

## 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): Gas Distribution

Address: Warwick Technology Park  
Gallows Hill  
Warwick  
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**

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 (i.e., evaluation, assurance report, survey, etc.)  Note: reference numbers shown in “[ ]” are as per our Stage 1 Overview of Evidence	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"> <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>[1] NEW: Management Review of 2013-14 Stakeholder Engagement (March 2014)</p> <p>[2] UPDATED: Stakeholder Engagement Vision and Strategy (2014-15) (March 2014)</p> <p>[3] UPDATED: Acting on Your Ideas (November 2013)</p> <p>[4] UPDATED: Have Your Say (November 2013)</p> <p>[5] UPDATED: Committing to You for 2014 (April 2014)</p> <p>[6] UPDATED: Continue to Have Your Say (April 2014)</p> <p>[7] UPDATED: Stakeholder Advisory Panel - Terms of Reference (June 2013)</p> <p>[8] NEW: Stakeholder Advisory Panel - Work Plan and Measures of Success (June 2013)</p>	<p>Our submission details the journey we have been on to update our stakeholder strategy. We demonstrate compliance through:</p> <p>Our <i>updated Stakeholder Engagement Vision and Strategy 2014-15</i> [2] - this document approved by our Exec Committee details our stakeholder vision and strategy and engagement principles. It has been informed by our Executive approved <b>Management Review</b> [1], which we carried out to take account of lessons learnt and areas of best practice and build continuous improvement into our stakeholder engagement vision and strategy.</p> <p>Our <b>Acting on Your Ideas</b> [3], <b>Have Your Say</b> [4], <b>Committing to You for 2014</b> [5] and <b>Continue to Have Your Say</b> [6] demonstrate how we have brought our strategy to life by keeping our broad range of stakeholders informed and included about issues, activities and decision making and how we seek and give timely feedback.</p> <p>Our publicly available <b>Stakeholder Advisory Panel Terms of Reference</b> [7], <b>work plan and measures of success</b> [8] and <b>example of meeting minutes and actions</b> [9] demonstrate how we are embedding stakeholders across our business and actively involving them in shaping our business.</p> <p>Our <b>example of our Stakeholder KPIs</b> [10] demonstrates that we actively monitor delivery of our vision and strategy at both a local and Executive level to ensure we are delivering on our promises.</p> <p>We are benchmarking across the UK, evidenced through our <b>Institute of Customer Service Benchmarking and Assessment</b> [11, 12] to</p>

	<p>[9] NEW: Stakeholder Advisory Panel - Example of meeting minutes and actions (February 2014)</p> <p>[10] UPDATED: Example of Stakeholder Commitment KPIs (May 2014)</p> <p>[11 &amp; 12] NEW: Institute of Customer Service - Benchmarking &amp; Assessment (June &amp; November 2014)</p> <p>[13] NEW: Our Academy - Customer and Stakeholder Learning Outcomes and other example material</p>	<p>ensure that we continue to keep our stakeholders at the forefront of what we do as well as learn from others.</p> <p>Our <b>Academy Customer and Stakeholder</b> example material [13] again shows how we are up-skilling our people so we get better at what we do.</p>
<p>A broad and inclusive range of stakeholders have been engaged.</p>	<p>[1] NEW: Management Review of 2013-14 Stakeholder Engagement (March 2014)</p> <p>[3] UPDATED: Acting on Your Ideas (November 2013)</p> <p>[4] UPDATED: Have Your Say (November 2013)</p> <p>[5] UPDATED: Committing to You for 2014 (April 2014)</p> <p>[6] UPDATED: Continue to Have Your Say (April 2014)</p> <p>[7] UPDATED: Stakeholder Advisory Panel - Term of Reference (June 2013)</p> <p>[17] Talking Networks web portal</p>	<p>In addition to the information above, the attached also demonstrates the wide and inclusive range of stakeholders we have engaged with.</p> <p>Our <b>Management review</b> [1] (page 6) demonstrates the broad and inclusive range of stakeholders we have engaged with over the last 12 months and how we continue to use our Talking Networks [17] web portal to support our engagement activities.</p> <p><b>Our Have Your say</b> [4], <b>Continue to Have Your Say</b> [6] and <b>Committing to You for 2014</b> [5] demonstrates how we solicit input and feedback from stakeholders and how this is informing our decision making and priorities for the next 12 months. It demonstrates the broad range of stakeholders we have engaged with and demonstrates our commitment to continuous improvement.</p> <p>Our <b>Stakeholder Advisory Panel</b> [7] supports our commitment to ensure that we are inclusive and we will refresh our panel members on an ongoing basis to make sure we maintain and involve a broad and diverse range of stakeholders' perspectives and views.</p> <p><b>Acting on Your Ideas</b> [3] demonstrates how we have continued to listen to our wide range of stakeholders and acted on the feedback they have provided.</p>

<p>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</p>	<p>[1] NEW: Management Review of 2013-14 Stakeholder Engagement (March 2014)</p> <p>[4] UPDATED: Have Your Say (November 2013)</p> <p>[5] UPDATED: Committing to You for 2014 (April 2014)</p> <p>[6] UPDATED: Continue to Have Your Say (April 2014)</p> <p>[14] NEW: Customer and Stakeholder Insights Strategy (March 2014)</p> <p>[15] Committing to You for 2013 (April 2013)</p> <p>[17] Talking Networks web portal</p>	<p>Our <b>Committing to You for 2013</b> [15] identified our stakeholders preferred engagement methods, and this year we have tailored our engagement mechanisms to meet these needs as well as continuing to offer wider and new channels to encourage participation of all our stakeholders. <b>Have Your Say</b> [4], <b>Continue to Have Your Say</b> [6] and our <b>Management Review</b> [1] (page 6) demonstrates the methods we have used to gain a breadth of stakeholder perspectives. <b>Committing to You for 2014</b> [5] shows how we have taken the breadth of stakeholder perspectives on board.</p> <p>Our <b>Customer and Stakeholder Insights Strategy</b> [14] demonstrate how we are managing our stakeholder database and segmentation more effectively, so that we can tailor our engagement more specifically to our individual stakeholders' requirements.</p> <p>Our dedicated <b>Talking Networks</b> [17] web portal acts as a platform for the variety of forms of our communication including fact sheets, briefings, publications and events. Other social media is also used as appropriate.</p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholder</p>	<p>[3] UPDATED: Acting on Your Ideas (November 2013)</p> <p>[4] UPDATED: Have Your Say (November 2013)</p> <p>[5] UPDATED: Committing to You for 2014 (April 2014)</p> <p>[10] UPDATED: Example of Stakeholder Commitment KPIs (May 2014)</p> <p>[15] Committing to You for 2013 (April 2013)</p> <p>[16] NEW: Customer and Stakeholder Charter (August 2013)</p>	<p><b>Committing to You for 2013</b> [15] shows the commitments we made in 2013 to our stakeholders following earlier feedback. <b>Acting on Your Ideas</b> [3] shows how we have acted on that feedback, with <b>Have Your Say</b> [4] demonstrating how we are auditing our performance with our stakeholders; whether they believe we have acted on their feedback.</p> <p><b>Committing to You for 2014</b> [5] demonstrates that our stakeholders believe we are acting on their feedback and delivering on our promises. This document also demonstrates our upfront commitment to our stakeholders based on their new feedback which we will be measured against over the next 12 months.</p> <p>Our <b>Customer and Stakeholder Charter</b> [16] demonstrates how external audits are also adding value to our business and how we are acting on feedback from these audits.</p> <p>Our <b>Stakeholder KPIs</b> [10] demonstrate how we are monitoring and reporting internally both at local and Executive level.</p>