

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)
Company: SP Energy Networks Licensee(s): SP Distribution Ltd SP Manweb Address: New Alderston House 3 Dove Wynd Bellshill Postcode: ML4 3FF	Name: Vicky Kelsall Title: Customer Service Director Telephone: 0141 614 1896 Email: Vicky.Kelsall@SPPowersystems.com

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 29th April 2011**. Entry forms should be sent to dorothy.eke@ofgem.gov.uk electronically, with a hard copy sent to: **Dorothy Eke, 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
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	X	
DNOs initiatives demonstrate effective use of feedback opportunities provided by an established process of stakeholder engagement regarding its business activities	X	
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	X	
DNO has made use of a variety of mechanisms to inform and engage their stakeholders (and possibly demonstrated a year on year improvement)	X	
DNO is adapting its internal processes and policies in response to feedback from stakeholders	X	
DNO has a process of measuring the benefits of its stakeholder engagement on its business activities	X	

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	2007 (2) 2010
Long standing list of 'key' stakeholders held within organisation. Completed exercise with all Stakeholders in 2010 to understand more about preferences regarding, frequency of contact, depth of contact/interest. Medium of contact etc. (2) Voice of the Customer and Business Campaigns now in place		
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	2010
Voice of the Customer/Stakeholder research in 2010 has shaped the CS Strategy, the Stakeholder Plan and the 2011/12 Operating Plan. Stakeholders needs have evolved in that they want different channels to be engaged in preferring 1 to 1 approach. Plan is adapted to meet all needs.		
DNOs should look to benchmark themselves against companies operating in competitive markets and not other DNOs.	Yes	2010
Benchmarking completed with HSBC and NPower. Plans in place to benchmark with Sky, Tesco Finance and Virgin Media. Also reviewed Stakeholder Engagement through internet including Local Authorities, Sustainability Organisations, Banking, Utilities and Research Agencies		
Demonstrate an effective, cross-organisation mechanism for capturing and managing this information so that it can systematically influence future policy and practice.	Yes	2010/11
All engagement is routed through Communications. Each major project completes a Stakeholder Plan on commencing a project and the effectiveness is monitored through regular performance meetings with Director and with the MD quarterly.		
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: Vicky Kelsall	Date: 28 th April 2011	