



The Connected for Warmth programme, is a partnership between Affordable Warmth Solutions and AgilityEco and since 2019, has supported thousands of low-income households across the country who have received new first-time heating systems, energy advice together with loft and cavity wall insulation and smart heating controls. All this was made possible through the generous support of National Grid through the AWS Warm Homes Fund.

The most recent phase of our programme, have seen insulation measures installed to over 6670 homes, and has recently extended its ambition to complete measures in 9000 homes by Spring 2025.

Case study

Mrs U from Basingstoke saw her home’s energy efficiency improve from an EPC D-rating to an EPC C-rating through the installation of additional loft insulation. Ventilation improvements were installed to meet Building Regulation standards and ensure Trustmark’s License Plus Scheme compliance. This effective ventilation will help keep the home safe and healthy by controlling the airflow within the dwelling’s now-improved fabric envelope. These upgrades are expected to reduce her home’s energy consumption 668 kWh and save £218 annually.

This is what she had to say about the programme:

“I have just had my loft insulated, and I would like you to know how pleased I was with the whole procedure. The three people who came were punctual and did a really good job. They cleaned up afterwards, and I was really pleased with everything. I was expecting more upheaval and mess, but everything was absolutely fine.”



We need to highlight the need for continued investment in energy efficiency measures and success. It’s not simply advice, it’s actions and outcomes through trusted professionals.



9,000
Homes supported

£256 per household
per year average saving
(at Oct price cap rate)

£2.3 million
Total annual savings
(at Oct price cap rate)

£71.5 million
Lifetime bill savings
(Using most recent
Government estimates)



Every day National Energy Action finds people who should have been at the heart of the energy crisis response but who were missed out. National Grid funding has transformed our response – not only to the crisis but enabling us to reach the most vulnerable and marginalised communities. Our partnership with Grid is unlike any other. We are not a simple support agency. Our mission is broad and about enduring change for the most vulnerable.

Without Grid we would have struggled to maintain that vital link between delivering urgent crisis support and drawing out essential lessons for a more supportive market and a just transition.

Case study

One of our clients who we supported through our Warm Home Prescription service was Jasbir.

Jasbir, 55, has Muscular Dystrophy and has round-the-clock carers. He is dependent on electricity because he needs a powered wheelchair. He also uses ceiling hoists to help him move around his home. This means his energy use is very high, and he was unable to afford the ongoing costs.

National Energy Action provided energy and debt advice and supported the application to a trust fund. Jasbir was also put forward for our Warm Home Prescription support scheme and received £1,000 towards his electricity costs.

Jasbir told us he didn’t know how he was going to continue to pay for his energy use as his income just didn’t cover his bill. He was so thankful for our support.



12,433 clients
supported through Grid for
Good funding

Over £1.3 million
of financial support given to
vulnerable households

Grid for Good and National Energy Action join forces to deliver over £34,000 of direct energy support to households medically dependent on electricity.



The Community Matters Fund (CMF) was established in 2021 to deliver far-reaching support in our communities. This annual fund is paid for by shareholders and distributes £1 million a year to local grassroots organisations and charities. Over winter 2022 and 2023, National Grid's Energy Support Fund made an additional £7.5m available via the CMF, helping to increase our support for those facing fuel poverty. Funding is awarded in phases, ensuring a range of societal challenges are addressed. Previous themes have focused on fuel poverty, mental health and social isolation, holiday hunger, green spaces and biodiversity and active communities.

Case study

In winter 2023/24, recognising the ongoing cost-of-living challenges facing our communities, National Grid made £5m available through the Community Matters Fund to help alleviate fuel poverty. Funding was granted to 715 grassroots organisations helping people to save energy, keep their homes warm and access warm hubs.

For the Derby Refugee Advice Centre (DRAC), the funding provided warm packs to vulnerable asylum seekers and refugees: “[clients have faced] a legacy of problems with housing issues, bills, lack of understanding of contracts, limited English and the stress of trying to home school children. Consequently, the trauma already suffered in

their country of origin was compounded by lack of opportunities to integrate, socialise, learn, or access help.

“The support received is extremely important because it means we can act quickly, to provide some essential items to people who are already on the edge of society, on low incomes and with limited support networks.”



£10.3 million
funding provided to
1,775 grassroots
organisations,
supporting an estimated
800,000 beneficiaries

The Community Matters Fund has demonstrated significant impact during a difficult winter, with funding awarded to 715 grantees in November 2023, supporting 300,000 beneficiaries.



Energy costs have skyrocketed since 2021 and almost half of adults who pay energy bills say they find it difficult to afford them. National Grid has donated over £10M to Citizens Advice, aiding those on the front line of the energy crisis, as well as providing the charity with corporate volunteering and pro-bono support.

Part of the funding has been used to improve the quality and awareness of online energy advice, creating 6 new energy pages on the website seen by over 250,000 people. The partnership won Best Response to the Cost of Living Crisis at the Business Charity Awards 2023.

Case study

Client circumstances:

Beryl is of pensionable age and recently bereaved. They live in Local Authority property receiving a state retirement pension. Their housing benefit ended and claim for bereavement payments was refused when their husband passed away. They are struggling to pay their energy bills.

Advice received:

The adviser determined entitlement to pension credit, housing benefit and council tax reduction. They were advised on appealing the bereavement payment and organisations providing emotional support.

The adviser explained payments and grants to help with fuel bills, local and national schemes to assist with larger efficiency measures and simple low cost options to reduce energy expenditure.

Outcomes:

£6480 p/a housing benefit
£720 p/a pension credit
£360 p/a energy savings

What Beryl had to say...

“Having suffered a recent bereavement I did not know where to turn...this has been invaluable and helped at the worst possible time of my life”



The partnership between National Grid and Citizens Advice has addressed the energy crisis head on, helping over 316,000 clients who are at risk or who are already experiencing fuel poverty.

£27million

The contribution from National Grid will enable Citizens Advice to help an additional 30,000 clients with energy appointments, as well as helping the charity identify an additional £27M in financial gains for their clients through specialist advice on energy efficiency and income maximisation.

4,454 clients helped

National Grid volunteers have directly helped 4,454 clients, achieving an expected £1.86M income maximisation for clients they have supported



Every year, countless people are forced to live without light, heat, and power at home, because they must prepay for energy but cannot afford to. They can turn to us for support and access our help through our network of almost 800 partners who send emergency referrals to us. We validate the referral and provide energy advice and an emergency top-up to their prepayment meter or, if they're not connected to the gas grid, we pay for their heating fuel.

Our vision is to create a UK where everyone has sustainable access to the energy they need to live a happy, healthy, and productive life.

Case study

Emma has depression and complex PTSD. She also has issues with her knee, which gets worse in winter.

“My house is damp and has mould. I have no savings, have gas and electricity debt and must keep my central heating on constantly to keep my home warm. I don’t eat during the day to ensure that I have food for my kids. I often struggle to top up my prepayment meters and this makes me very anxious. I don’t like it and the worry is very consuming. It’s my main worry - making sure I’ve got gas and electric on for the children. I was referred to Fuel Bank by a health professional. Before I received the fuel voucher, I felt like I was in a rut that I couldn’t get out of. But it made loads of difference. I was over the moon!”



345,700

With the generous support of National Grid, we have been able to provide help to at least 345,700 people living in fuel crisis across England, Scotland and Wales. At least 134,800 of those were children.



Last winter, we provided crisis support to a record 331,042 people in the UK. At the peak, we helped 21,000 in a single week, spending nearly £1 million a week on fuel vouchers to help keep homes warm.



Since partnering with National Grid NEF have educated 2,500+ frontline workers on fuel poverty and how they can support. With 1,300+ community organisation and local authority partnerships NEF are fully integrated with communities across the country and have delivered 76,000+ tailored energy advice calls to fuel poor households, with a further 7,700 residents supported through 300+ community events. Their emergency support grant has provided 450+ households with energy efficiency grants where no other funding was available. By investing in an interpretation service & website accessibility tool NEF are proud to have made energy advice accessible for more people than ever.

Over 3,500 homes visited across the country giving in person energy advice

675,000+ Expanded NEF’s Better Housing Better Health (BHBH) service into 10 new counties, offering free, impartial energy advice to over 675,000 fuel poor households

Case study

On their council’s recommendation, a resident called NEF’s free helpline as their boiler was old and leaking buckets of water. Their heating was turning on and off throughout the day and night resulting in an accumulation of energy debt and continuous demands for payment from the supplier.

As they weren’t eligible for any other funding schemes NEF used their emergency support grant funded by National Grid to fully fund a new boiler. NEF applied for a local fund which paid off over 2/3rds of the energy debt and the resident is now on an affordable repayment plan for the remainder. “It makes a world of difference... it felt so nice to walk into a house that wasn’t freezing cold. I wouldn’t have known or done any of this if you hadn’t done what you did. It’s all thanks to you...once I had contact with you things went right.”



Saved residents ineligible for alternative funding £144,000/year on energy bills through small energy efficiency measures and £340,000 in lifetime bill savings through energy efficiency installs.