

## CORPORATE SOCIAL RESPONSIBILITY (CSR) INITIATIVES



### ELECTRICITY DISTRIBUTION CUSTOMER SERVICE REWARD DISTRIBUTION NETWORK OPERATORS ENTRY FORM

**Please note that the deadline for receipt of applications is 5pm, 8 May 2009.**

DNO DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: CE Electric UK Licensee(s): NEDL YEDL  Address: 98 Aketon Road Castleford West Yorkshire Postcode: WF10 5DS	Name: Tony Sharp  Title: Regulation Manager  Telephone: 01977 605165  Email: tony.sharp@ce-electricuk.com

### THE RULES

1. Refer to the accompanying guidance notes for the 2008/09 Electricity Distribution Customer Service Reward.
2. Attach your application to this covering entry form.
3. Entry forms must be received at Ofgem by no later than **5pm on 8 May 2009**. Entry forms should be sent to [laura.nell@ofgem.gov.uk](mailto:laura.nell@ofgem.gov.uk) electronically, with a hard copy sent to:  
**Laura Nell, Quality of Service Manager, Ofgem, 9 Millbank, London SW1P 3GE.**

### MINIMUM REQUIREMENTS

Please indicate by checking the appropriate boxes whether your company has met the minimum criteria for each reward.	Yes	No
DNOs have a range of CSR programmes which are linked to their distribution businesses and result in benefits to their customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DNOs' CSR programmes have been successfully incorporated into wider community programmes at local level through effective working with partners (where appropriate)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CSR programmes and initiatives are effectively reaching their target audience and performance is regularly monitored	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CSR is recognised as an integral element of the culture and ethos of the DNO with management level reporting responsibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DNOs seek feedback from customers, stakeholders, partners and staff regarding their CSR initiatives and their effectiveness. DNOs use this feedback to improve their CSR programmes and initiatives	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<b>BEST PRACTICE FROM PREVIOUS SCHEMES</b>		
<b>Please indicate which of the following best practice examples from previous schemes your business does and what year they were first implemented. Space is provided for supporting commentary (maximum 250 characters per example) to explain how best practice has been implemented and achieved.</b>	<b>Initiative adopted</b> (select from drop down list)	<b>Year first implemented</b> (Please fill)
Active participation in the community and environment, and establishing good links with other agencies/stakeholders	Yes	2005
Through our community and CSR programme and our environmental RESPECT policy, we have good links with agencies and key stakeholders and actively engage with our community		
Good governance procedures and a strategic approach to CSR with active senior management involvement and commitment above and beyond reporting responsibilities	Yes	2004
Pushing forward the agenda on CSR is our Sustainability Steering Group of senior managers including our newly-appointed Head of Sustainability who are taking forward initiatives including working with regional development agencies and other bodies		
A range of initiatives which are related to the business. Best practice examples include: <ul style="list-style-type: none"> <li>• addressing potential skills shortages</li> <li>• mitigating environmental impacts</li> <li>• substation safety campaigns</li> <li>• initiatives to prevent doorstep crime</li> </ul>	Yes	2005
We have a range of initiatives including sponsorship of the national skills academy for power, support for engineering challenge, campaigns with police to fight doorstep crime and "Adopt a Substation" and "Help prevent a tragedy"		
Inclusion of contractor performance within the company's CSR programme and active encouragement of staff involvement	Yes	2005
Contractors must meet our environmental and quality standards. We have introduced awards for our contractor performance for customer service and safety and now meet with contractors on a regular basis to encourage them to improve customer service.		
<b>DECLARATION AND CONSENT</b>		
<b>I declare that the information contained in this application is correct and true to the best of my knowledge and belief and I give consent for Ofgem to use the information and contact details provided when publishing the Best Practice Register.</b>		
Signature:	Date:	