

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: UK Power Networks
Licensee(s): Eastern Power Networks plc;
London Power Networks plc;
South Eastern Power Networks plc
Address: Newington House
237 Southwark Bridge Road
London
Postcode: SE1 6NP

CONTACT DETAILS: (please complete)

Name: Matt Rudling
Title: Director of Customer Services
Telephone: 08701 962509
Email: matt.rudling@ukpowernetworks.co.uk

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		
<p>Please provide supporting evidence and high level overview of how your company has met the minimum requirements set out below:</p>	<p>Evidence submitted within application (ie, evaluation, assurance report, survey, etc.)</p>	<p>Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/information within submission</p>
<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. 	<p>Our up to date strategy is outlined on page 2 of our submission and available on our website, www.ukpowernetworks.co.uk/internet/en/have-your-say/</p> <p>The DNV GL external assessor’s statement, appended to this form and summarised on page 2 of Part 1, assessed our processes and outputs against AA1000 and Ofgem’s requirements. They have noted a significant improvement in our approach to engagement outlined in Figure 1, Part 1 of our submission, extracted from our strategy.</p> <p>Ofgem commented following our 2012/13 submission on our strategy stating that it is ‘underpinned by robust governance’. This governance structure continues to ensure that we are responsive to our stakeholder requests as stated by our assessors in their statement on page 2.</p> <p>We continue to use our stakeholder engagement database, assessed by DNV GL, to identify and target our different stakeholder groups outlined on page 6.</p> <p>The introduction of our KPIs summarised on page 3, has facilitated monitoring of performance over time to ensure we fulfill our strategic objectives.</p>	<p>Our revised stakeholder engagement strategy is outlined on page 2 with a QR smart code link to the online location on our website. Our materiality matrix on page 4 has helped us focus on the most relevant issues.</p> <p>In the Foreword, our CEO, Basil Scarsella states how we have increased the number of stakeholders and meetings with our stakeholders. He refers to one formal event- the Low Carbon Networks Fund Conference, attended by over 700 stakeholders. Our range of other events throughout the year, summarised in our plan on page 7, allow us to inform and gather issues relevant to our stakeholders in a timely manner. From Critical Friends Panel events, forums and workshops, parish council articles and external newsletters, we inform and request feedback from our stakeholders. We have used our social media to update and allow communication with stakeholders on topics such as power cuts referred to on page 9.</p> <p>Our action log detailed on page 3 ensures all feedback is logged and actioned by a named individual with follow up checks in place for closure.</p> <p>High visibility at our events from Directors to senior management, as stated on page 3, ensures timely response to issues arising on the day of planned sessions.</p>

<p>A broad and inclusive range of stakeholders have been engaged.</p>	<p>DNV GL's external assessment on page 2 supports our strategy and actions stating that UKPN have continued to demonstrate engagement 'with a broad range of stakeholders.'</p> <p>Our stakeholder engagement strategy, outlined on page 2, aligns with AA1000's principles of inclusiveness. This strategy was externally assessed by DNV GL against these principles.</p> <p>On page 6 we have mapped our stakeholders into main groups, based on AA1000's stakeholder identification criteria, our business priorities and stakeholder feedback.</p> <p>We have stated on page 6 and 7 how we have approached our range of stakeholders using specific Critical Friends Panel events on severe weather and our business plan, our City of London consultation event and our regular Local Authority Resilience Forums.</p> <p>The statement from an independent chairperson detailed on page 6 reinforces our range of stakeholder reach.</p> <p>Through use of our social media we have encouraged all stakeholders to contact us with any issue they wish to raise at any time of the year. This has allowed us to respond to all queries from our stakeholders. Our 'webchat' (page 9) has also allowed our stakeholders to easily find a relevant contact person within the business to facilitate faster resolution of their queries.</p>	<p>In 2013/14 we invited 5,599 stakeholders to events and formal meetings, a 79% increase from the previous year's 3,122 invitations sent, as detailed on page 7.</p> <p>We have reached out to more of our stakeholder groups this year including parish councils detailed on page 5 and 9 and have engaged with more 'hard to reach' customers through our partnership with National Energy Action reaching young carers (page 5, 7 & 8) and our Power of Giving fund reaching fuel poor customers (page 3,6 & 7).</p> <p>We have also, through an online survey and public consultation events, reached out to all our stakeholder groups affected by the severe weather events (page 5).</p> <p>Our engagement with our Low Carbon London partners is demonstrated on page 10. Our other innovation project partners are detailed in Part 2 together with sections on welfare provision partners for our vulnerable customers, developers and engineers in connections, our interactions with our many stakeholder groups during the severe weather events and our employees who make it all happen.</p>
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<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>Our external assessors, DNV GL, have stated in their assessment report (summarized on page 2) that ‘the variety of mechanisms used to engage with stakeholders’..has ‘led to the increased levels of satisfaction being expressed by stakeholders with UKPN’s engagement’.</p> <p>We have stated on page 5 and 6 how we have used appropriate mechanisms for engagement and demonstrated on page 7 the tailored events we have run and are planning to run for specific stakeholder groups.</p>	<p>Through participation at the All DNO best practice events, outlined on page 7, we have engaged with our fellow DNO’s sharing and learning best practice in topics such as severe weather event planning, response and PSR (page 5,7 & 9)</p> <p>Our Distributed Generation workshops have targeted specific stakeholders, requested input from stakeholders for our agendas, and used breakout sessions to discuss with sub groups specific topics of relevance such as pricing and applications for connections (page 5,7 & 9).</p> <p>We have continued to use our ‘you said, we did, we will do’ format for reporting on what our stakeholders have requested, outlined on page 8.</p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>DNV GL’s external assessment has stated that there is ‘evidence of stakeholders impacting on decision making’ which has led to their ‘increased levels of satisfaction’(page 2)</p> <p>Reports after our events which contain details of stakeholder input and feedback are published and sent to stakeholders that have attended our sessions.</p> <p>We use our action log, submitted as part of our evidence to the external assessors, to capture feedback with associated actions and trace these actions through our business until completion (refer to Foreword and page 3).</p>	<p>Page 9 details the actions and improvements we have taken as a response to stakeholder feedback, from stakeholder process improvements to other improvements in systems across the business, including storm preparedness and smart meters to communication with our critical national infrastructure centres.</p> <p>Internally, our regular board updates on a range of issues and events, outlined in page 2, ensure we respond in a timely manner to stakeholder requests.</p>