

## STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME

### STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM



Making a positive difference  
for energy consumers

#### DNO DETAILS: (please complete)

Company: Northern Powergrid  
Licensee(s):  
Northern Powergrid Northeast Ltd  
Northern Powergrid Yorkshire PLC  
Address: Lloyds Court  
78 Grey Street  
Newcastle upon Tyne  
Postcode: NE1 6AF

#### CONTACT DETAILS: (please complete)

Name: Sharon Roper  
Title: Stakeholder Manager  
Telephone: 01977 605620  
Email: [Sharon.roper@northernpowergrid.com](mailto:Sharon.roper@northernpowergrid.com)

#### 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:

**MINIMUM REQUIREMENTS**

<p><b>Please provide supporting evidence and high level overview of how your company has met the minimum requirements set out below:</b></p>	<p><b>Evidence submitted within application (ie, evaluation, assurance report, survey, etc.)</b></p>	<p><b>Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/information within submission</b></p>
<p>The DNO has a comprehensive and up to date stakeholder engagement strategy, which sets out:</p> <ul style="list-style-type: none"> <li>- how the DNO keeps stakeholders informed about relevant issues, business activities, decision-making and other developments;</li> <li>- how the DNO enables timely input and feedback from stakeholders via appropriate mechanisms to inform decision making.</li> </ul>	<p>Stakeholder strategy referred to and summarised throughout Part 1 submission and assured through audit report.</p> <p>SGS AA1000 Stakeholder Engagement Standard (SES) Audit – Management report attached as Appendix 1 with feedback included throughout Part 1 submission. Sets out from independent audit how we meet Ofgem minimum criteria and assures us against the AA1000 SES.</p> <p>Terms of Reference for stakeholder panel and expert groups referred to within Part 1 submission and attached as Appendix 2.</p>	<p>Our stakeholder engagement strategy guides our approach to engagement and is reviewed annually against stakeholder feedback on priorities. The strategy including stakeholder priorities and mapping is then refreshed as a result of this. Pages 2 and 3 of Part 1 submission set out our headline approach.</p> <p>Under the <i>Your powergrid</i> brand we openly and regularly communicate with our stakeholders opportunities to feedback/engage on our plans and activities and what we are doing as a result of stakeholder feedback. Pages 6 and 7 of Part 1 submission detail the ebulletins, online community, website as well as more tailored formal channels and groups like our stakeholder panel and expert groups of which the Terms of Reference are attached.</p> <p>We have robust mechanisms in place for reporting and making decisions as a result of stakeholder feedback through our stakeholder engagement management and steering groups which involve heads of,</p>

		senior managers and the executive of Northern Powergrid. Throughout P1 submission we also set out how we are increasingly identifying emerging issues and delivering joint solutions with our stakeholders. We detail the groups, reports and process in Page 8 of Part 1 submission.
A broad and inclusive range of stakeholders have been engaged.	SGS AA1000 Stakeholder Engagement Standard (SES) Audit – Management report attached as Appendix 1 with feedback included throughout Part 1 submission. Sets out from independent audit how we meet Ofgem minimum criteria and assures us against the AA1000 SES.	<p>Pages 4 and 5 of submission Part 1 set out how we identify and prioritise our stakeholders and who they are. We have engaged with all priority 1 stakeholders over the past year and many from the priority 2 and 3 groups, including:</p> <ul style="list-style-type: none"> <li>• Domestic customers</li> <li>• Connections and DG customers</li> <li>• Connections providers</li> <li>• Charity, voluntary and community organisations</li> <li>• Our employees</li> <li>• Local Authorities</li> <li>• Energy suppliers</li> </ul> <p>In 2013-14 this has been refined to identify “hard to reach” groups.</p>
The DNO 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>SGS AA1000 Stakeholder Engagement Standard (SES) Audit – Management report attached as Appendix 1 with feedback included throughout Part 1 submission. Sets out from independent audit how we meet Ofgem minimum criteria and assures us against the AA1000 SES.</p> <p>Terms of Reference for stakeholder panel and expert groups referred to within Part 1</p>	<p>We use multiple channels of engagement, from open communication available to all to more tailored engagement to meet our specific stakeholders needs. Pages 6 and 7 of submission Part 1 explains our approach and what these channels are. The SGS management report assures that these mechanisms meet stakeholders needs.</p> <p>This engagement is tailored to ensure we</p>

	<p>submission and attached as Appendix 2.</p>	<p>appropriately engage our stakeholders from experts right through to domestic customers who may have very little awareness of the impact we have on them.</p>
<p>The DNO can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>SGS AA1000 Stakeholder Engagement Standard (SES) Audit – Management report attached as Appendix 1 with feedback included throughout Part 1 submission. Sets out from independent audit how we meet Ofgem minimum criteria and assures us against the AA1000 SES.</p>	<p>Our stakeholder governance and reporting (submission Part 1 Pages 8 and 9), coupled with the initiatives set out in the submission Part 2 demonstrate that we are acting on stakeholder feedback.</p> <p>The SGS management report also offers examples of where we have evidenced this and validates that we do respond to stakeholder feedback and identify and respond to material issues as a result of our engagement.</p> <p>Page 9 of submission Part 1 sets out some of the material issues we have identified through stakeholder engagement during 2013-14.</p>