



SGN
Your gas. Our network.

Discretionary Reward Scheme 2015-18



Our vision for the future is to keep our customers safe and warm by leading the way in energy delivery. We are very proud of the culture we continue to build which puts customers at the heart of our operations, listening to their feedback, acting on any concerns and improving our performance. We have a well-established stakeholder engagement strategy which sets out the way in which we listen and respond to the needs and ideas of our stakeholders to improve our decision-making and achieve better, shared outcomes.

The UK faces a significant energy challenge in moving towards decarbonisation, ensuring affordability and securing supply. We recognise our role in contributing to the development of future solutions, while ensuring we deliver for our customers today.

We know that energy costs are a significant concern to all consumers, but particularly for those living in fuel poverty. We listened and responded to concerns raised by stakeholders about fair value for customers. In November 2017, we made a voluntary contribution of **£145m** to consumers.

We recognise the important role we play in combatting fuel poverty by providing free or discounted gas connections under Ofgem's Fuel Poor Network Extension Scheme (FPNES). We are also committed to

providing additional help over and above the FPNES and as part of our voluntary contribution to consumers, we have created a **£20m** fund to support those in fuel poverty across the very different policy contexts in our two network areas.

We are proud of our record on innovation, finding new ways to reduce our environmental impact, our costs and the disruption we cause, while ensuring the highest standards of safety. Our focus on minimising environmental impact runs through our business activities, supported by a framework of goals, targets and measures.

With around **40** people losing their lives due to unintentional carbon monoxide (CO) poisoning from all carbon-based fuels and thousands more treated in hospital we continue to raise CO awareness, targeting the most vulnerable groups and advocating for changes in legislation to increase protective measures.

We've used this DRS period to build on our established initiatives, while piloting new ideas, learning from others and working in partnership to extend our reach and impact. Ideas from stakeholders and employees are evaluated before implementation using our assessment tool which checks alignment with our strategy and scores each initiative against the potential benefits to customers. Progress is reviewed against targets and reported regularly to me and the Executive team. We share our work and outcomes with other gas networks and work with partners from inside and outside the energy sector.

In the pages that follow we've highlighted some of the initiatives we've carried out, demonstrating best practice and scalable to benefit all UK customers.

John Morea
Chief Executive Officer

A diverse cross-section of our customers said about SGN:

"SGN has been very proactive in supporting iGTs to leverage project funding through the FPNES to deliver network extension projects supporting whole communities."

"I feel that they have environmental impact at the heart of what they are doing and are investing to ensure the future is preserved for the next generation."

"They're clearly very forward-thinking and keen to improve themselves as a company every day and in everything they do."

Supporting vulnerable customers

We are fully committed to supporting low-income and vulnerable households in our network. We continue to tailor our support for a wide range of customers, linking up with partners to understand, signpost and refer customers who need extra help. Our focus is in three areas:

- **Additional support for those in fuel poverty**
- **Frontline support for vulnerable customers**
- **Partnerships to deliver social outputs**

Additional support for those in fuel poverty

Playing our part in alleviating fuel poverty continues to be an important priority for us and our stakeholders. Expert members of our specialist fuel poverty stakeholder panel agreed we should go over and above our established Help to Heat fuel poor connections scheme. We responded to this with a significant increase in focus and resource. With the support of our shareholders we have established a **£20m** fund and created a dedicated team to drive our additional initiatives forward. Our CEO and Executive team review progress each month.

Our licence commitment to Help to Heat through the Fuel Poor Network Extension Scheme (FPNES)

In 2015 based on feedback from stakeholders, we increased our targets for first time gas connections for eligible households by **35%** overall, increasing our target to **27,497** connections by 2021 of which we have completed **22,140**.

But it is still a very different story in our Scotland and southern networks. This year we have completed **98%** of our 2021 target in Scotland and so far, we have delivered **51%** of target in our southern network. In each of our network areas we have found ways to tailor additional support to the wider context.

Over and above in Scotland

Recognising the importance of continuing our Help to Heat scheme in Scotland we have allocated **£10m** to enable us to continue the scheme beyond the agreed target we have been funded for.

We have provided **£10k** complementary funding to Warmworks to create an enabling fund for energy efficiency measures. This pays for vulnerable customers to have lofts cleared or remedial works carried out to allow them to benefit from funded energy saving measures. So far, **£3k** investment has enabled **17** households to benefit from **127** energy measures to enable lifetime savings of **£3,200** per property.

Overcoming funding blocks in the south

The availability of funding for central heating systems continues to be a significant obstacle for fuel poor households in our southern network. We established a **£10m SGN Central Heating Grant Fund** in April 2017 to provide extra funding for gas central heating systems and enable eligible households to benefit from existing schemes.

So far, we have committed **£2m** to partners including local authorities and housing associations, helping **1,158** households out of fuel poverty with a contribution to the cost of their central heating. We have offered a further **£2.1m** of central heating support funding to assist an

additional **1,000** fuel poor households. We provided support to **12** local authorities and housing associations to submit well researched, high quality bids for funding for central heating from the Affordable Warmth Solutions Warm Homes Fund, helping to secure funding in our southern network for **1,407** central heating systems from this fund.

Driving policy change to help more households

In 2015/16 we led discussions with Ofgem to secure changes to the FPNES to allow district heating to be included and to recognise those served by independent Gas Transporters.

We were asked by the Department of Energy and Climate Change (DECC) to deliver a referral system for customers who call the Energy Saving Trust Helpline. Expanded to incorporate all four gas networks, a national referral scheme was set up in May 2015 with SGN co-ordinating a monthly review to drive improvements. In the last three years **687** customers have been referred leading to **186** fuel poor gas connections.

“SGN has been the go-to network to talk to GDNs.”
Laura Le-Thien, Home Energy Team BEIS

Front line support for vulnerable customers

One of the key steps in our plan to support vulnerable customers is to build our understanding of the challenges those customers face when dealing with us. Taking the advice of experts at our specialist stakeholder panel we surveyed our frontline engineers to understand the circumstances that they least like to walk away from. The top four were:

- 1 **Customers suffering with dementia, or learning difficulties who may not have understood**
- 2 **Witnessing a customer living in a cold home, fuel poverty, evidence of damp and condensation, lack of credit on meter**
- 3 **Lack of funds to undertake a repair or service following a disconnection/isolation**
- 4 **A customer who has left an unlit cooker on**

We used this information to review and extend the initiatives we already had in place and begin additional initiatives where we identified gaps in the support we provide.

Mental health support

Our approach to dementia awareness was endorsed by the **90%** of our stakeholders who agreed that training our own staff to recognise signs of dementia is important. In 2015/16 we trained **357** of our frontline staff in dementia awareness through the Care Commission e-learning package and extended the training to include our charity partners. In 2017 we extended our programme and signed up with the Alzheimer’s Society to become a dementia friendly organisation, updating our training package and rolling out a second phase, encouraging our staff to become ‘dementia friends’ with **453** signed up in the first month towards our first target of **1,500**. We have also engaged with the mental health charity MIND to train our telephone advisors to interact better with customers who may have mental health issues.

Lack of funds for repair after disconnection on safety grounds

We piloted a new scheme for customers who our engineers recognise as being vulnerable to being left in the cold without a bit of extra help. We ran an initial trial in February 2018 with the support of East and West Sussex County Councils targeted at vulnerable owner occupiers. The voucher scheme trial gives our front-line engineers the ability to refer a customer they believe may be vulnerable to a trusted third party organisation to be assessed and provided with a **£200** repair voucher. If the cost of repairing the disconnected appliance exceeds **£200**, additional funding is provided by SGN, by the local council or from ECO funding. Customers can also be referred to the local RVS for any other support needs.

Seven customers have been referred and repairs or replacements made quickly to cookers, fires and boilers. One customer, newly discharged from hospital and suffering from dementia was living in her kitchen and wearing gloves at home to keep warm.

Miss B said: "it made a huge difference to me, to know that something as worrying as a gas leak could be investigated and resolved quickly without having to wait until I had some funds."

Preventing the danger of an unlit cooker:

We continue to promote the award-winning, free, UK-wide locking cooker valve service to all potential users to avoid gas leaks and provide reassurance to carers. Within the last three years, we carried out a pilot to prove the concept and worked with local partners to trial the service which we then rolled-out to both our networks. We have now achieved our ambition to extend the service across all gas network footprints. In total, **565** valves have been fitted within the UK, **241** in our footprint with **24** planned.

We've made a short film, produced exhibition and print materials including train panel adverts, a booklet was distributed via Age UK, libraries, frontline workers and hospital services and customers can now apply online to have a locking cooker valve installed. The Alzheimer's Society welcome us at its events, and we have developed **20** new partnerships to promote service this year, through Fire and Rescue divisions, Sussex NHS Partnership, CAB Yateley, British Red Cross reaching **over 1 million** people through partner publications.

We've received **five** awards including the Association of Gas Safety Managers (AGSM) Safety initiative of the year, Lord Cullen Safety Award and Sustainability First's 'Gold' award for safety and peace of mind.

Partnerships to deliver social outputs

On the advice of our specialist stakeholder panel, we are using data to prioritise where our support can be most effective and partnering with delivery organisations to reach out to households in the most vulnerable circumstances to offer advice on support on energy related issues. This work is a development of the pop-up energy cafes that we reported in our last DRS submission, extending further to engage hard to reach groups.

London Sustainability Exchange (LSx)

Partnering with LSx, we're working with trusted partners to engage in culturally diverse communities where English may not be spoken as a first language. We extended our partnership to include other utilities.

Outputs

In 2016 we trained **five** energy champions, reaching **640** people 1-1 setting, receiving **1,798** pledges to switch energy supplier with a possible saving of **£35,000**, equivalent to 140 tonnes of CO₂

Phase 2: We extended our partnership with LSx to include UKPN, Thames Water and SSEN on a two year 'Faith and Utilities' project. **Twenty-two** energy champions and **16** volunteers from **13** charitable organisations and mosques reached **23,950** people, providing **533** households with support, including:

- **243** referrals to the Priority Service Register
- **47** referrals for Help to Heat gas connections
- **170** provided with information on power loss or water disruption
- **252** given information on Warm Homes Discount or ECO
- **80** people given energy tariff advice and payment methods
- **961** behavioural change pledges that could collectively save households **£20,584** in annual fuel bills

Groundworks Green Doctor Project

We worked with Green Doctor to develop a pilot project in our southern network, partnering with SSEN to use its demographic mapping system to target customers in the most vulnerable circumstances.

Outputs

The project ran in Selsey during February and March 2018 and exceeded targets with **68** home visits and eight carbon cafes providing **120** people with energy and home safety advice.

- **369** energy efficiency measures were installed by Green Doctor
- **15** households were helped with switching advice
- **eight** new referrals to the Priority Services Register were made
- **48** CO alarms were installed
- **195,000 kg** CO₂ and **£46,500** were saved

"We were overwhelmed by the response, the useful tips, hints and advice were received positively and will bring about changes for many years to come within the Masjid and at home." Bashir, SECCA

Building a low carbon future

We believe technological innovation will drive growth and diversification of new solutions for power, heat, waste and transport. The UK's carbon reduction targets for 2050 are clear, the path to achieve those targets is not.

We will play our part in determining this future pathway in collaboration with a broad range of stakeholders. Our long-term goal is an affordable, secure, decarbonised energy system that makes best use of our networks and expertise for the benefit of our customers. We've already started exploring greener gas alternatives and preparing our network and our operations for the future.

Our focus on the environment is threaded throughout our business, as a three-pronged approach:

- **Reducing our footprint**
- **Collaboration and data sharing**
- **Greener gas**

Reducing our footprint

Greenplan performance indicators

Customers have told us that minimising our environmental impact is important to them. Our Greenplan was introduced in 2013, aligned to our five environmental goals, each with Executive responsibility. We have achieved impressive results, focusing on reducing natural gas leakage which generates **95%** of our total business carbon footprint. We're reducing this year on year and exceeding our **3%** annual target.

- 1. Reduce gas emissions** – We've saved around **1,882 tCO₂e** of natural gas which is the equivalent to **4,885,120 pounds** of coal being burned.
- 2. Reduce carbon emissions** – We've saved around **550 tCO₂e** from business travel which is the same as **1,348,039 miles** driven by an average passenger vehicle.
- 3. Increase energy efficiency** – We've increased our kWh from energy at our offices and depots by **395,296 kWh** and increased the energy at our operational sites by **679,779 kWh**.
Since 2014/15 our energy consumption has shown a small increase. This is due to changes in our property portfolio including the addition of a high usage operational site (Glenmavis).
- 4. Eliminate waste to landfill** – We've saved **270 tonnes** of waste to landfill. This is equivalent to **19.3 'Big Ben bells'** (weighing in at **14 tonnes**).
We've saved **282 tonnes** of spoil to landfill. This is equivalent to the weight of **47 African bush elephants**.
- 5. Increase resource efficiency** – We've saved **4,050 tonnes** of virgin aggregate which is the equivalent of **320 new Routemaster London buses**.

Examples of initiatives to reduce our environmental impact include

- We have reduced the amount of **hazardous aerosol waste**. Working with Pressing Solutions we have rolled-out aerosol puncture kits which allow empty aerosol cans to be punctured, the remaining gas captured and

the cans to be recycled as standard metal waste.

- **Electric vehicle** charging points have been installed in depots to serve the **77** electric or hybrid vehicles in our company car fleet.
- Environmental performance has been built into our **tender processes**, leading to a new tanker contract from August 2017, serving our Scottish Independent Undertakings (SIUs) using train travel instead of road, resulting in mileage saving of **650** miles per trip. With a total of **370** loads moved to January 2018 this has made a **373,419kg** CO₂e reduction.
- Greenwing has installed '**magnetic fuel conditioners**' to gas boilers in our depots and offices; the initial outcome is positive with a reduction in gas consumption of **10%**.
- Soaked has installed '**water volumisers**' at **10** of our sites. The device is fitted to drinking taps, wash basins and non-pressurised water heaters, saving up to **70%** of current water usage.

CISBOT robotics

We have extended our use of robotics since the trials reported in our last DRS submission, with **three** CISBOT robots now regularly employed in our southern network and **one** in production. During this DRS period we have used it on **24.3 km** of main. Only **one** excavation is performed every **365m** from the rear of a single box truck making the work less visible and decreasing the amount of traffic disruption, noise, pollution and excavation required. The CISBOT robot crawls along inside existing cast iron pipes and injects an anaerobic sealant into the full circumference of the joints. We can seal **five to six** joints per day compared to **one** using traditional methods. Independent evaluation of a project in King's Road, Brighton commissioned by Brighton and Hove Council and carried out by Swift Argent demonstrated a reduction in duration of a third. This will produce a corresponding reduction in traffic disruption, congestion, vehicle emissions and delay.

Fewer excavations lead to fewer vehicle movements, otherwise needed to transport the various location mark-out, excavation teams, spoil removal and aggregate delivery. The technology also significantly reduces the amount of spoil to landfill.

Gas holder dismantling

With a further **55** gas holders still to dismantle, we worked with Acumen Waste Services at our Alloa holder to develop a method of dealing efficiently with oil, contaminated water and sludge at the bottom of the holder. The results were:

- **86%** re-use of all materials on site. Some **77,000 litres** of filtering oil was recovered and refined for re-use.
- Contaminated water was removed and treated, then the sludge layer compressed and de-watered with the contaminated water also treated. Treated water was discharged under Scottish Environment Protection Agency (SEPA) consent into the local water system, resulting in **400,000 litres** of de-contaminated water being safely returned to water system.
- Hazardous sludge was compressed, reducing by **50%** in volume before being removed from site to landfill.
- **1,143** tonnes of steel were removed and recycled.

Preventing leakage from damaged pipes

Responding to stakeholder feedback that damage prevention was the most important objective for keeping

the gas flowing safely, we introduced a tailored self-service website 'line search before you dig' (LSBUD) in 2017 which provides instant on line access to our mapping data. After a year in operation we have seen an increase in enquiries from **2,500** a month to **47,300** and response time reduced from **15 days to 2 minutes**.

We have also focused on educating the farming community through our partnership with Scotland's rural colleges. We developed training about pipeline safety which is now being delivered across all **six** rural colleges with students, educating future landowners.

Since 2015 through the work of our Damage Prevention Group we have seen a **7%** decrease in damage caused by third parties, with a corresponding reduction in carbon emissions from gas escapes.

Collaboration and data sharing

Sharing data and plans can help us to work collaboratively with councils and other utilities to deliver in local communities, a key priority for a broad range of our stakeholders and customers. We have put in place agreements for sharing spatial data to enable collaborative working and visibility of our future mains replacement programme.

Examples include

Scottish Climate Adaption Strategy: We provided the Climate Ready Clyde initiative with an appreciation of the extent of our infrastructure in the Glasgow city and Clyde Valley area including information on annual customer consumption. We have subsequently been offered a seat on the Climate Ready Board enabling us to work with other organisations to shape the Scottish Climate Adaption Strategy and Action Plan.

Growth and Infrastructure Forum (GLA): We are members of the GLA Growth and Infrastructure Forum which considers how London's growth could be sustained by investment in the city's infrastructure. Our CEO is part of the London Mayor's high-level infrastructure group and members of our network planning team sit on GLA's Infrastructure Mapping Application senior user group.

Regional Local Enterprise Partnerships (LEPs): We've engaged with LEPs in the south east, (Coast to Coast, M3 Enterprise and Oxfordshire) to support their work to produce the local energy strategies they have been tasked by BEIS with developing by summer 2018.

Climate Change: We are part of a focus group run by Edinburgh University which is conducting a study on behalf of the Natural Environment Council (NERC). The group includes other infrastructure providers, Scottish Water and Transport Scotland. The research group has developed the concept of an infrastructure gameboard to encourage providers to consider how potential future climate change events may impact our networks, which we are trialing in Inverclyde.

Shipperless and unregistered sites

At our Moving Forward Together workshops in 2015, delegates asked for more to be done to address gas theft. We tackled the problem and worked with industry partners to develop a process to back bill for this gas. Through measures we've implemented, including addressing high priority sites, we've achieved a recovery rate from **60%** of the **7,000** sites in our network, this amounted to **£1.432m** recovered.

Greener Gas

Biomethane

Recognising the interests of future customers and stakeholders, in June 2016, we gave oral and written evidence to the Energy and Climate Change Committee of MPs as part of its inquiry into 2020 Renewable Heat and Transport Targets and the role we can play in helping meet the target of **12%** of UK Heat from renewable sources by 2020.

We also met the Committee Chair, Angus MacNeil MP and our messages featured predominantly in the Committee's final report "increasing volumes of biomethane injection into the gas grid is a low-regret opportunity to reduce emissions now."

Our target is to have **250,000** homes (equivalent) supplied by biomethane by 2021. We have **33** biomethane plants currently supplying the equivalent of **177,754** homes with the ability to serve **285,000** homes when at full capacity.

Contributing to the future of gas

We have chaired the Energy Networks Association (ENA) Gas Futures Group since 2014, delivering the report '2050 Energy Scenarios - the UK Gas Networks role in a 2050 whole energy system' and making a significant contribution to the debate about the decarbonisation of heat.

We responded to the Scottish Government's Heat Strategy consultation, leading to meetings with the Government's energy team in 2017. The Scottish Government's energy strategy has specifically (see below) stated its support for an SGN Hydrogen demonstration project in Scotland. Our Network Investment Strategy Manager has been seconded to the Scottish Government energy team since October 2017.

"The Scottish Government has met with the UK Government and other partners to develop the 2017 hydrogen and fuel cells roadmap. We remain committed to support further research and development in this area, including proposals by SGN to assess working of construction and operating the first hydrogen distribution network in Scotland."

Driving change to allow increased blending of green gases

Our three-year award-winning research project in Oban set out to demonstrate that the UK could use a different blend of gas safely, and that the national standard could be revised to widen the specification of gas permitted. This would lower prices for customers and pave the way for increased blending of green gases.

Following substantial research into appliance types and home visits to every customer, we introduced the wider specification of gas into the whole Oban network for a year (around **1,100** homes and businesses), revisiting over **200** properties to check appliances were still working properly.

In October 2016 we held an event in London attended by over **90** delegates including Ofgem, BEIS, IGEM suppliers, politicians, academics, consultancies and representatives of other interested parties across Europe to share our learnings from the Oban project. We've helped form the IGEM Gas Quality Working Group made up of representatives from the entire gas chain. The group is assessing the impacts of gas quality including up to **20%** hydrogen on industrial and commercial users, to facilitate a revision to the permitted specification of gas.

Raising awareness of carbon monoxide (CO)

Safety continues to be at the heart of everything we do, as we work to reduce the number of incidents of gas related CO poisoning and raise awareness of the dangers of CO. We continue to focus on three key areas:

- Driving behaviour change
- Grassroots awareness
- Partnership working

Driving behaviour change

Our gas quality project informs CO awareness strategy

Throughout our **three-year** innovative project in Oban and other remote Scottish towns, we collected data from **7,777** homes, which helped us to understand the types of properties in which CO alarms are not fitted. Also, for properties with an alarm fitted, we found out whether it is fitted correctly and whether the householder has their appliances regularly serviced. This large data sample provides robust evidence on which to base our own work and to support the development of UK-wide collaborative strategies. We also rolled-out the method and the findings to our other **three** mainland Independent Undertakings serving **8,000** customers.

During our inspection of **7,777** properties we:

- Inspected and tested all gas appliances to check they were installed, serviced and operated correctly. We rectified or replaced where necessary.
- Captured CO alarm data, and reported on the status of alarms in every property. We installed a new alarm where one was not present.

Appliance testing and conclusions:

- **10,842** appliances were inspected with **97%** recorded as correctly installed, serviced and operated
- **206** appliances were replaced, the majority of which were more than **20** years old
- From this sample it can be estimated that **4%** of the UK population would be classed 'at risk'

CO alarm installation and efficiency:

- **63%** of appliances were found to have an existing associated CO alarm; **3%** of these alarms were either incorrectly positioned or not functioning
- **37%** of appliances had no associated CO alarm present
- **60 - 65%** of 'at risk' appliances had no associated alarm fitted
- Many CO alarms were fitted in cupboards despite installation instructions.

Conclusion: Appliance maintenance, servicing and replacement on this project achieved a **seven-fold** reduction in absolute risk.

These compelling statistics underpin our recommendation that gas distribution networks should focus their CO awareness strategy on preventative and protective measures. Communication and campaigning regarding CO should be clear, **having a CO alarm is no substitute for regular maintenance and servicing of appliances.**

This insight has informed the development of our refreshed CO awareness strategy, which was reviewed by members of our specialist stakeholder panels before its

launch at the Scottish Parliament in February 2018, by Clare Adamson MSP, chair of the Cross-Party Safety Group. The report has also been shared with other gas networks and industry colleagues at collaborative forums. To see the full report, go to sgn.co.uk publications, Safety. The report and our ongoing work was acknowledged in the Scottish Parliament with cross party support.

Scottish Parliament Motion - S5M-10363: Lodged by Stuart McMillan on 7 February 2018 - Gas Safety

"That the Parliament notes with concern that there are fatalities resulting from carbon monoxide (CO) poisoning in Scotland each year that are directly attributable to combustion appliances installed in buildings, as well as incidents where people are treated in hospital for the effects of CO poisoning; acknowledges the importance of highlighting the risk of CO poisoning and of making sure that gas appliances are serviced regularly and CO alarms are correctly installed; notes the new report by SGN to raise awareness of this issue, and thanks the company and other gas safety campaigners for their ongoing work to further reduce the number of CO fatalities and injuries."

Supported by: Elaine Smith, Edward Mountain, David Torrance, Joan McAlpine, Richard Lyle, Neil Findlay, Alison Harris, Stewart Stevenson, Bill Kidd

Legislation on CO alarms

The private rented sector is the most at risk from CO poisoning. To support government legislation to introduce CO alarms within this housing sector, we briefed MPs and drafted an amendment for Baroness Findlay (then chair of the All-Party Parliamentary CO Group) which was endorsed, and the Bill became Law in October 2015.

We are now engaging further with MPs in Westminster to try to achieve a change to legislation to require landlords to fit CO alarms where a room has solid fuel burning appliances (eg coal fire, wood burning stove). This change would bring CO legislation for England and Wales in line with Scotland and Northern Ireland.

Accident & Emergency (A&E) CO screening research

As a member of the original steering group, we supported the creation of the process and protocols for a study at the St George and Frimley Hospitals to screen **2,000** people attending the accident and emergency department for CO levels in their blood. Any elevated levels of carboxyhemoglobin found by staff result in treatment, completion of a questionnaire and use of an algorithm to confirm presence of CO.

If the patient's appliances are the possible cause, a service engineer will visit to check for signs attributable to CO poisoning. The study began a review of procedures in 2017 and an **18-month** trial project is now underway.

CO alarm inquiry Sitting on the Policy Connect Steering Group, we supported the development of a report submitted to Department of Communities and Local Government recommending the harmonisation of CO alarm regulations across the UK. Consultation with the National Landlords' Association and other agencies confirmed the regulations should be clear, concise and consistent across the UK and following representations to

DCLG a consultation was opened in October 2017. The consultation has now closed and will form part of the review of building regulations post the Grenfell tragedy.

Training inquiry A concern was raised about short duration training courses by Molly Mather, CO Charity, and whether sufficient competency could be achieved in two weeks to safely undertake gas works in customers' homes. We instigated a review of training in the downstream sector, with Policy Connect producing a report under our direction. We chaired all the preliminary meetings and the Parliamentary Evidence Session - Gas Engineer Training Standards Inquiry was hosted by Barry Sheerman MP and Luke Pollard MP. The final report will be available in Summer 2018.



Grassroots awareness

Customer survey All gas networks survey customers quarterly to test their knowledge on CO after our engineers have visited. With around **1,400** customer surveys each year, knowledge has increased by **13%**.

Engaging with youngsters We support the Risk Factory, Edinburgh, Hazard Alley in Milton Keynes and Streetwise, Poole. These safety awareness centres provide venues for children to visit and be educated on a full range of potentially dangerous circumstances including electricity, rail, water, fire and gas. Domestic scenarios highlight the dangers of CO as well as outside activities associated with camping and the safe use of barbecues. **Ninety thousand** children have visited these centres over the last **three** years.

Yearly we attend Safetaysiders in Scotland raising CO awareness using a comic strip card for completion by the children. In the last **three** years we have engaged with **9,000** children from **79** schools.

We support the CO competition run collaboratively by the gas networks and we have trained **15** staff to deliver Safety Seymour across both our networks, an initiative created by Cadent for year 1 students to learn about CO in a fun way. **240** pupils were trained to recognise the dangers of CO.

National TV campaigns We have provided guidance and advice to many TV programmes, including Coronation Street where the story line was carbon monoxide poisoning. Chris Bielby, our Director of Industry Liaison made a guest appearance on 'Loose Women', which has a reach of **nine million** viewers, highlighting the dangers of barbecues in tents and caravans, and launching a competition where **1,000** viewers won a CO alarm.

Partnership working

CO awareness during power cuts We have updated our CO message to inform customers of the dangers of CO during power cuts, particularly around the misuse of barbecues or petrol generators. SSE Networks and Energy Networks Association have updated their websites. This has led to all distribution networks' websites featuring CO awareness within their customer information.

Making a difference with the younger generation

Through partnerships with Solutions for the Planet, Girlguiding and Developing the Young Workforce West region we have carried out a variety of STEM, gas safety and CO events. We've worked with **7,649** students from **5 to 22** years of age.

CO alarms and literature Across our footprint we continue to work with fire and rescue services providing literature and, where possible, CO alarms for use during their home safety visits. In addition, we are supporting a Handyvan service in Dumfries and Galloway. In total over the three years we have gifted **5,000** CO alarms.

Jane Gibson, Community Firefighter "We have carried out a home fire safety visit to an elderly couple who reside in a very rural location who would definitely be much safer if we could install a CO alarm for them." The household has now benefited from one of our gifted CO alarms.

We partner with Royal Voluntary Service (RVS) on a winter campaign producing a leaflet with vital information including CO and gas safety. Through this campaign and a series of hub visits we continue to reach **100,000** service users each year.

We've provided **29,895** leaflets, **3,314** posters for display at the **68** RVS Hubs and community centres nationwide, which includes information on Priority Services Register locking cooker valve and CO.



Contact us

If you'd like to be part of the conversation to ensure your views count or if you have any questions on our stakeholder engagement activities please get in touch.



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