

Taking our responsibilities seriously . . .

Nearly 10 million people rely on us in our region. As well as the customers we directly impact if the lights go out – vitally it's also about the environment and communities we're a key part of across the East and West Midlands. We feel we have an integral role to play by adopting a holistic approach to CSR. From making sure customers have forums to air their views and that we're truly listening to what they're saying, to supporting local community schemes to improve the lives of the people living in our region. We believe this support should not simply be about money given but a commitment to also offer time, physical support and equipment that helps to make a valuable, lasting impact. For us it's not about one off schemes, but about building relationships that allow us to provide ongoing assistance and to become an active partner of our communities.



One becomes two: Greater scope for our Customer Panel

About the initiative

We're giving customers the chance to influence what we do and how we do it from the very first stage. In 2009 we led the industry by being the first to establish a permanent Customer Panel, bringing together 11 key stakeholders who represent our diverse customer base. Members include Consumer Focus, the Environment Agency, Derbyshire Neighbourhood Watch, Warwickshire Police, the Major Energy Users Council, RNID and representatives of hard-to-reach customers. This isn't one-off stakeholder engagement, but a permanent and consistent customer voice we're listening to and involving in our decision making. To date, the Panel remains the only one in the industry.



Chaired by our MD, John Crackett, panel members have met quarterly to discuss a variety of topics, giving them an opportunity to feedback on and influence our plans, support co-working between CN and their customer groups and advise us about consumer concerns.

Acting on the panel's feedback, this year we've split the panel into two smaller working groups, each focused on specific areas of interest. The first focuses on vulnerable and domestic customers, and the second on a business user perspective. This allows for more tailored, specific discussions, therefore increasing the panels' scope and influence on our actions. Once a year the panels will come together to discuss our year-end performance and larger, overarching topics.

The benefit for customers - The view of Andy Abraham, East Midlands Development Agency (emda) & CN Panel Member:



- Valuable discussions and knowledge exchange:

"Being a Panel member is definitely a worthwhile experience. It allows direct discussion / engagement with the provider of key infrastructure (CN) to business and personal customers alike. It has broadened my understanding of the issues that exist from both a CN and user perspective."

- Wide range of customer perspectives influencing our plans:

"The range of stakeholders involved ensures that a good cross-section of customers and other interested parties are represented. It also provides a medium for collective and, if necessary, anonymous feedback."

- Bringing together key representatives, in a forum to air customer views:

"It has allowed me to raise issues that have been flagged by companies with whom I work with, networking with other interest groups such as the Major Energy Users Council. CN have been very open and honest about areas they can improve on and areas where they feel they are doing well."

- Wide variety of topics discussed:

"Over the last year the panel have discussed:

- What activities CN actually engages in and facts/figures associated with this.
- The new DPCRS regulated price control - including the various stages, process and what it means for business and domestic customers alike.
- How CN seeks to help and notify vulnerable customers before/during power cuts
- New performance standards for new connections and method of delivery (e.g. new 'Alliance' arrangements with contract partners to deliver work more efficiently)"

- Building ongoing relationships for continued customer engagement:

"Subsequent to the meetings, I have also seen a willingness to engage with emda directly on a one-to-one basis, but this was facilitated out of discussions held at the Customer Panel meetings. I believe this demonstrates that such issues are taken seriously and there is commitment to improving some aspects of their business."

- Engagement at every level within CN:

"CN appear to genuinely want to engage with stakeholders, as evidenced by the commitment of senior figures within the company attending the meetings."

Making neighbourhoods into communities - investment that makes a difference

We know our core responsibilities are to keep our customers' lights on and get them connected to the network. With over 3,400 employees and a huge geographic presence, we also have an opportunity to make a valuable difference in the communities we serve. Whilst we support various activities that help customers to stay safe, cope in a power cut and reduce their carbon footprint, many of our projects stand apart from our day-to-day operations. We do them because they will make a difference to our customers' lives.

Safer Environment Fund (SEF) passes the £100k milestone

Since 2006 we've been supporting community projects that have a positive and lasting impact on the local environment, as part of our SEF. In 2009 we passed the £100,000 mark for total grants awarded to community groups and non-profit organisations in our region. In 2009, supported projects include:

- Developing an outdoor classroom garden at St John's Roman Catholic Primary School in Bridgnorth.
- New drainage gullies fitted at Braunston Park, in Leicestershire to combat frequent flooding.
- Creating a new conservation area and rural clearance in Tasley, Shropshire.

Community projects that make a difference

As well as providing funding, we actively support our colleagues in volunteering their time to projects that make a real difference for people living in our region. In 2009 as part of our Team Challenge Programme, 100 colleagues spent over 700 hours, during work time, supporting a range of community organisations across central England. Two examples included:

- A major community project to improve the play areas at Rough Hay Primary School, near our offices in Tipton.

This included creating a sensory garden, a number square to help children learn maths, repainting all existing playground art and painting a full-size mural.

- Redecorating two Leicestershire schools (Weavers Close Primary and Barwell Infant School) and the headquarters of Hinckley & District Mencap.



In 2009 we donated **£31,125** via our Matched Funding Programme, supporting funds raised for charity by our employees.

CASE STUDY Partnering St. Richard's Hospice



St Richard's Hospice cares for 2,100 patients and families in Worcestershire who are living with cancer and other life-threatening illnesses. As part of our efforts to reach out into the community, we're partnering St. Richard's to provide funds, support and equipment to aid the work they do. As well as sharing vital information to ensure their patients are prepared if there's a power cut, it's an opportunity to play an active and long-term role in the community. To date we have:

- Hosted a visit to our offices to explain who we are and what we do if the power goes off, including advice for how to support vulnerable patients and the importance of having back-up generators.
- Supplied Winter Packs (containing gloves, hand-warmer, torch, fleece blanket and information leaflet) for their community support workers to hand out to patients. We will be providing 400 of these annually.
- Held a fund-raising day at our Head Office.
- Several colleagues continue to volunteer regularly at the hospice.
- Agreed for our Customer Support Vehicle to attend their Carer's Day to raise awareness of our PSR and advice for coping during power cuts.

We're also supporting their upcoming Midnight Charity Walk, by providing marshals and lighting powered by generators.

"We very much enjoyed our visit and learning more about your work in the community and the service you offer to vulnerable people... Your kindness in continuing to support the hospice enables us to provide free specialist palliative care to our community. On behalf of everyone here at St Richard's, a huge thank you for your help." Tricia Cavell, St. Richard's

Other initiatives we're proud of...

In our customers' shoes... during the coldest winter in decades

We take very seriously our responsibilities to prepare customers for the unlikely event of a power cut. As well as attending various events to give face-to-face advice, we provide customers with information and practical items to help them cope, especially in the run up to winter. And this year our efforts became all the more important. In 2009 we:

- Sent 10,243 Winter Warmer Packs to customers.
- Our Customer Support Vehicles attended 57 faults affecting 3597 customers.
- Sent over 150 analogue phones, in addition to the 4000 we have sent to PSR customers with the most critical needs.
- Attended over 70 "preparing for winter" events alongside other key support agencies such as Age Concern.

"Welfare to Work"

In 2009, in partnership with Job Centre Plus and Energy & Utility Skills, we took part in a joint initiative to secure work placements for local, long-term unemployed individuals. The project targets people who are of working age and require help, and support, to get a job and stay in work.

As a major employer in central England we're keen to help tackle social issues like unemployment and support disadvantaged groups by getting people interested in engineering and providing the opportunity for them to start a career with us. The scheme aims to provide people with relevant skills, training and experience, with the aspiration that the employer providing this support will retain and employ them on completion of the placement. We've done exactly that, offering placements to 2 individuals - Gavin Haynes and Rory MacLennan - who have since secured permanent roles within CN. They're now continuing with their development and training, working towards gaining further professional qualifications.

"The scheme is a fantastic opportunity for unemployed people struggling to find work. CN have trained me from scratch and helped me to start a career. After the initial three months, Rory and I were offered permanent roles as Craftsperson's Mates. We're now continuing our training to qualify



as jointers, whilst working full time in a skilled team. I'm really pleased I did it and hope other people get the same opportunity." Gavin Haynes

Boosting pupil's employability

We actively support numerous local schools and colleges to help prepare young people for the world of work and equip them with the skills they'll need to secure their first job. For example, based on our ongoing relationship with Toot Hill School in Nottingham, for the second year we have attended their Interview Day, holding mock interviews with 230 Year 10 pupils, as well as reviewing CVs.

We also supported their Career's Day, providing pupils with an insight into careers in engineering.

"I am very grateful for the time and commitment you have given the school. The pupils got so much out of the day and the staff here at Toot Hill enjoyed it very much too. Thank you very much for your support."

Fiona Farmer, Business Links Coordinator

Sight and Sound

Continuing our industry-leading visual awareness training for all streetworks engineers, a further 1500 staff have been trained in 2009. In total, 3500 colleagues have now attended the innovative course, raising awareness of the issues faced by blind customers and giving tips for giving face-to-face support and communicating effectively.

We're the only DNO to hold the RNID's best practice charter mark, now for a 3rd consecutive year.

→ Our new event at 'Safety Zone' in Nottingham, where we saw 1,400 pupils over 10 days



The Energy Experiment

For the second year running, we've teamed up with BBC Radio Nottingham to champion the idea of everyone turning off all non-essential appliances and lights in the Nottinghamshire area between 9pm on Weds 24th February and 6am on Thursday 25th. The project helps to raise awareness amongst our customers about the energy we use and how we can be more efficient to reduce our carbon footprint.



Hundreds of buildings were involved ranging from domestic properties to large council offices. We measured that over 29,000kwh of electricity was saved on our network - twice the reduction of the previous year. This is equivalent to 887,000 2kw kettles boiling for one minute!

"Just talking about energy saving and the tips and techniques that can be used will have had an impact even on those who didn't make an effort to take part. Over the last 2 years, I've received messages from people who've said they've kept up some of the energy saving measures they tried as part of the Energy Experiment. Also, this year, Ed Milliband, Energy Secretary, praised the initiative. As well as providing statistics CN also supplied advice and staff were always available to explain things for our listeners."

I have been impressed with CN in my dealings with the company over the last 2 years. Its employees have always been willing to help with the Energy Experiment, but away from that, in my job we constantly come across companies that are not prepared to be interviewed and CN is not like that at all. Whether it's good news, or bad news, the company seems prepared to offer spokespeople to comment on our programmes and answer questions."

**Andy Whittaker,
BBC Radio Breakfast Show Presenter**

Partnering the British Red Cross (BRC)

Acknowledging this as best practice in the industry, we've been working hard with the BRC to establish a lasting partnership that will deliver maximum benefit for our customers. Rather than simply replicating an existing agreement, because our customers and network are different, we've established a tailored approach that will see the BRC providing vital additional support to all customers during prolonged power cuts and to individual vulnerable customers.

We now have a Memorandum of Understanding in

place and are due to roll-out the agreement in July. As part of this, we're providing 2000 Crisis Packs for the BRC every year (containing an analogue phone, fleece blanket, torch, gloves and hand-warmer).

Already working closely with BRC, we provided nearly 500 Winter Packs in 2009 for representatives who visit vulnerable customers. They also distribute our PSR customer leaflet, with tear-away registration form.

Keeping our communities safe

"Play Safe, Stay Safe" - children's education

Educating our customers, in particular young children, about our network, how electricity works and staying safe around electrical equipment, underpins our work in the community. We're keen to demonstrate a holistic approach with a variety of initiatives aimed at delivering important safety messages, but in a way that's fun and interactive.

"CN's new programme really brings the vital safety messages alive for the kids. Children visit the mock substation and as well as learning what it is and what it does, discuss the hazards. The scenario where they're asked how to retrieve their property - in this case a football - and the use of pyrotechnics to show what can go wrong is a very innovative way of emphasizing the importance of safety. The children find the session really enjoyable and clearly learn a lot from it. Feedback from all the teachers has been really positive. CN's support and attendance at these events is really appreciated."

**Martin Tristram,
Youth Issues Officer, Nottinghamshire Police**

In 2009:

- We saw 8284 pupils at over 10 school safety events.
- Our Power Discovery Zone Vehicles visited 111 schools, seeing 6,049 pupils.
- We sent out 800 lesson plan packs for teachers.
- We had 72,500 hits on our website for children and teachers (www.powerdiscoveryzone.com).
- We ran a competition for pupils to design an A3 poster about staying safe around electricity.

"Substation Watch"

Teaming up with Derbyshire Police and Neighbourhood Watch we've launched a new initiative - "Substation Watch" - targeting criminals who steal copper from electricity substations across the county. Substations often attract vandals, thieves and unassuming children - with very serious dangers. The scheme lets people living close to a substation know who we are and what to do if they spot a problem. Each member is given a card with our emergency telephone contact number on.

"Future of Your Networks" Campaign

With some big changes to our connections business this year including several new regulatory requirements and the appointment of a single contract partner ('Alliance') to help deliver our connections, we've again invited customers to tell us what they expect and how we can improve. This is key to making sure we're acting responsibly, never taking our eye of the ball and that our processes are built entirely with our customers in mind.

In March, house builders, and representatives from numerous industrial and commercial organisations attended our Developer Day, holding group discussions on four key areas - the new Regulatory Performance Standards, Wayleaves & Legal changes, the Alliance, and overall customer expectations.

Based on customer feedback we have:

- Introduced a new payment structure to make the application process easier.
- Changed our website, with a current trial to allow customers to track the progress of their job online.

Corporate Social Responsibility Supporting Information

Keeping our communities safe – "Substation Watch"



Carl Henshaw, CN Stakeholder Relationships Manager with Neighbourhood Watch co-ordinator Sheila Jackson, Parish Councillor Carol Wright, Neighbourhood Watch member Janice Pallett, PCSO Marianne Beeston, and Police Sgt Mike Sisman, at a substation in Swadlincote, at the launch of "Substation, Watch".

Article from Neighbourhood and Home Watch website.

Derbyshire Substation Watch launched
East Midlands
Tuesday 16 June 2009
Substation Watch

Derbyshire NHW have teamed up with EON - Central Networks to boost community safety and help maintain a healthy power supply by starting Substation Watch. This joint initiative was launched on 16th June in South Derbyshire and rolled out across the county in collaboration with the Safer Neighbourhood Teams.

Metal theft, vandalism, storm damage and curiosity have, in the past, been the cause of fatalities and injuries in electrical substations. The interruption of power supply or surges caused by the removal of earthing equipment cause inconvenience and damage to sensitive equipment. The managers of these vital installations need to know as soon as possible about potential or actual problems if they are to keep the power on. The community needs to keep its children and youths safe by ensuring they keep out of the installations. Substation Watch recruits its members from those members of the community living close to a substation and asks them to keep an eye on it and to report as and when a problem occurs. Each member is given a card with the emergency telephone contact number which they are asked to keep by the phone.

Partnering St. Richard's Hospice

Colleagues from CN with Revd David Knight (Chaplain, St. Richard's Hospice) and Tricia Cavell (Fundraising Manager, St. Richard's Hospice) during their visit to our Worcester Offices to learn more about how we can support their patients during a power cut.



Feedback from St Richard's Hospice following the ongoing support from Central Networks, including supplying their patients with our free emergency Winter Packs.

With the help from everyone at E-On we look after over 2,100 patients and family members each year. We have recently opened a 16th bed in the in-patient unit and are starting two new day hospice clinics, extending our vital services to further patients throughout Worcestershire.

We look forward to welcoming some of you at future events and will be in contact again shortly with details of how many support packs we would like to receive. We will also provide information on any projects E-On employees could assist with and very much look forward to working with you all for mutual benefit.

"I've shown the emergency packs to the team in the Day Hospice and the community nurses. It looks like we'll be wanting to make a big order as they look excellent! Thanks again for bringing this excellent scheme to us.
(Revd) David Knight, Chaplain, St. Richard's Hospice, Worcester

In addition to the projects detailed in our CSR submission, the following initiatives have continued this year: ✓ = Year introduced/continued ★ = Enhanced/expanded

CSR Initiative	Pre 07	07/08	08/09	09/10
Customer Support Vehicles	✓	✓	✓	✓
Free Winter Warmer Packs	✓	✓	✓	★
Partnership with WRVS	✓	✓	✓	✓
Safer Environment Fund	✓	✓	✓	✓
Customer Roadshows / Age Concern / Parish Council / 'Preparing for winter' events	✓	✓	✓	✓
Free Parish Council Packs (containing handy items people should keep in case of a power cut)	✓	✓	✓	✓
Schools education events (including our Power Discovery Zone)	✓	✓	✓	★
Teacher's Lesson Packs	✓	✓	✓	✓
"Plugin2engineering" programme	✓	✓	✓	✓
Adult Re-trainee and 'Adult Mate' Recruitment	✓	✓	✓	★
Live (and historic) power cut information map on our website	✓	✓	★	★
Active Senior Management involvement in CSR schemes, new initiatives and day-to-day customer service delivery	✓	✓	✓	✓
Network investment map online		✓	✓	✓
"There's No Such Thing As The Electricity Board" doorstep crime prevention campaign	✓		★	✓
Partnership with Air Products to share PSR data		✓	✓	★
Crimestoppers Partnership targeting copper theft reduction		✓	✓	✓
Free Analogue phones for customers with electrical dependencies		✓	★	✓
Young Apprenticeship programme		✓	✓	✓
Foundation Degree programme for engineers		✓	✓	✓
Partnerships to provide training/development opportunities for disadvantaged young people		✓	✓	✓
Permanent Customer Panel			✓	★
Customer Surgeries and Developer Days for New Connections customers			✓	✓
Field staff visual awareness training		✓	✓	✓
Telephone stickers with dedicated contact telephone numbers for all PSR customers			✓	✓
Quality of Supply Report published for customers and stakeholders			✓	✓
Supporting schools education through careers fairs, mock interviews, CV appraisals and assisted reading sessions		✓	✓	✓

Children's Safety

Our School's Poster Competition. The winning entry from a pupil, aged 9 at Palfrey Junior School, Walsall.

Comments and scores out of ten from teachers whose pupils have attended our new schools safety programme.

Super! plenty of very important information. Thanks!! 10

excellent message - truly won't forget this one!! 10

Excellent idea with ballpoint slide! He'll remember that! 10

fabulous lesson - The sparks were so effective 10

Great lesson for our kids as we were very close to West Burton + Cottam station 9

Customer feedback at the heart of our decisions

Feedback on CN's Customer Panel from Panel member, Lynda McMullen, Business Resilience Manager, University of Lincoln

"I find the meetings extremely interesting and informative. It's fantastic that the MD and other senior managers are prepared to sit down with real customers and listen to genuine concerns. This shows a commitment to doing things the right way and makes all the members feel valued and that their contributions are worthwhile. After being on the panel for over a year, and now that knowledge levels have increased, I'm looking forward to seeing more focussed groups created outside of the panel with more specific actions for members to take away."

Investment that makes a difference

Feedback following a £2500 grant to build a new outside play and learn area

"The children are all very excited to see the work on their new outdoor area. Thank you so much for your support, it has made a real difference to our school and to our children."
Catherine Connery, St John's Parent Teacher Association

Feedback from two community events where attendees refurbished a school and charity office

"What CN's volunteers have done for us is fantastic. To fund the upgrade ourselves would have cost £700 for materials alone. Thanks to CN, the area is brighter and much more pleasant for our volunteers and social club members." Marie Hall, Secretary, Hinckley & District Mencap

"The infants' play area looks so much brighter and welcoming now. The team has transformed the area and the children love playing out there. The children themselves said that they liked the new colours and they liked being able to get back into the willow dome to play!" Louise Norris, Head Teacher, Kegworth Primary School