

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: EDF Energy plc Licensee(s): EDF Energy Networks (EPN) plc EDF Energy Networks (LPN) plc EDF Energy Networks (SPN) plc Address: 40 Grosvenor Place Victoria London Postcode: SW1X 7EN	Name: Laurent Ferrari Title: Managing Director Telephone: 0207 089 0057 Email: Laurent.Ferrari@edfenergy.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 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"/>

BEST PRACTICE FROM PREVIOUS SCHEMES		
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.	Initiative adopted (select from drop down list)	Year first implemented (Please fill)
Active participation in the community and environment, and establishing good links with other agencies/stakeholders	Yes	2003
We work collaboratively with Schools, Public Services, Neighbourhood Watch, contractors and charity partners to reduce the potential for negative impacts from our network on local communities and the environment.		
Good governance procedures and a strategic approach to CSR with active senior management involvement and commitment above and beyond reporting responsibilities	Yes	2007
Our Climate and Social Commitments are embedded in the business, from senior management onwards. Our Networks Sustainability team works to exceed our commitments reporting at Senior Management level to board and company executive level		
A range of initiatives which are related to the business. Best practice examples include: <ul style="list-style-type: none"> • addressing potential skills shortages • mitigating environmental impacts • substation safety campaigns • initiatives to prevent doorstep crime 	Yes	2003
We work in partnership to tackle the skills gap-investing in the London Engineering Project & the Power Academy. We reduce, reuse and recycle and invest in green technology. We teach Children to stay safe near substations and run Substation Watch.		
Inclusion of contractor performance within the company's CSR programme and active encouragement of staff involvement	Yes	2003
We encourage suppliers to match our standards in Health & Safety, waste management and carbon reduction. Our people support via our Helping Hands volunteering scheme and becoming Ambassadors specialising in Community, Environment and Education		
DECLARATION AND CONSENT		
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.		
Signature: Laurent Ferrari	Date: 08/05/09	