

Minimum criterion four states “the network company can demonstrate it is acting on input/feedback from stakeholders” In Part 2 of your submission you identify you identify several key themes and issues, please can you clarify what stakeholder engagement activities led you to identify these stakeholder needs.

---

In Part 2 of our submission, we identify several key themes and issues. A number of phases of engagement activity informed our focus on these stakeholder needs. In developing our 8-year business plan, we carried out extensive engagement with our stakeholders to understand their views. We held multiple engagement phases using a variety of different methods including telephone surveys, on-line questionnaires and individual workshops across our region. In order to maximise the reach of our engagement, we also ran an extensive media programme to seek feedback on our proposed plans.

This campaign reached around 450,000 people across our region and directly influenced our investment choices and the development of our key priorities and deliverables from 2013 to 2021. We used this as a baseline for our engagement priorities and since then have worked proactively with a number of stakeholders to refine feedback, understand their priorities and deliver desirable outcomes for everyone concerned.

A number of engagement activities with both internal and external stakeholder groups have taken place to inform our view of stakeholder needs and have gone on to help to develop projects to address them. This does not always necessitate the creation of new events or forums. Where new forums have been established we ensure that these are reviewed regularly with the success monitored to ensure they continue to add value to our overall engagement process. One such group is our Critical Friends’ Panel. The Panel acts as flexible ongoing mechanism for feedback and comprises of a broad range of stakeholders. The group act as a sounding board and give valuable feedback and advice on all aspects of our business. We also drive value from our business as usual activities using existing forums of engagement to seek feedback as appropriate. The tables below detail the additional engagement activities undertaken against each of our key themes.

 **Demanding Safety, Always**

Theme	Stakeholder Engagement Activities	What our stakeholders said....	What we have done...
CO	Raising awareness of CO continues to be a real concern. We have validated this at a number of external events including our Critical Friends Panel, with a sample of the general public at the Royal Welsh, National Eisteddfod, Bath & West and Royal Cornwall county shows, and the National conference on the subject in the Summer of 2013 which we instigated. This is being repeated in the Summer of 2014 in partnership with the other Distribution Networks.	Taking into account carbon monoxide (CO) is not solely a gas issue, continue investment to proactively raise awareness	We have delivered a variety of awareness programmes, informed by our data, tailored to each stakeholder group. We are also taking a lead in a broader response to tackling the risks of CO

 **Driving Outstanding Service**

Theme	Stakeholder Engagement Activities	What our stakeholders said....	What we have done...
Service to Vulnerable Customers	A dedicated Vulnerable Customer Forum was set up to focus on these issues. We completed 'deep-dives' into each of our processes in order to identify areas for improvement.	Do more for those in need and consider vulnerability in its many varied forms.	Developing a Vulnerable Customer Strategy, that equips our employees with the emotional intelligence and freedom to do the right thing.
	Data came out as a key area of concern at our Vulnerable Customer Forum. WWU takes a leading role in the National forum set up to address this issue amongst GDNs DNOs and Suppliers we have been able to use this forum to pinpoint the key areas of concern across all sectors for targeted action.	Improve the quality of data around vulnerability to ensure it is fit for purpose in a "crisis"	Working with WPD and British Gas to develop a common approach to data collection, recording and sharing
Fuel Poverty	<p>We have undertaken a programme of visits to local authorities with our fuel poor partners in order to identify those areas most in need of support. We have also engaged with suppliers to support a package of measures to promote and deliver their ECO funding alongside our Warm Home Assistance Scheme.</p> <p>We are active members of the Cross Party working group to address Fuel Poverty, National Fuel Poverty Action Group (FPAG), Off Gas Grid Group and are leading the sub group looking at mapping off gas households across the UK, all of which we use to gather feedback.</p>	Working to address fuel poverty is a key concern, particularly in the current economic climate.	Reviewed promotion of fuel poor scheme and worked with partners to increase connection rate.
Customer Service	<p>Customer satisfaction surveys give us an indicator each quarter of how we are performing – scores were low for communication.</p> <p>Route cause analysis of complaints and analysis of feedback from customers all suggested that stakeholders expected better communication from us and that quality communication was important to them.</p> <p>We consulted with suppliers via shipper and supplier meetings to get their feedback and held workshops which brought together domestic customers, suppliers, housing associations and other third parties to discuss how we could improve our processes. Communication again came out as a key theme to be addressed.</p> <p>We then set up a Domestic Customer Forum, this will continue on an annual basis allowing us to shift our focus as necessary in order to continue to improve our service.</p>	Improve customer communication	Seeing to continuously improve we have developed an online services tool and undertaken a programme to get all correspondence Crystal marked by Plain English Campaign. We will monitor the effectiveness of these measures against our ongoing means of engagement and feedback.



## Delivering Value for Money

Theme	Stakeholder Engagement Activities	What our stakeholders said....	What we have done...
Gas Theft	Initially raised by Gareth Evans, ICOSS representative, as a “hot topic” at our Critical Friends’ Panel, Gareth believed this was an important issue not covered by our engagement priorities. The group agreed and it was added as a key theme. We have since taken a more active role in the industry shipperless sites forum through which we engage gas suppliers, other networks, xoserve and other utility infrastructure providers.	Address the theft of gas issue	Cleansed data and improved processes to highlight theft.  Visited the top 50 highest consumers with no supplier in place to cleanse these records and undertaken a desktop exercise to look at a population of >3,000 sites.
Innovation	A key element of our business plan and the RIIO principles, our stakeholders confirmed keeping costs low and innovating in order to do so was important to them at our business planning events. We have since gone on to form an integral part of the Open Innovation Forum in Wales. We are one of only 7 anchor companies and have attended, hosted and held breakfast meetings, workshops and conferences to showcase the outputs of our innovation and to identify new ideas. We are members of the Energy Innovation centre and take a leading role in the Gas Innovation Governance Group, which shares best practice and identifies additional projects within our industry. Internally, our Innovation Committee meet monthly to review employee suggestions and products new the market, which we may be able to utilise.	Innovate to reduce cost	Developed a one man tool for meter box replacement saving both time and money.  We have progressed over 47 projects in 2013/14 with a projected saving of >£1m pa



## Doing all we can to promote Sustainability

Theme	Stakeholder Engagement Activities	What our stakeholders said....	What we have done...
Reduce Emissions	Initial targets were agreed with stakeholders as part of the business planning process. We engage with shippers through a national gas shrinkage forum.	Mitigate our impact on climate change by continuing to reduce our CO <sub>2</sub> emissions	Pulled investment forward to deliver 4% CO <sub>2</sub> reduction this year against a target of 16% over RIIO
Support local communities	Initially discussed as part of the business planning process, which included; telephone surveys, on-line questionnaires and individual workshops across our region a cross section of our stakeholders. Mark Oliver our Director of	Support local communities & protect the environment	Recycled green waste for community and environmental gain, gifted land to communities and built additional stakeholder benefits into projects i.e. otter holt

	Business Services is on the Business in the Community Board and is able to consult on our ideas and identify additional projects to progress via this forum.		
--	--	--	--



## Designing for our Future

Theme	Stakeholder Engagement Activities	What our stakeholders said...	What we have done...
Smart metering	Smart metering rollout and its implications was discussed at our Domestic Customer Panel and in our meetings with suppliers. We are active participants in industry smart meter forums including the Smart Metering Steering Group as well as more technical industry working groups such as the Service Termination Issues Group.	Minimise potential disruption caused by smart metering	Worked with supply and distribution to mitigate risks
Fuel poverty	Our work with Welsh Government in mapping off gas grid properties gave us valuable insight into their concerns and helped us to build partnerships to address them. We continue to engage with Ofgem, DECC, suppliers, Welsh Government Nest Scheme via meetings industry conferences and workshops.	Play your part in delivering the government's fuel poverty target	We are supporting solutions beyond the gas network leading a sub group of the national off grid gas group which looks to extend the mapping exercise first undertaken in Wales across the UK.
Biomethane	Following a number of enquiries via our connections process, we worked with the NFU to consult proactively with landowners and used our presence at agricultural shows to discuss barriers to connection and create plans for action to address these.	Support the injection of biomethane into the gas network	Invested in research to facilitate biomethane injection into all distribution networks  Reviewed our processes to break down barriers to entry
People & Culture	Route cause analysis of complaints identified staff attitude as a potential cause for dissatisfaction amongst customers. We engaged with 100% of colleagues through various mechanisms including; online surveys, world café's, workshops, round table meetings and training.	Improve the skills capability and culture of our workforce.	Undertaken a significant staff engagement programme which has sought to improve our communications, relationships and the way in which we work.  Developed communications toolkit and decision tree for first line managers to help assess the most appropriate and useful method of engagement within each community.