

Agenda

Fuel Poverty: Future: Fairness: Working with you to support vulnerable customers now and in the future

10.00	Welcome Derek Lickorish, Chair of Northern Powergrid Social Issues Expert Group
10.10	Executive Support for Vulnerable Customers Neil Applebee, Director People & Customer Service
10.15	Northern Powergrid's work to support vulnerable customers and communities Catherine Harris, Consumer Vulnerability Manager Northern Powergrid
10.30	Fuel Poverty in the North East, Yorkshire & Humber Adam Scorer, CEO National Energy Action
10.50	Our community partners- their work to support vulnerable customers: <ul style="list-style-type: none"> • Energy Saving Trust – energy efficiency tools Elaine Berry & Jamie Brown • Newcastle Citizen Advice – Fuel Poverty Advice Shona Alexander • Green Doctors – energy efficiency and fuel poverty support Emily Thompson
11.20	Roundtable discussions on emerging challenges and customer needs <i>Grab a tea or coffee</i>
12.00	Northern Powergrid's tools, services and support for communities Short case study presentations on: <ul style="list-style-type: none"> • Experian tableau/ workbook & stakeholder map • Role of our PSR Coordinators • Community Partnering Fund • Social Legacy from capital works
12.30	Q&A Panel with morning speakers Chaired by Carol Botten, VONNE Download Slido app or go to sli.do.com and enter code #NPGFuelPoverty2020

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13.00	LUNCH
13.40	Afternoon session
13.40	Welcome back and overview of afternoon session Derek Lickorish, Chair of Northern Powergrid Social Issues Expert Group
13.45	Future Exec support for vulnerable customers Patrick Erwin, Director of Policy and Markets
13.50	Future Energy Scenarios Mary Black & Oliver Ricketts Northern Powergrid
14.10	Roundtable discussions on Future Energy Scenarios – what does this mean for people and communities – especially the most vulnerable? Facilitated by Mary Black and table facilitators
14.40	Northern Powergrid as a DSO and Social Inclusivity – overview Anne Claire Leydier DSO Transition Manager Northern Powergrid Some examples of exploratory projects from Northern Powergrid and partners <ul style="list-style-type: none"> • Battery project – Paris Hadjiodysseos, Northern Powergrid • Carbon neutral tower block retrofit – Kirsty Tweddell, Gentoo
15.10	Roundtable discussions on approach to being a socially inclusive DSO Facilitated by Anne-Claire Leydier and table facilitators <i>Grab a tea or coffee</i>
15.50	Wrap up, closing remarks Derek Lickorish, Chair of Northern Powergrid Social Issues Expert Group
16.00	Event ends