



| all about you

Vulnerable Customer Research Report 2026

Insights from customers on Firmus Energy's Vulnerable Customer Register

Introduction

To help us understand how well we are meeting customer needs and identify opportunities for improvement, we undertook a survey of customers registered on our Vulnerable Customer Register during August 2026. 130 customers took part, giving us a valuable and timely picture of how this important customer group experiences our service.

The findings provide valuable insight into customer awareness, customer experiences and the effectiveness of the support currently available. Most importantly, the results will help us shape our future approach to vulnerability and ensure the voice of our customers remains at the centre of our decision making.

What is vulnerability?

A consumer is deemed vulnerable when their personal characteristics or circumstances reduce their ability to engage effectively and achieve fair outcomes. A vulnerable consumer is significantly less able to protect or represent their interests and significantly more likely to suffer detrimental impacts on their health, wellbeing or finances.

Our Firmuscare scheme offers a range of services designed to help customers of pensionable age, customers with a registered disability, chronically ill customers, terminally ill customers, or customers who may need extra support due to their individual needs or circumstances.

What Customers told us:

Customers on the register reported high levels of trust and satisfaction, particularly when they deal with our people directly and the large majority feel confident that Firmus Energy would support them appropriately if they needed it.

61%

were aware they
were registered

89%

experienced no
difficulties contacting us

86%

staff helpfulness

85%

of recent contacts
were by phone

Awareness of registration

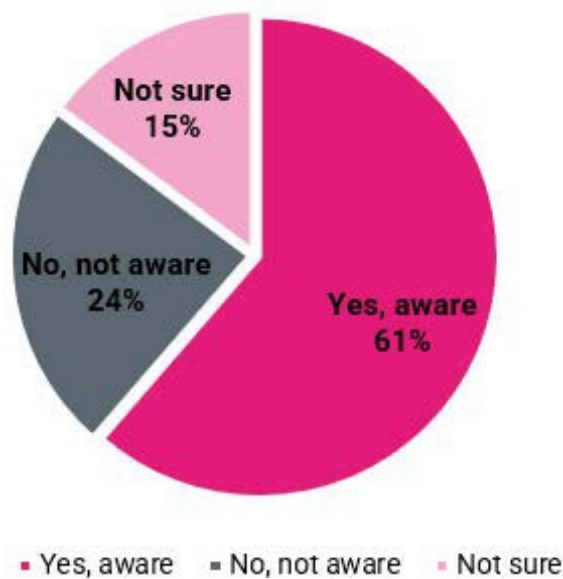
Almost two-thirds of respondents (61%) were aware that their household is registered with Firmus Energy as a vulnerable customer household. This represents a strong level of awareness and suggests that the registration process is being communicated effectively to the majority of customers.

However, there remains an opportunity to further strengthen understanding and visibility of the register.

While 15% of respondents were unsure of their registration status, a further 24% were not aware that they were registered.

Firmus Energy remains committed to improving customer awareness and understanding of the register, ensuring customers recognise both their registration status and the support available to meet their needs.

Awareness



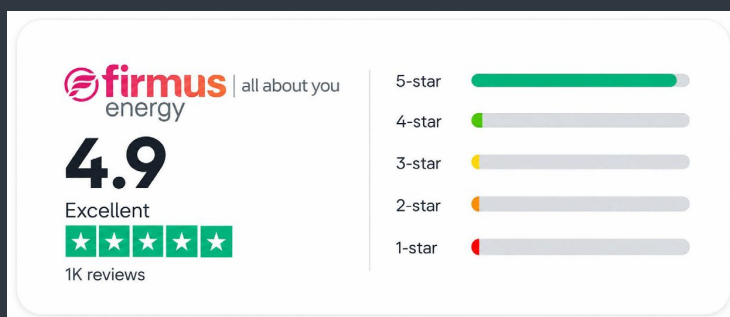
Here's what our customers are saying...

“ Customer Service was extremely helpful when contacted. ”

“ I’ve been treated with kindness and patience on each occasion. ”

“ The staff in head office are extremely helpful. ”

“ They do a great job! ”

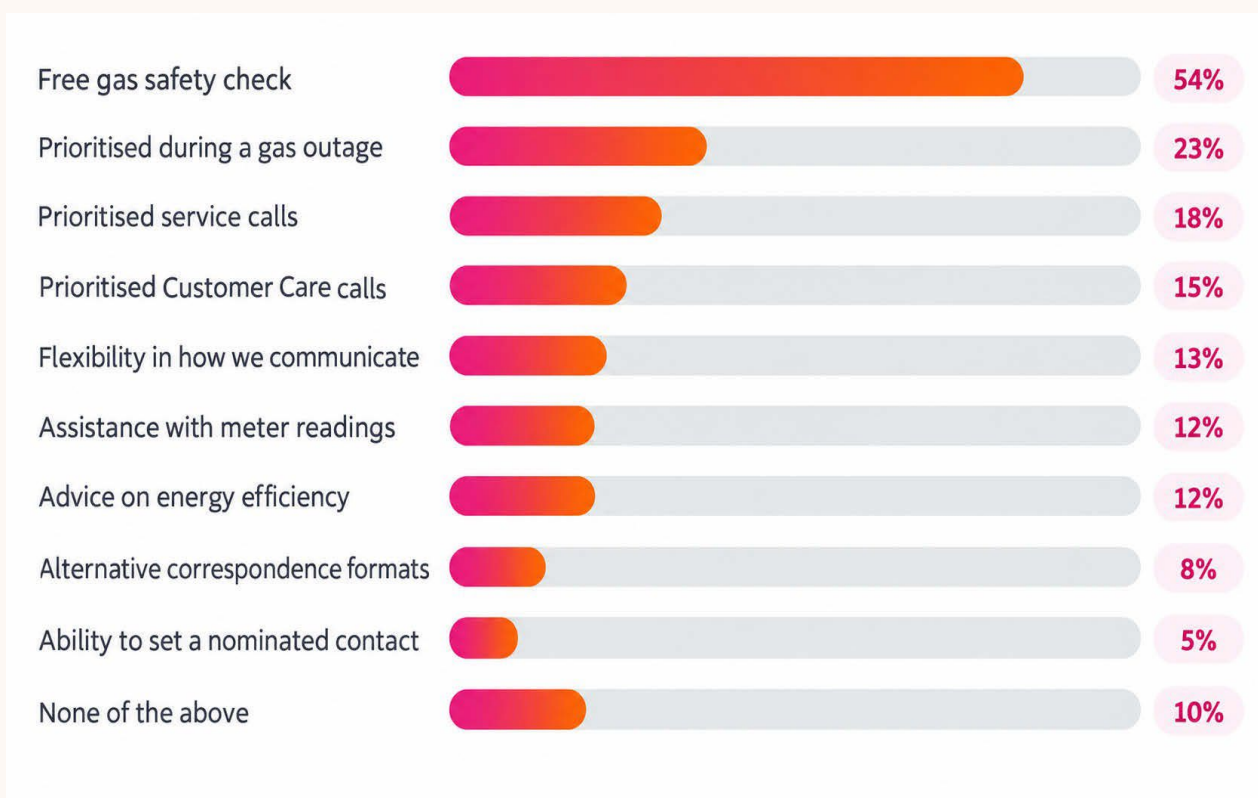


Our Customers Say **Excellent** ★★★★★ | **4.9 out of 5** | **1067** reviews on **Trustpilot**

Understanding Firmuscare

Understanding of what the Firmuscare scheme offers

We showed customers a list of the available support options and asked them to select any that they believe Firmus Energy offers to households on the register. The free annual gas safety check is by far the most recognised benefit, named by over half of respondents. Awareness of the broader support package is significantly lower than awareness of registration itself. Taken together with the findings above, this suggests there is considerable value in enhancing the promotion of the scheme's benefits, helping customers better understand and access the support available to them.





Contacting Firmus Energy

52% of respondents had contacted us in the past 12 months.

Telephone remains central to an accessible, inclusive service.

Contacting Firmus Energy

Contacting Firmus Energy

Recent contact

52% of respondents had contacted Firmus Energy in the past 12 months. Of these, the telephone was overwhelmingly the channel used most, chosen by 85% of those who got in touch, underlining how central a responsive phone service is for this customer group.

Reassuringly, 96% said there was no other way they would have liked to get in touch that wasn't available to them.

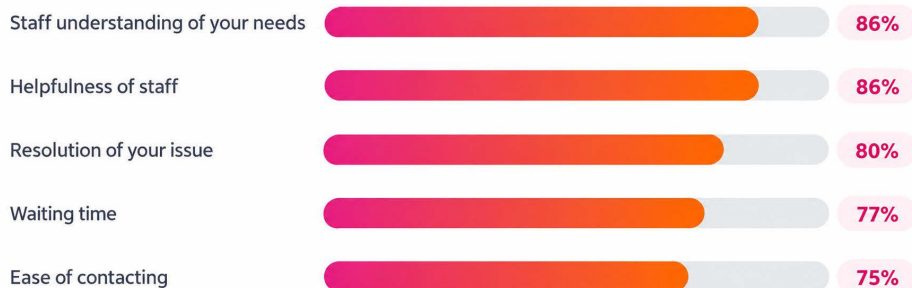
How customers contacted us



Satisfaction with recent contact

Satisfaction with the most recent contact was consistently high across every aspect measured and strongest where Firmus Energy's people are directly involved.

Satisfaction with most recent contact





Service experience

The clear majority of respondents, 89%, told us they had experienced no difficulties dealing with Firmus Energy in the past 12 months, a strong result for a customer group whose circumstances can often make accessing services especially stressful.

Building a more inclusive service

At Firmus Energy we understand that supporting vulnerable customers requires more than policies and processes. It requires a culture that places customer needs at the centre of everything we do.

During 2026, we continued to strengthen our approach through:

- ✓ Ongoing vulnerability training programmes for staff
- ✓ JAM Card certification
- ✓ Engagement with external support agencies for training and referrals
- ✓ Resilience training for staff handling difficult conversations
- ✓ Ongoing review of communications and accessibility
- ✓ Increasing awareness of available support services

Next steps and priorities

Next Steps

This survey provides a valuable insight into the experiences of customers registered on our Vulnerable Customer Register and demonstrates that, overall, customers feel well supported by the services we provide.

The results show strong levels of satisfaction, confidence and trust. Customers value the support available to them, appreciate the professionalism of our staff and feel confident that Firmus Energy would respond appropriately should additional support be required.

The findings also reinforce the importance of maintaining personal contact channels. Whilst customers increasingly value digital communications, the telephone remains the preferred method of engagement for many vulnerable customers and continues to play a vital role in delivering an accessible and inclusive service.

Importantly, the survey highlights opportunities to build upon existing strengths. Many customers would benefit from greater awareness of the range of support available through the Vulnerable Customer Register and feedback indicates that more regular communication would be welcomed.



Priorities for 2026 and beyond

01

Increase awareness

We will improve how we communicate the benefits and services available through the Vulnerable Customer Register, ensuring customers better understand the support available to them.

02

Enhance communications

We will continue to review correspondence, billing information and customer communications to ensure they remain clear, accessible and easy to understand.

03

Strengthen support

We will continue to ensure vulnerable customers can access support through their preferred communication channels and receive assistance tailored to their individual circumstances.

04

Continuous improvement

We will use customer feedback, customer insight and future survey results to monitor progress and identify further opportunities to improve outcomes for customers.

The results provide a strong baseline from which to build.



Our commitment and registration

The survey findings demonstrate that customers value the support they receive from Firmus Energy and have confidence in our ability to respond appropriately to their needs.

By listening to customers and working collaboratively with support organisations, we will continue to develop services that deliver fair outcomes and ensure every customer receives the support they need.

We're here for you

firmuscare offers a range of services designed to help:

- ✓ Customers of pensionable age
- ✓ Customers who have a registered disability (including those who have hearing or sight impairments)
- ✓ Chronically ill customers
- ✓ Terminally ill customers
- ✓ Customers who may need extra support due to their individual needs or circumstances
- ✓ A freephone telephone number for customers on the scheme to contact us. Our team are happy to help, call us on 0800 032 4567

To find out more or register:

0800 032 4567

firmusenergy.co.uk/firmuscare