
May 2014

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SSEPD 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 and Southern
Energy Power Distribution
Licensee(s):
Scottish Hydro Electric Power Distribution
Southern Electric Power Distribution
Address: Inveralmond House
200 Dunkeld Road
Perth
Postcode: PH1 3AQ

CONTACT DETAILS: (please complete)

Name: Kirstine Wood
Title: Distribution Stakeholder Engagement Manager
Telephone: 01738 453 695
Email: Kirstine.wood@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 (i.e., evaluation, assurance report, survey, etc.)</p> <p>We have formalised our approach to stakeholder engagement in our Policy, Strategy and Implementation Plan. <i>Appx 1:Stakeholder Engagement Policy</i> <i>Appx 2:Stakeholder Engagement Strategy</i> <i>Appx 5:Annual Implementation Plan</i></p> <p>The Independent Audit notes processes and procedures are in place and effectively managed. <i>Part 1, pg 8, Audit and Accreditation</i></p> <p>The ISO 9001:2008 audit notes strong compliance with requirements of ISO 9001:2008 standard and positive engagement with stakeholders. <i>Part 1, pg 8, Audit and Accreditation</i> <i>Appx 7: ISO 9001:2008 Audit Findings</i></p> <p>We evidence how stakeholders have informed our RIIO-ED1 business plan. <i>Part 1, pg 4</i> <i>Appx 3:How stakeholder views have shaped our business plan</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 a framework for engagement which includes Board approved Policy and Strategy. <i>Part 1, pg 2-5</i></p> <p>Our Board approved Implementation plan sets out the topics and ways in which intend to capture views so we can shape our business procedure, policies and business plan accordingly. <i>Part 1, pg 6</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</i></p> <p>Our approach to stakeholder engagement is well resourced with an experienced team, supported at Board level and involvement throughout the business. <i>Part 1, pg 7</i></p> <p>Our Customer Voice Group is a fully independent scrutiny panel who critically evaluate our Stakeholder Engagement Policy, Strategy, Implementation Plan and our business responses to stakeholders' views <i>Part 1, Pg 8</i></p> <p>Examples of where we have acted on stakeholder feedback including preparing for emergencies. <i>Part 1, Pg 9-10</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 (i.e., 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>The ISO 9001:2008 audit notes strong compliance with requirements of ISO 9001:2008 standard and positive engagement with stakeholders. <i>Part 1, pg 8, Audit and Accreditation Appx 7: ISO 9001:2008 Audit Findings</i></p> <p>That we have engaged with a broad and inclusive range of stakeholders is evidenced through our population and online surveys and focus groups. Those in focus groups were representative of those on low incomes, older people, people with disabilities, communication difficulties and industrial and commercial customers. When checking back that our RIIO-ED1 business plan resonated with stakeholders we consulted widely. <i>Appx 3:How stakeholder views have shaped our business plan (pg 4 and 7)</i> <i>Appx 4:Executive Summary of 2013/14 Focus Groups (pg 2)</i> <i>Appx 6:Executive Summary of 2013/14 Population and Online Surveys</i></p>	<p>We have identified our stakeholders and understood our relationship with them. We have over 5500 stakeholders on our contact and record management system. <i>Part 1, pg 3</i></p> <p>We have engaged with 8507 stakeholders this year as shown in figure summarising our 2013/14 engagement activities. <i>Part 1, pg 6</i></p> <p>Other examples of the broad and inclusive range of stakeholders engaged can be found in the following case studies:</p> <ul style="list-style-type: none"> • Checking our business plan resonates with stakeholders <i>Part 1, pg 4</i> • Informing our customers about our PSR <i>Part1 pg 4</i> • Targeted focus groups <i>Part 1, pg 5</i> • Gathering views to inform our Implementation Plan <i>Part 1, pg 6</i>

<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 (i.e., 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><i>Appx 1: Stakeholder Engagement Policy</i> sets out objectives, values and principles used when designing our engagement activities. <i>Appx 2: Stakeholder Engagement Strategy</i> shows how we match stakeholders and engagement mechanisms and <i>Appx 5: Annual Implementation Plan</i> sets out the topics, audience, and timeframe for engagement and how it will be used. The Independent Audit notes processes and procedures are in place and effectively managed. The ISO 9001:2008 audit notes strong compliance with requirements of standard and positive engagement with stakeholders. <i>Part 1, pg 8, Audit and Accreditation</i> <i>Appx 7: ISO 9001:2008 Audit Findings</i></p>	<p>In 2013/14 we reached out to stakeholders in innovative ways; provided a choice of communication channels; hosted stakeholder events and broadened our audience. We updated key stakeholder documents in line with stakeholder feedback <i>Part 1, pg 3, Identifying and understanding our stakeholders</i> <i>Part 1, pg 4, Engaging and informing our stakeholders</i> <i>Part 1, pg 5, Listening, responding and being accessible to our stakeholders</i> <i>Part 1, pg 6 Our Implementation Plan</i></p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>The Independent Audit notes processes and procedures are in place and effectively managed. The ISO9001:2008 audit notes compliance with the standard and positive engagement with stakeholders. <i>Part 1, pg 8, Audit and Accreditation</i> <i>Appx 7:ISO 9001:2008 Audit Findings</i> Demonstrating response to feedback: <i>Appx 3:How stakeholder views have shaped our business plan</i></p>	<p>We implemented 11 SSEPD Board approved business changes as a direct result of stakeholder feedback <i>Part 1, pg 1</i> We provide examples of change made as a result of feedback <i>Part 1, pg 1, 8,9,10</i> Examples of how we use stakeholder feedback to influence our approach <i>Part 1, case studies pg 4, 5 and 6.</i></p>