

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)	CONTACT DETAILS: (please complete)
<p>Company: SP Energy Networks Licensee(s): SP Distribution plc SP Manweb plc</p> <p>Address: Ochil House 10 Technology Avenue Hamilton International Technology Park Blantyre</p> <p>Postcode: G72 0HT</p>	<p>Name: Lynn Wilson</p> <p>Title: Stakeholder Engagement Manager</p> <p>Telephone: 0141 614 1539 / 07736 088 764</p> <p>Email: lynn.wilson@scottishpower.com</p>
THE RULES:	
<ol style="list-style-type: none">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		
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.)	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"> - 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. 	<ul style="list-style-type: none"> - Strategy paper (+11 appendices) – demonstrates our business-wide approach e.g. details engagement priorities (Evidence file 1) - Board minutes – demonstrating approval for strategy (Evidence file 2) - Internal Stakeholder Action Group Terms of Reference – demonstrates senior manager accountability (Evidence file 1, Appendix 1) - Engagement tool kit (internal web extract) – demonstrates what tool kit includes and availability to all employees (Evidence file 3) - Engagement planning (example) – demonstrates how engagement planning element is used (Evidence file 4) - Monthly report & Executive Team meeting agendas – demonstrates that stakeholder engagement is considered at highest level (Evidence files 5 and 6) - Training scope – demonstrates the training course outline, aims and objectives (Evidence file 7) - DNV report – demonstrates external assurance of our approach to stakeholder engagement (Evidence file 8) 	<p>Part 1, page 2 references our strategy and it is included in full as a supporting document (Evidence file 1). Review/approval in March 2014 demonstrating strategy is up to date (Evidence file 2). Key element of governance is Internal Stakeholder Action Group (Evidence file 1, Appendix 1).</p> <p>Seven pillars (Part 1, page 2) illustrate scope of strategy and supported by evidence files (Evidence files 3, 4, 5, 6 & 7). External assurance report (Evidence file 8) provides further evidence of a comprehensive strategy.</p> <p>Part 1, page 4 explains how we keep stakeholder informed and illustrates with a number of examples.</p> <p>Part 1, page 6 explains how we enable timely input from stakeholders and illustrates with a number of examples.</p>
<p>A broad and inclusive range of stakeholders have been engaged.</p>	<ul style="list-style-type: none"> - Stakeholder survey (extract) – demonstrates how we test and validate our engagement priorities annually with our entire stakeholder base_ (Evidence file 9) - Stakeholder database (extract) – demonstrates how we manage contact details (Evidence file 10) - Stakeholder categories – demonstrates the new combined stakeholder categories for Transmission and Distribution (Evidence file 11) - Stakeholder prioritisation (extract) – demonstrates prioritisation of stakeholders (Evidence file 1, Appendix 6) - Social issues working group paper – demonstrates formation of new group to influence decision making on one issue (Evidence file 12) - 3KQ scoping report for external stakeholder panels – demonstrates inclusiveness (Evidence file 13) 	<p>Part 1, page 5 lists a of activities for engaging with a range of stakeholders, and illustrates what these activities mean in practice. The quote on this page from the DNV assurance report demonstrates improvement in this area in terms of prioritisation of stakeholders.</p> <p>Part 1, page 5 demonstrates using conferences and the events of others to take ourselves to harder to reach stakeholders. It also demonstrates how we have combined Transmission and Distribution stakeholder categories, providing a cross-check between the two.</p> <p>The 3KQ scoping report for external panels (Evidence file 13) demonstrates inclusiveness; directly asking stakeholders who they think should be included.</p>

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.)	Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/information within submission
<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>	<ul style="list-style-type: none"> - Form follows function diagram – provides a high level overview of how we design our engagement (Part 1, page 3) - Engagement plan (extract) – demonstrates central engagement activity, maps to engagement priorities (Evidence file 1, Appendix 8) - Engagement spectrum – demonstrates how engagement is designed to meet purpose (Evidence file 1, Appendix 11) - Stakeholder newsletter – demonstrates one method of keeping around 1,500 stakeholders informed (Evidence file 14) - Twitter example – demonstrates how we promote our engagement activity with stakeholder following of 290+ (Evidence file 15) - E-bulletin on business plan and analytics report – demonstrates how we keep around 1,500 stakeholders informed (Evidence file 16) - Stakeholder engagement case study (example) – demonstrates how we raise employee awareness of 	<p>Part 1, page 3 illustrates the consideration of different mechanisms and includes examples.</p> <p>Part 1, page 4 describes the ranges of channels used to inform stakeholders.</p> <p>Part 1, page 7 sets out the tools and controls that are in place to support the appropriate tailoring of mechanisms to audiences.</p> <p>The assurance quotes provided on the pages above are directly relevant to the criteria.</p> <p>Our engagement plan (Evidence file 1, Appendix 8) demonstrates how our strategy has resulted in a wide range of mechanisms being utilised in the last twelve months.</p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<ul style="list-style-type: none"> - Tracking log (extract) – demonstrates capture of feedback and actions (Evidence file 1, Appendix 7) - Regional stakeholder panel brief – demonstrates how we have responded to feedback on developing the panel (Evidence file 18) - Agenda for April 2014 key stakeholder workshop – demonstrates how new priorities feed into process (Evidence file 19) - Social issues working group (meeting notes) – demonstrates stakeholders having a strategic impact (Evidence file 20) - Online community feedback (extract) – feedback on faults video (Evidence file 21) 	<p>Part 1, page 8 lists a range of measures taken to hold SP Energy Networks to account, in terms of acting on stakeholder input, both internal and external. It also provides a numbers of examples – whilst recognising that Part 2 complements this, by providing more information on a range of specific initiatives. The assurance quote highlights an increased focus on the tracking and management of feedback, directly relevant to this criterion (report in evidence file 8).</p> <p>Part 1, page 9 demonstrates continued improvement to our approach and use of external evaluation to keep progressing.</p>