10/10 service.
- Some customers felt the batteries should be offered sooner.
- Earned a 5* Trustpilot review in the first week.

Technology

- Three battery manufacturers. One model selected for enduring use.
- Opportunity to work with the market to develop a better unit to meet our needs.
- Unit cost £1,500, lifespan 2000 cycles (>10 years).

Procedure

- Learnings from market research with RIDC implemented into our procedures.
- No major procedure changes required throughout trial. Strong ownership from business.
- Expected benefits regarding ease of install confirmed.

MA Mr Anthony Green
5 reviews · GB



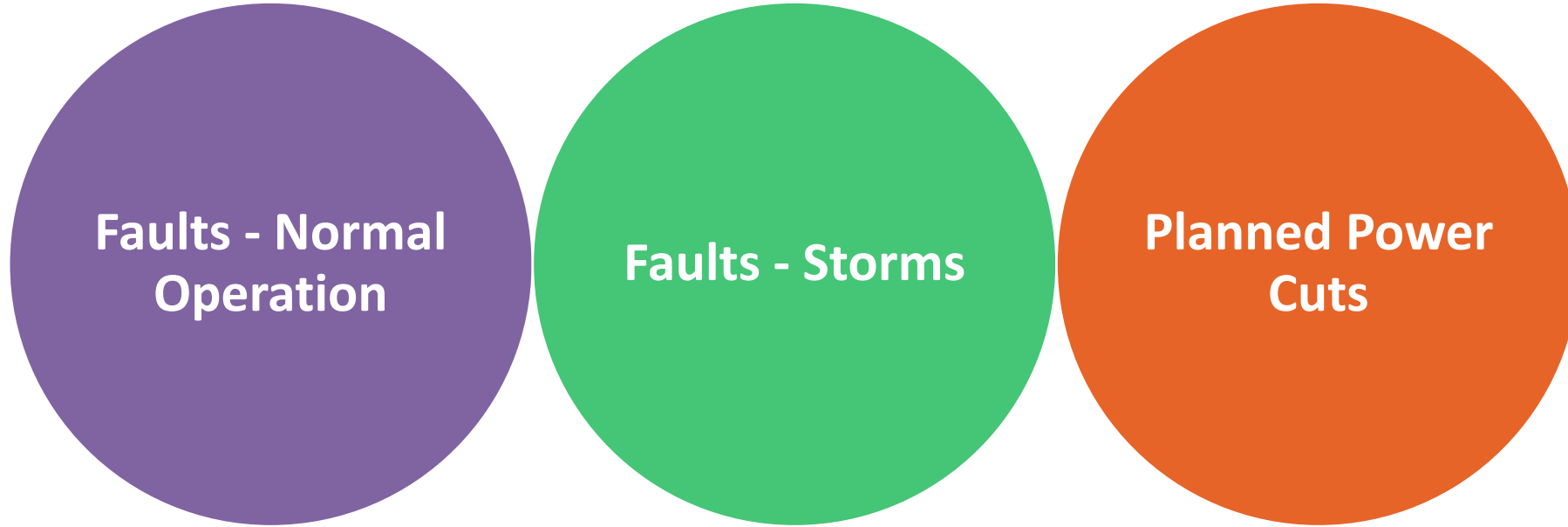
21 Aug 2023

Thank you for the battery pack for my...

Thank you for the battery pack for my sleep apnea machine, this will be a great help in a power cut in future

Date of experience: 19 August 2023

Learning - Applications



- We have 130k eligible customers in our patch.
- By the end of ED2, this could rise 30% due to increased registration on the PSR.

Thank you

any questions?

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Other Projects to watch out for:
Socially Green
Spotlight

