



## Case Study: Northern Powergrid Consumer Vulnerability

### Requirements

Northern Powergrid's area of operations covers approximately 25,000 km<sup>2</sup>, encompassing a total of 35 local authorities in the North East and Yorkshire and the Humber, delivering electricity to approximately 3.8 million customers.

Consumer vulnerability is an increasing focus within the energy industry, ensuring that during any interruption to normal services, energy supplies are maintained, particularly to vulnerable groups.

In line with Ofgem's annual monitoring programme on consumer vulnerability, Northern Powergrid commissioned Edge Analytics to provide insight on its customers' health and socio-economic challenges within the 35 local authority areas.

### Solution

Consumer vulnerability is an increasing focus within the energy industry, ensuring that electricity, gas and water suppliers are informed and striving to meet the specific requirements of different consumer groups.

Edge Analytics used a suite of indicators to provide a profile of the regions' customers, benchmarking against the rest of England. A total of 30 key indicators of consumer vulnerability were identified under four key headings:

- (1) Population & Housing
- (2) Health
- (3) Education & Crime
- (4) Economic.

The analysis identified areas where consumer vulnerability was most likely to be prevalent, presenting key issues for Northern Powergrid's consideration as it refines and targets its critical consumer vulnerability strategies.