



# Doorstop

## WHO IS INVOLVED?




**IMPACT:**  
Transformational

## KEY BENEFITS/THEMES



**Societal**



**Shared learning**

All findings will be shared to provide a greater awareness, across the utility industry, of doorstep fraud.



**Cross sector collaboration**

This project is cross sector, involving companies from the gas and electricity sector.

## WHAT IS THE CHALLENGE?

Engineers that are required to visit customer properties currently identify themselves using ID badges. However, a more robust process of identification is being explored by the utilities to reduce the dependency on the ID card identification method. This is due to ID card identification being both susceptible to fraud and forgery, and often inaccessible for many vulnerable customers, such as those with visual impairments.

## WHAT WAS OUR APPROACH?

Northern Gas Networks and Egnida started working together on project 'Doorstop' but realised that the scope for the project was much wider with the potential to bring benefits across the utility sector. That's when they approached the EIC to support in facilitating cross-sector collaboration.

## WHAT ARE THE OUTPUTS?

The project looks to develop and trial an application that uses facial and voice recognition technology and two-factor authentication, with the utility sector workforce and customers, when operatives are required to gain access to a customer's property. This solution has the potential to transform doorstep engagement, particularly for vulnerable customers. It will help mitigate the risk of for both customers and operatives, and enable best-of-class safeguarding processes to be adopted.

## WHAT ARE THE NEXT STEPS?

Once the application has been developed, controlled trials will take place in the field to gain user feedback and inform further development.