

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Electricity North West
Licensee(s): Electricity North West

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Warrington
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CONTACT DETAILS: (please complete)

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THE RULES:

1. Refer to the accompanying guidance notes for your Stakeholder Engagement Incentive Scheme.
2. Fill out this entry form and attach it to your overview of evidence. The overview of evidence and all supplementary information should be referenced to this entry form.
3. Entry form should not exceed four A4 pages in total. Overview of evidence should not exceed ten A4 pages.
4. Complete applications must be received at Ofgem by **no later than 5pm on the final Friday in May, the year following the regulatory year in question**. They should be sent to connections@ofgem.gov.uk electronically, with a hard copy sent to: **Distribution Policy Team, Ofgem, 9 Millbank, London SW1P 3GE**

MINIMUM REQUIREMENTS		
Please provide supporting evidence and high level overview of how your company has met the minimum requirements set out below:	Evidence submitted within application (ie, evaluation, assurance report, survey, etc.)	Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/information within submission
<p>The network company has a comprehensive and up to date stakeholder engagement strategy, which sets out:</p> <ul style="list-style-type: none"> - how the network company keeps stakeholders informed about relevant issues, business activities, decision-making and other developments; - how the network company enables timely input and feedback from stakeholders via appropriate mechanisms to inform decision making. 	<ul style="list-style-type: none"> • Part 1 • Long-term plan (appendix 1) • Stakeholder engagement manual (appendix 2, section 2) • Assurance by Deloitte (appendix 3, including observations and recommendations) • Sustainability report 2013 (appendix 5) • Video evidence (appendix 6, video 1: External Stakeholder Panel) 	<p>We have continued to build on last year's successful engagement strategy to further support relevant, timely and effective engagement with stakeholders in our business. We have continued to raise awareness and understanding of stakeholder engagement through our company-wide stakeholder engagement manual developing it into a practical guide for employees. For the second year, we engaged Deloitte LLP to provide independent assurance in our reporting and our commitment to AA1000APS.</p>
<p>A broad and inclusive range of stakeholders have been engaged.</p>	<ul style="list-style-type: none"> • Assurance by Deloitte (appendix 3) • Stakeholder list in stakeholder engagement manual (appendix 2, section 3) • External Stakeholder Panel information and quotes (Part 1) • Engagement activities (Part 2) • Video evidence (appendix 6, videos 2, 3 and 4) 	<p>Basing our approach on best practice, our focus this year has switched subtly but significantly from who we're engaging with, to what we're engaging on. We've still engaged with a wide range of stakeholders – but not for engagement's sake. We are determined to make best use of resources all round, ensuring we prioritise and focus our engagement on meaningful issues to us and stakeholders.</p>

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The network company has used variety of appropriate mechanisms to inform and engage their stakeholders – these have been tailored to meet the needs of various stakeholder groups, and are fit for purpose in allowing a detailed analysis of a breadth of stakeholder perspectives	<ul style="list-style-type: none"> • Collation of engagement information across the business in a central tracker (explained in Part 2.3.1) • 1-1 meetings with External Stakeholder Panel members (Part 1.7, pg 10) • Specific engagement activities, outputs and outcomes (Parts 2.3.2 and 2.3.3) • CR Index report (appendix 4) • Video evidence (appendix 6) 	Our robust process of stakeholder identification, followed by materiality determination ensures that we can focus on making sure we engage in a way to suit our stakeholders. Our focus is on ensuring that the right people within the organisation are engaging with the right stakeholders, meaning that conversations can be carried out at the right level and appropriate decisions can be made.
The network company can demonstrate it is acting on input / feedback from stakeholders.	<ul style="list-style-type: none"> • Assurance from Deloitte (appendix 3) • Feedback from External Stakeholder Panel (Part 1) • CR Index results (appendix 4) • Specific engagement activities, outputs and outcomes (Part 2) • Video evidence (appendix 6, videos 2, 3 and 4) 	Robust independent assurance from Deloitte, one of the big four accountancy firms, attests to the fact that our engagement is effective and that engagement drives change in our business. We are committed to following the international standard AA1000APS – which incorporates the principles of inclusivity, materiality and responsiveness. Building on last year’s revitalised strategy and renewed governance procedures, we can clearly evidence where stakeholder engagement is making a difference to how we do business.