

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Electricity North West
Licensee(s): Electricity North West

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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. 	<ul style="list-style-type: none"> • We follow the AA1000 Accountability Principales Standard (AA1000APS) as detailed in Part 1 • Assurance by PwC, specifically the section on procedures (appendix 1: pg 2) • Stakeholder engagement manual (appendix 3, section 2) • Sustainability Report 2014 (appendix 4) • CR Index 2015 Report (appendix 2: pg 8) 	<p>Following two years of assurance of our activities with Deloitte LLP, this year we have engaged PwC to assure our strategy and help us continue to improve. Our strategy now incorporates wider industry issues as we recognise the part we have to play in solving them.</p> <p>Our underlying strategy and methodology is set out in Part 1 and in our Stakeholder Engagement Manual.</p> <p>Stakeholder engagement is also covered in our Sustainability Report and the CR Index 2015 Report (appendix 2, pg 8) showing its core nature as part of our business.</p> <p>We also carried out a further piece of work Deloitte LLP in the year to help us track our material issues effectively through measurable KPIs.</p>

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A broad and inclusive range of stakeholders have been engaged.	<ul style="list-style-type: none"> Part 1 (Venn diagram of stakeholders: pg 4) Part 2 Assurance by PwC (see appendix 1: pg 2 for examples of selected information that has been part of the assurance process, including our stakeholder engagement tracker, minutes from stakeholder meetings and written stakeholder feedback) Stakeholder list in stakeholder engagement manual (appendix 3, section 3) Engagement tracker, Part 1: pg 10 	<p>Basing our approach on best practice, we are confident that we have a robust process for ensuring we engage with the right stakeholders on the right issues. We have engaged to understand priorities, then engaged again to help us address those priorities.</p> <p>We have engaged with stakeholders to lay foundations for solutions, such as through the development and delivery of our vulnerable customer and IT strategies (Part 2: pgs 6-7 and 8-9 respectively).</p> <p>We have then engaged further with stakeholders to establish innovative projects like Power Saver Challenge and Smart Communities.</p> <p>Engagement for such projects includes engagement with local government, local communities as well as sector experts such as National Energy Action (Power Saver Challenge) and NEDO, Hitachi and Daikin (Smart Communities).</p> <p>This makes best use of our resources and shows the necessary development and maturity of our engagement activity.</p>

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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.	<ul style="list-style-type: none"> Flagship projects 1 and 2 (pgs 2-3) in Part 2 Engagement tracker (Part 2: pg 10) Specific engagement activities as part of projects (part 2) DNO joint appendix (appendix 6) showing commitment to jointly informing and engaging stakeholders Sustainability report, (appendix 4: pg 21) 	<p>For our Power Saver Challenge (Part 2: pg 2) we engaged with residents in many ways, from letters to workshops and a dedicated website (www.powersaverchallenge.co.uk) tailored to the audience. Whereas for the Smart Communities project engagement was on a broader corporate level, through the Greater Manchester Energy Group.</p> <p>We understand the need to engage with different stakeholders in different ways and have demonstrated this throughout Part 1 (as assured in appendix 1) and part 2.</p>
The network company can demonstrate it is acting on input / feedback from stakeholders.	<ul style="list-style-type: none"> Assurance from PwC (see appendix 1: pg 2 for examples of selected information that has been part of the assurance process, including our stakeholder engagement tracker, minutes from stakeholder meetings and written stakeholder feedback) Part 2 flagship projects and supporting work (pgs 2-3) IS Strategy (appendix 5) DNO joint appendix (appendix 6) showing commitment to jointly responding to stakeholders's needs 	<p>For the third year we have sought independent assurance for our stakeholder engagement from one of the big four accountancy firms. Having used Deloitte in 12/13 and 13/14, this year we engaged PwC to gain assurance of our strategy and activity.</p> <p>We continue to follow the AA1000APS principles of inclusivity, materiality and responsiveness. This framework helps us identify stakeholders' requirements, then work with those stakeholders to meet both short and long-term objectives in an holistic way leading to significant changes such as our investment in innovative projects backed up by customer and IT investment.</p>