
May 2014

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SHE Transmission Submission Document

Part 1: Entry Form

2013/14

Ofgem Stakeholder Engagement
Incentive Scheme

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM



Making a positive difference
for energy consumers

COMPANY DETAILS: (please complete)

Company: Scottish Hydro Electric
Transmission plc

Licensee(s): Scottish Hydro Electric
Transmission plc

Address: Inveralmond House
200 Dunkeld Road
Perth

Postcode: PH1 3AQ

CONTACT DETAILS: (please complete)

Name: Jennifer McGregor

Title: Transmission Stakeholder Engagement Manager

Telephone: 01738 453274

Email: jennifer.mcgregor@sse.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 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>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>Evidence submitted within application (ie, evaluation, assurance report, survey, etc.)</p> <p>External Assurance: Compliance with Engagement Strategy independently confirmed <i>Part 1 pg 10 Audit and Accreditation Appx 5 External Assurance Statement and Conclusions</i> <i>Appx 6 External Assurance Terms of Reference</i></p> <p>Independent audit: processes and procedures are in place and effectively managed <i>Part 1 pg 10 Audit and Accreditation</i></p> <p>ISO 9001:2008: Quality management System Accreditation <i>Part 1 pg 10 Audit and Accreditation</i></p>	<p>Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/information within submission</p> <p>We have in place an engagement framework including a Policy and a Strategy and Implementation Plan which have both been reviewed and approved by our Board <i>Part 1 pg 2 Our Robust Approach</i> <i>Appx 1 Our stakeholder engagement policy</i> <i>Appx 2 Transmission Stakeholder Engagement Strategy and Implementation Plan</i></p> <p>We have a clearly defined process of engagement which supports the inclusion of stakeholder feedback in decision making <i>Part 1 pg 7 Our Process</i></p> <p>Our Approach to stakeholder engagement is well resourced, with an experienced team, support at Board level and involvement throughout the business <i>Part 1 pg 8 Our people</i></p>

<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>A broad and inclusive range of stakeholders have been engaged.</p>	<p>External Assurance: Compliance with Engagement Strategy independently confirmed <i>Part 1 pg 1</i> <i>Appx 5 External Assurance Statement and Conclusions</i> <i>Appx 6 External Assurance Terms of Reference</i></p> <p>ISO 9001:2008: Quality Management System Accreditation <i>Part 1 pg 10 Audit and Accreditation</i></p> <p>Being accessible to stakeholders: Our commitment to being open and easy to talk to; allowing stakeholders to contact the right person easily; and writing in Plain English and avoiding jargon <i>Part 1 pg 6 Being accessible to our stakeholders</i> <i>Appx 1 Our stakeholder engagement policy</i></p>	<p>We have identified our stakeholder groups <i>Part 1, pg 3 Identifying and understanding stakeholders</i></p> <p>We have over 250 named individuals identified within those groups, all of whom have been invited to engage with SHE Transmission in 2013/14 via our Stakeholder Survey and/or in other ways <i>Part 1 pg 4 Actively engaging our stakeholders</i> <i>Part 1 pg 9 Our Stakeholder Survey</i></p> <p>We have worked to be open and easy to talk to, writing in plain English and avoiding jargon <i>Part 1 pg 6 Being accessible to our stakeholders</i></p>

<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 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 Stakeholder Engagement Strategy and Implementation Plan sets out the range of tailored ways in which we engage with each of our stakeholder groups</p> <p>External Assurance Our 2013/14 performance was independently assessed by ERM CVS who confirmed that we had complied with our Strategy and Implementation Plan <i>Appx 2 Stakeholder Engagement Strategy and Implementation Plan</i> <i>Appx 5 External Assurance Statement and Conclusions</i> <i>Appx 6 External Assurance Terms of Reference</i></p>	<p>We reached out to stakeholders in innovative ways; provided a choice of communication channels; hosted stakeholder events; broadened our audience</p> <p>We updated key stakeholder documents in line with stakeholder feedback and we established Principles of Written Consultation <i>Part 1 pg 4 Actively engaging our stakeholders</i> <i>Part 1 pg 5 Informing listening and responding to stakeholders</i> <i>Part 1 pg 6 Being accessible to stakeholders</i> <i>Appx 3 Our Principles of Written Consultation</i> <i>Appx 4 Our Customer Charter</i></p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>External Assurance Our 2013/14 performance was independently assessed by ERM CVS who confirmed that we had complied with our Strategy and Implementation Plan <i>Appx 2 Stakeholder Engagement Strategy and Implementation Plan</i> <i>Appx 5 External Assurance Statement and Conclusions</i> <i>Appx 6 External Assurance Terms of Reference</i></p>	<p>Our Strategy and Implementation Plan sets out business change planned for 2013/14. Other stakeholder-led changes were also implemented. Changes include: new practices for protecting wildlife; developing clearer documentation for wayleaves; trialling a new speed camera; establishing Principles of Written Consultation; committing to stakeholder service training for all SHE Transmission colleagues <i>Part 1 pg 2 Our Robust Approach</i> <i>Appx 2 Stakeholder Engagement Strategy and Implementation Plan</i></p>