

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: UK Power Networks
Licensee(s):
Eastern Power Networks plc,
London Power Networks plc;
South Eastern Power Networks plc

Address: Newington House
237 Southwark Bridge Road
London
Postcode: SE1 6NP

CONTACT DETAILS: (please complete)

Name: Nigel Hall
Title: Head of Service Development
Telephone: 01622 352618
Email: nigel.hall@ukpowernetworks.co.uk

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		
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 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>The evidence to accompany this application form includes the following:</p> <ol style="list-style-type: none"> 1. Part 1 and Part 2 Submissions, 2. Appendix 1 which includes: <ol style="list-style-type: none"> a. DNV GL Independent Opinion Statement, b. Demonstration of Collaborative Working with DNOs, c. Social Return on Investment - details from Case Study 4, Part 1 page 9 and Case Study 1, Part 2 page 5. <p>Our stakeholder engagement strategy is outlined on page 2 of Part 1 in our submission and detailed on our website www.ukpowernetworks.co.uk/internet/en/have-your-say/</p> <p>The statement from our external assessor, DNV GL, is appended and summarised on page 3 of Part 1. DNV GL has assessed our activities against AA1000 and Ofgem's requirements by interviewing internal and external stakeholders who have experienced our engagement activities over the last year. In addition they have conducted a thorough review of evidence that supports our engagement activities over the last year. They have noted that as a result of our improved and expanded stakeholder mapping and materiality review with internal and external stakeholders, that our engagement activities are more relevant and more refined.</p> <p>DNV GL has "observed evidence of robust and fit for purpose tools and systems for implementing engagement activities in a systematic way", from our stakeholder engagement database and training in preparation for our new Customer Relationship Management systems, to our actions tracker and event reports - see Appendix 1.</p> <p>DNV GL has stated that our CEO and management were highly involved in meeting stakeholders and ensuring timely input to feedback – see page 3 Part 1 and Appendix 1. We continue to use the feedback we receive to inform our decisions as outlined on section 3 Part 1. DNV GL note that we have improved significantly over the last few years in providing feedback to participants</p> <p>One of our key stakeholder services is to provide account management to our connections customers. For the first time this year we have surveyed these customers and achieved a satisfaction score of 80% and the feedback received will be a key input to further improve this service (Part 2 page 10).</p>	<p>Last year we revised our governance approach. This involved establishing a new Stakeholder Engagement Strategy Committee and appointing Business Leads responsible for engagement projects. This is described on page 2 of Part 1.</p> <p>We have also updated our stakeholder groups to reflect our customers' needs and now have a stakeholder group specifically on welfare support outlined in Figure 3, Part 1. We continue to engage with specific stakeholders in different formats outlined on page 6 Table 1, Part 1.</p> <p>Our Materiality matrix in Figure 1, Part 2 was refreshed following specific sessions to identify priority issues. These priority issues are linked to our outcomes in Table 3, Part 2. In addition we undertook further regional stakeholder analysis on different priorities for specific stakeholder groups and this has helped us set appropriate agendas by location.</p> <p>After all our hosted events we capture feedback and produce an event report, which is sent to all attendees and published on the internet at www.ukpowernetworks.co.uk/internet/en/have-your-say/events-consultations/reports-presentations/</p> <p>We use a broad range of communication channels to share information and to capture feedback. These include, our revised website (with Web Chat facilities), social media channels (Twitter, Facebook and LinkedIn) and a quarterly published stakeholder engagement newsletter. We continue to use email to contact specific stakeholders on issues of relevance to them such as prenotification of impending bad weather.</p> <p>Our action log ensures all feedback is logged and actioned by a named individual (section 3, Part 1).</p> <p>Our Directors and/or senior management continue to attend planned engagement sessions to ensure timely response to issues arising on the day and our #Ask Our Director Twitter session (page 5 Part 1) and two week online discussion board (page 10 Part 2) gave all stakeholders realtime access to our staff.</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 (ie, evaluation, assurance report, survey, etc.)	Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/information within submission
A broad and inclusive range of stakeholders have been engaged.	<p>DNV GL has stated that “we have observed that UKPN is committed to ensuring effective stakeholder engagement based on the principles of inclusiveness, transparency and accountability”. They have seen an improvement in our work to advance our stakeholder mapping exercise involving internal and external stakeholders. Furthermore, DNV GL recognised that we considered the most effective forms of engagement in our mapping exercises through informal and formal activities – see page 3 of Part 1 and Appendix 1.</p> <p>Our stakeholder engagement strategy is outlined on page 2 Part 1 and is available on our website. It identifies our continuous approach to ensuring we are inclusive and we understand all of our stakeholders in our approach.</p> <p>DNV GL has noted that we developed a Central London Strategy in consultation with specific stakeholders – Appendix 1.</p> <p>DNV GL has also stated that they “observed that UKPN had responded to stakeholder requests and held forums on specific topics which stakeholders have indicated that they would like to discuss” (Appendix 1).</p> <p>One of our external stakeholders stated that “it’s very refreshing to have a company who want to understand their stakeholder groups...” (Case Study 1, Part 1)</p>	<p>Our stakeholder groups were further reviewed in 2014/15 and redefined as outlined in Figure 3, Part 1.</p> <p>We identified and reached out to a number of new stakeholder groups including hard-to-reach customers such as the deaf and hard-of-hearing community and both adult and new young carers (Case Study 1, Part 1).</p> <p>Through our new partnerships and programmes with organisations such as the British Red Cross, Citizens Advice, Carers Trust, the Royal Association for Deaf people and Age UK, we developed and delivered programmes to cost effectively engage with our customer groups. Many of these plans have been delivered and these are outlined throughout the submission.</p> <p>We have increased awareness of the services we offer and the number of customers on our PSR through an extensive focused awareness campaign. This reached 9m customers through face-to-face contact with councils, housing associations and charities using social media and targeted publications (Case Study 1, Part 2).</p> <p>We have presented at conferences nationally and international, sharing best practice on topics such as the Olympics, Customer Service and Health and Wellbeing (page 5, Part 1). In Part 2, Case Study 4 we show how we have delivered significant benefits for distributed generation developers.</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 (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 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 external assessors have stated that tailored engagement “has been a key focus for UKPN” and this year our “methods of engagement were being further tailored to suit the needs of stakeholders for example initiatives to help customers that are hard of hearing, blind or who speak foreign language are illustrations of UKPN’s effort being responsive to stakeholder needs in a timely manner”. DNV GL also stated that we recognize the “need to engage with fuel poor customers directly”. (page 3 Part 1 and Appendix 1)</p> <p>Our website now has help videos in British Sign Language to allow those hard-of-hearing and deaf to communicate with us.</p>	<p>We continued with our critical friends panel events on emergency planning, skills, sustainability and our RIIO-ED1 business plan, tailoring the events to specific stakeholders.</p> <p>We ran interactive events on connections, distributed generation, priority services , demand side response, vulnerable customers and highway services for specific groups. (page 10 Part 2)</p> <p>Through our partners, National Energy Action and the Royal Association for Deaf People, we ran customer focus group events, communicating through Sign language at one event (Case Study 1 Part 1).</p> <p>Our online discussion board with one of our key partners, Carers Trust, together with our webchat, Twitter and email, have allowed those who prefer to communicate this way the opportunity to do so.</p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>Our external assessors have stated that through the establishment of our Stakeholder Engagement Strategy Committee we have strengthened our process of responding to our stakeholders needs in a timely manner. (page 3 and Appendix 1)</p> <p>DNV GL UKPN have observed that we have taken “ into consideration both internal and external perspectives and feedback as well as analysing which activities would be most cost effective” in establishing our strategic planning process for identifying which issues should be prioritised.</p> <p>Our online reports following our formal engagement sessions are published on our website.</p>	<p>We use our action log, submitted as part of our evidence to the external assessors, to capture feedback with associated actions and trace these actions through our business until completion (section 3, Part 1).</p> <p>As a result of stakeholder feedback we have improved our online customer experience with a new 24/7 self service customer website, part of our wider Business Transformation programme (Case Study 2, Part 2)</p> <p>We have measured the effectiveness of our engagement including inputs and impacts using our Social Return On Investment model through case study examples within Parts 1 and 2.</p>