

## 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, 7 May 2010.**

DNO DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: Electricity North West Limited Licensee(s): Electricity North West Limited  Address: 304 Bridgewater Place Birchwood Park Warrington Postcode: WA3 6XG	Name: Joe Ashe  Title: Regulation Office & Customer Manager  Telephone: 01925 846852  Email: <a href="mailto:joe.ashe@enwLtd.co.uk">joe.ashe@enwLtd.co.uk</a>

### THE RULES

1. Refer to the accompanying guidance notes for the 2009/10 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 7 May 2010**. Entry forms should be sent to [dorothy.eke@ofgem.gov.uk](mailto:dorothy.eke@ofgem.gov.uk) electronically, with a hard copy sent to:  
**Dorothy Eke, QOS Policy Analyst, 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	x	<input type="checkbox"/>
DNOs' CSR programmes have been successfully incorporated into wider community programmes at local level through effective working with partners (where appropriate)	x	<input type="checkbox"/>
CSR programmes and initiatives are effectively reaching their target audience and performance is regularly monitored	x	<input type="checkbox"/>
CSR is recognised as an integral element of the culture and ethos of the DNO with management level reporting responsibility	x	<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	x	<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
We hold regular meetings during the year with stakeholders such as the Friends of the LakeDistrict and regional government agencies. In 2009 we ran a number of workshops to explain our investment plans and new charging structures and we have recently held a workshop for interested parties on our vision for Smart Grids. We have regular meetings with local authority/parish council representatives and have taken a leading role over the past few years in national fora in discussing environmental issues		
Good governance procedures and a strategic approach to CSR with active senior management involvement and commitment above and beyond reporting responsibilities	Yes	2006
CSR is overseen by our Corporate Assurance Group, which reports directly to the Group Board and takes an integrated view of all aspects of our corporate governance, risk management, health and safety and social responsibility		
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	2007
<ul style="list-style-type: none"> <li>• Support implementation PSN academy</li> <li>• Reduction SF6 gas through replacement of underperforming plant and policies</li> <li>• Password scheme in operation</li> <li>• Regular substation safety campaigns in schools</li> <li>• Increased the quantity of recycled reinstatement material used in excavations</li> <li>• New partnerships with educational organisations and business for new smart grid/low carbon initiatives</li> </ul>		
Inclusion of contractor performance within the company's CSR programme and active encouragement of staff involvement	Yes	2009
ENW's CSR programme has been developed during 2009 and involved our service provider who operate and maintain the distribution system on our behalf. Their performance is monitored through a detailed contractual agreement which reflects our CSR strategy		
Partnership work with local organisations to provide training and development opportunities for disadvantaged young people.	No	
Still under development as part of our CSR strategy		
<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:	