

## STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME

### STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM



Making a positive difference  
for energy consumers

#### DNO DETAILS: (please complete)

Company: Northern Powergrid  
Licensee(s):  
Northern Powergrid Northeast Ltd  
Northern Powergrid Yorkshire PLC

Address: Lloyds Court  
78 Grey Street  
Newcastle upon Tyne

Postcode: NE1 6AF

#### CONTACT DETAILS: (please complete)

Name: Stephen Smith  
Title: Stakeholder & Social Responsibility Manager  
Telephone: 01977 605620  
Email: [stephen.smith3@northernpowergrid.com](mailto:stephen.smith3@northernpowergrid.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](mailto:connections@ofgem.gov.uk) electronically, with a hard copy sent to:

**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 (ie, 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 DNO has a comprehensive and up to date stakeholder engagement strategy, which sets out:</p> <ul style="list-style-type: none"> <li>- how the DNO keeps stakeholders informed about relevant issues, business activities, decision-making and other developments;</li> <li>- how the DNO enables timely input and feedback from stakeholders via appropriate mechanisms to inform decision making.</li> </ul>	<ul style="list-style-type: none"> <li>• AA1000 Stakeholder Engagement Audit Report 2015, conducted in April 2015 by SGS, attached as appendix 3 acts as an independent verification of our strategy, its implementation and the degree to which it is ingrained within the culture of the company</li> <li>• Part 1 evidences this, in particular pages 1, 4, 5, 8 and 9</li> <li>• Terms of Reference and membership of our stakeholder panel and expert groups is attached as appendix 2</li> </ul>	<p>Our engagement plans are kept up to date responding to the views of stakeholders, up to date techniques and communication channels and the key areas within the business where challenge and change is greatest. Our submission this year is a lighter read with more infographics (those on pages 2 &amp; 8 of part 1 particularly relevant to this point), responding to feedback that last year's submission was text heavy</p> <p>This year (referenced in particular on page 9 of part 1) we reviewed, through focus groups, interviews and other research the structure and working of our stakeholder panel and annual stakeholder report. Our stakeholder audit recommended that we continue with this approach</p> <p>The <i>Your powergrid</i> brand is a vehicle that we use to maintain stakeholder communication throughout the year, alongside the online community and stakeholder bulletin and other channels that we show on page 6 of part 1</p>

		<p>We have robust mechanisms in place for reporting and making decisions as a result of stakeholder feedback through our stakeholder executive management group (comprising of heads of department and senior managers) which provides monthly reports to the company's executive meeting; and keeps all involved aware of proposals, responses and progression in implementing plans</p> <p>Throughout part 1 we also set out how we are increasingly identifying emerging issues and delivering joint solutions with our stakeholders</p>
A broad and inclusive range of stakeholders have been engaged.	<ul style="list-style-type: none"> <li>• Membership of our Stakeholder Panel and expert groups is wide-ranging across sectors and is shown at appendix 2</li> <li>• Both parts illustrate the breadth of the stakeholders we engage with, notably pages 3-7 of part 1 and pages 4, 8 and 10 of part 2</li> </ul>	<p>Throughout part 1 we set out how we identify and prioritise our stakeholders and who they are, including:</p> <ul style="list-style-type: none"> <li>• Domestic customers</li> <li>• Connections, connections providers and DG customers</li> <li>• Voluntary and community organisations</li> <li>• Our employees</li> <li>• Local Authorities, LEPs and CAs</li> <li>• Energy suppliers</li> <li>• 'Hard to reach' stakeholders and customers</li> </ul> <p>The map on page 7 of part 1 illustrates a sample of stakeholder events that have taken place over the last year and the infographic on the facing page (6) the additional channels utilised</p>

<p>The DNO 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"> <li>• The management report from the annual audit by SGS under the AA1000 standard shows independent scrutiny of the range of mechanisms we use to engage with our stakeholders and their appropriateness. It is attached as appendix 3</li> <li>• Part 1 illustrates this, in particular pages 6-8</li> <li>• Part 2, particularly pages 3&amp;4</li> </ul>	<p>We use multiple channels of engagement, from open communication available to all, to more tailored engagement to meet our specific stakeholders needs. We actively listen to social media, both through our own channels and on others</p> <p>We use our strongly developed partnerships (such as with the voluntary sector organisations VONNE and Involve) to advise us on the best way of communicating and to cascade information</p>
<p>The DNO can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>SGS AA1000 Stakeholder Engagement Standard (SES) Audit – Management report (appendix 3) shows an independent verification of the feedback included throughout our part 1. This sets out through the independent audit how we meet Ofgem’s minimum criteria and assures us against the AA1000 SES criteria</p> <p>Part 1, in particular pages 1 &amp; 2</p> <p>Part 2, in particular pages 8-10</p> <p>Working with other DNOs (example of work together shown at appendix 1)</p>	<p>Our stakeholder governance and reporting recorded in part 1 coupled with the initiatives set out in part 2 demonstrate that we are acting on stakeholder feedback, including some of the material issues we have identified through stakeholder engagement during 2014-15</p> <p>The SGS management report also offers examples of where we have evidenced this and validates that we do respond to stakeholder feedback and identify and respond to material issues as a result of our engagement</p> <p>Our submission this year has fewer words (approximately half) than last year’s and places a stronger emphasis on infographics to communicate our work, reflecting the feedback we received from last year’s panel</p>