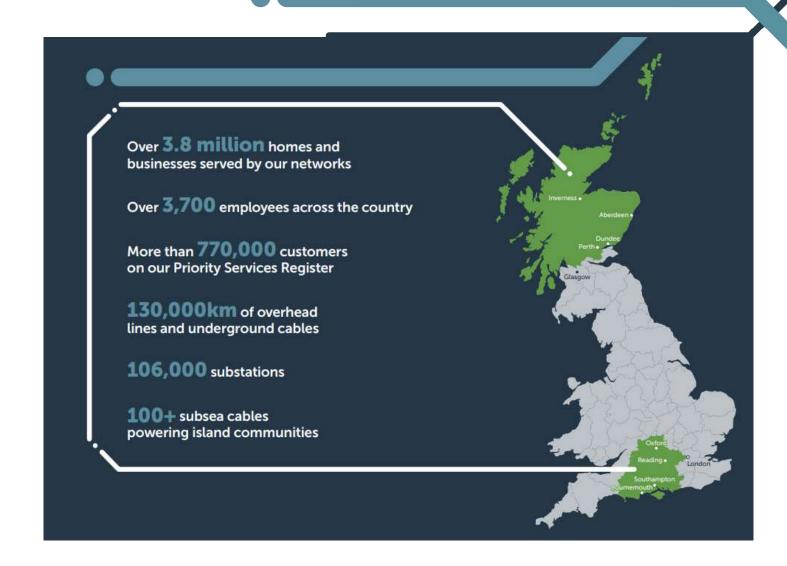


Who we are

Through our two licenced electricity distribution network areas, Scottish Hydro Electric Power Distribution and Southern Electric Power Distribution, we operate and invest in an essential part of the UK's electricity system, delivering power to over 8m people in 3.8m homes and businesses.



Benefits in adopting A Consumer vulnerability standard

How BSI 18477 helped our business

Framework

Understanding our customers

Changing our culture

Changing behaviours

Educate our people



The benefits

Improved accessible services

Customer focused from the top down

Deepened understanding of customers in vulnerable situations

Partnerships and data sharing

Dedicated vulnerability personas

Improved support for customers

Innovations, ideas