

STAKEHOLDER ENGAGEMENT INITIATIVES



ELECTRICITY DISTRIBUTION CUSTOMER SERVICE REWARD DISTRIBUTION NETWORK OPERATORS ENTRY FORM

Please note that the deadline for receipt of applications is 5pm, 29th April 2011.

DNO DETAILS: (please complete)	CONTACT DETAILS: (please complete)
<p>Company: Western Power Distribution</p> <p>Licensee(s):</p> <p>Western Power Distribution (East Midlands) plc</p> <p>Western Power Distribution (West Midlands) plc</p> <p>Address: Avonbank</p> <p> Feeder Road</p> <p> Bristol</p> <p>Postcode: BS2 0TB</p>	<p>Name: Phil Wilson</p> <p>Title: Customer Operations Manager</p> <p>Telephone: 02476 194172</p> <p>Email: phil.wilson@central-networks.co.uk</p>

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 Of gem by no later than **5pm on 29th April 2011**. Entry forms should be sent to dorothy.eke@ofgem.gov.uk electronically, with a hard copy sent to: **Dorothy Eke, Analyst, Of gem, 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
DNO has an established process of stakeholder engagement and an up-to-date engagement strategy addressing how they inform and obtain feedback on the impacts of their business activities from a range of stakeholders	✓	
DNOs initiatives demonstrate effective use of feedback opportunities provided by an established process of stakeholder engagement regarding its business activities	✓	
A range of stakeholders have been engaged and have commented on the DNO's approach to stakeholder engagement and on the changes the DNO is making in response to the views of stakeholders	✓	
DNO has made use of a variety of mechanisms to inform and engage their stakeholders (and possibly demonstrated a year on year improvement)	✓	
DNO is adapting its internal processes and policies in response to feedback from stakeholders	✓	
DNO has a process of measuring the benefits of its stakeholder engagement on its business activities	✓	

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	Year first implemented (Please fill)
DNOs should have mechanisms in place to establish who their key stakeholders are, what would constitute a representative sampling approach to eliciting their views and the best use for this information.	Yes	1990
<i>See main application – our stakeholder strategy helps us to identify key stakeholders, consider the best ways to sample their views and use their feedback to continuously improve our systems and processes.</i>		
Demonstrate genuine evidence of improvement in their understanding of customers and stakeholders. They need to demonstrate how their knowledge of their stakeholder's needs has evolved throughout their engagement process.	Yes	1990
<i>See main application – We have been actively involved with many community, health and safety, and education partners for over 20 years.</i>		
DNOs should look to benchmark themselves against companies operating in competitive markets and not other DNOs.	Yes	2009
<i>We were winners at the 2010 National Customer Service Awards and then following nominations in several categories we were thrilled to be crowned winners at the 2011 Institute of Customer Service Awards.</i>		
Demonstrate an effective, cross-organisation mechanism for capturing and managing this information so that it can systematically influence future policy and practice.	Yes	2010
<i>Our dedicated Stakeholder Manager and all senior managers have an agreed Stakeholder Strategy, which includes cross-business sharing of day after reports and stakeholder intelligence.</i>		
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 Of gem to use the information and contact details provided when publishing the Best Practice Register.		
Signature: Phil Wilson, Customer Operations Manager	Date: 28 April 2011	