

## STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference  
for energy consumers

## STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

### COMPANY DETAILS: (please complete)

Company: National Grid  
Licensee(s): Electricity Transmission  
  
Address: National Grid House  
Warwick Technology Park  
Gallows Hill  
Warwick  
Warwickshire  
Postcode: CV34 6DA

### 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](mailto:connections@ofgem.gov.uk) electronically, with a hard copy sent to: **Distribution Policy Team, Ofgem, 9 Millbank, London SW1P 3GE**

<b>MINIMUM REQUIREMENTS</b>		
<b>Please provide supporting evidence and high level overview of how your company has met the minimum requirements set out below:</b>	<b>Evidence submitted within application (ie, evaluation, assurance report, survey, etc.)</b>	<b>Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/information within submission</b>
<p>The network company has a comprehensive and up to date stakeholder engagement strategy, which sets out:</p> <ul style="list-style-type: none"> <li>- how the network company keeps stakeholders informed about relevant issues, business activities, decision-making and other developments;</li> <li>- how the network company enables timely input and feedback from stakeholders via appropriate mechanisms to inform decision making.</li> </ul>	<p><i>References are to supporting information</i></p> <p>Engagement strategy <b>[1]</b> underpinned by:</p> <ul style="list-style-type: none"> <li>• Our Academy <b>[2]</b></li> <li>• Vision, Line of Sight and performance objective setting. <b>[3]</b></li> <li>• Governance</li> <li>• Process and Performance Excellence</li> </ul> <p>Annual stakeholder commitments cycle includes:</p> <ul style="list-style-type: none"> <li>• Electricity stakeholder consultation, commitments and update on performance <b>[4][5][6]</b></li> </ul> <p>Electricity customer and stakeholder surveys</p> <p>Tailored specific consultations <b>[7]</b></p>	<p><i>Page references are for part one of our submission.</i></p> <p>Page 3: Our Customer and Stakeholder engagement strategy describes Transmissions long-term approach to stakeholder engagement, and how the overall stakeholder engagement vision is implemented through our objectives and plans.</p> <p>The principles of our strategy – Identify, Understand, Tailor, Act, Inform and Measure – underpin our stakeholder engagement activities and enable us to keep stakeholders informed. Our strategy is underpinned by <b>Listen, Discuss &amp; Act</b></p> <p>The Understand and Tailor elements of our strategy enable our stakeholders to give us appropriate feedback in a way that meets their requirements. In our annual commitments cycle (page 7) of engagement the consultation element of this cycle enables timely input from stakeholders. All our engagement activities have tailored engagement activities that allow us to <b>listen</b> to stakeholder feedback and <b>discuss</b> their views.</p> <p>The Inform element of our strategy lets our stakeholders know how we have taken their views into account, how we have <b>acted</b> on their views, the decisions we have made and updates on progress. In our annual commitments cycle (page 7) our update on performance and commitments keeps our stakeholders informed.</p> <p>Our strategy is embedded into the culture of the organisation through our Academy curriculum (page 9), our line of sight and corporate vision for performance objectives (page 9), governance that ensures stakeholder engagement is part of our key decision-making (page 4); and performance excellence to drive improvements in the service we provide for stakeholders (page 9).</p>

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A broad and inclusive range of stakeholders have been engaged.	Stakeholder segmentation methodology Transmission Advisory Panel <b>[8][9]</b>	We segment our stakeholders into broad groups (page 4) to reflect our existing relationships with them. We build long-term relationships with these groups. Our business has been restructured to improve engagement with these groups.  We have established a stakeholder advisory (page 5) panel to ensure our business and practices properly take into account the interests, priorities and concerns of our stakeholders. The panel has representation across our stakeholder segments and ensures the views from each of these groups are heard.
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	Overview of different engagement methods used in 2013/14 Stakeholder protocol <b>[10]</b> Talking Networks stakeholder engagement portal <b>[11]</b>	Our engagement activities are tailored to our stakeholders needs. We ask stakeholders how we are engaging and whether our approach is fit for purpose. Their feedback shapes the way we engage. The different methods of engagement we use are highlighted in the table on page 6.  Our stakeholder protocol (page 9) identifies who within our business has lead responsibility for each key stakeholder group and ensures feedback and concerns are collated and shared across the relevant parts of the organisation. In this way we can ensure that our engagement is tailored to suit the specific interests and priorities of each stakeholder.  We have a stakeholder engagement portal – Transmission Talking Networks – to keep our stakeholders informed.

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<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>Annual stakeholder commitments cycle includes:</p> <ul style="list-style-type: none"> <li>Stakeholder update on performance and delivering our commitments. <b>[6]</b></li> </ul> <p>Satisfaction survey scores</p> <p>Customer Service Excellence Accreditation <b>[12]</b></p>	<p>Our annual stakeholder commitments are a set of outputs that are driven by what our stakeholders want (page 7). In our annual engagement cycle our update on performance clearly shows we have delivered the commitments we made to our stakeholders based on their feedback (pages 7 and 8)</p> <p>Our satisfaction survey scores for our electricity customers remained at 7.4 out of 10 and for electricity stakeholders we scored 7.5 out of 10 in the first survey. (page 10)</p> <p>We have retained Customer Service Excellence Accreditation for our electricity customer team. (page 10)</p>