

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: UK Power Networks</p> <p>Licensee(s): Eastern Power Networks plc London Power Networks plc South Eastern Power Networks plc</p> <p>Address: Newington House, 237 Southwark Bridge Road, London.</p> <p>Postcode: SE1 6NP</p>	<p>Name: Basil Scarsella</p> <p>Title: Chief Executive Officer of UK Power Networks</p> <p>Telephone: 0845 601 4516</p> <p>Email: bscarsella@ukpowernetworks.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 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	Yes	
DNOs initiatives demonstrate effective use of feedback opportunities provided by an established process of stakeholder engagement regarding its business activities	Yes	
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	Yes	
DNO has made use of a variety of mechanisms to inform and engage their stakeholders (and possibly demonstrated a year on year improvement)	Yes	
DNO is adapting its internal processes and policies in response to feedback from stakeholders	Yes	
DNO has a process of measuring the benefits of its stakeholder engagement on its business activities	Yes	

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.	UMC market	2009/10
We set up a dedicated project team (EiUMC) to review our business systems and processes, company structure and reporting methodologies and consulted with local authorities to seek their input in shaping the UMC SLA and supporting business processes.		
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.	Customer information tools	2009/10
Customers told us they needed better info about the connections process. This was the rationale for developing the London Guide and 'masterclasses'. Since launching these initiatives we have noticed a marked upturn in customer satisfaction levels.		
DNOs should look to benchmark themselves against companies operating in competitive markets and not other DNOs.	Network faults	2009/10
We have worked closely with a niche consultancy (Dialogue by Design) which has helped design our stakeholder model and has an extensive knowledge of consultation best practice, having written the best practice guide used by central government.		
Demonstrate an effective, cross-organisation mechanism for capturing and managing this information so that it can systematically influence future policy and practice.	UMC market	2009/10
Feedback received from local authorities post EiUMC, attests to a much better standing with these organisations. They now comment favourably on our performance and commend us on our supportive approach and effective communication channels.		

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: 	Date: 28 April 2011
---	------------------------