

# Safeguarding Customers to Minimise Disruption

## Project summary

### Industry Partner(s):

Cadent

### Innovator:

Frazer-Nash Consultancy

### Challenge:

During day-to-day operations, energy network engineers often encounter customers who might benefit from additional welfare support – especially those on the [Priority Services Register \(PSR\)](#). Cadent recognised the need to make it easy for their engineers to get the right support quickly to respond to these situations, easily and on a repeatable basis.

### Approach:

The EIC launched a call for innovation on behalf of Cadent, to find a solution.

### Outputs:

Cadent worked with Frazer-Nash, supported by the EIC, to develop an innovative new 'decision tool' mobile app for emergency engineers to tailor welfare products and services for customers in vulnerable situations. The app enables faster and more consistent decision making on which products and services can best support a customer in a given situation.

### Looking Forward:

A second phase of development is planned to build on the technology, so that frontline staff will also be able to arrange for the delivery of products directly to customers' homes. Rollout to BAU is also being planned, meaning that all Cadent engineers will be able to use the tool to tailor their response to better safeguard customers.

This app could revolutionise the response of networks when providing provision for customers in vulnerable situations, by ensuring a consistent approach to supplying products and services.



**Impact:**  
**Transformational**



**Key benefit:**  
**Societal**

The tool better enables engineers to provide advice and services specific to the needs of each customer, particularly those in vulnerable situations.

### Additional benefits:

**Business as usual (BAU)**



**Operational efficiency**

