

## STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference  
for energy consumers

### STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

#### COMPANY DETAILS: (please complete)

Company: SP Energy Networks  
Licensee(s): SP Distribution plc  
SP Manweb plc  
  
Address: Ochil House  
10 Technology Avenue  
Hamilton International  
Technology Park  
Blantyre  
  
Postcode: G72 0HT

#### CONTACT DETAILS: (please complete)

Name: TRACY JOYCE  
  
Title: HEAD OF STAKEHOLDER ENGAGEMENT AND COMMUNICATIONS  
  
Telephone: 0141 614 1582  
  
Email: tracy.joyce@spenergynetworks.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](mailto: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"> <li>- how the network company keeps stakeholders informed about relevant issues, business activities, decision-making and other developments;</li> <li>- how the network company enables timely input and feedback from stakeholders via appropriate mechanisms to inform decision making.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Strategy paper (+12 appendices) – demonstrates our business-wide approach e.g. details engagement priorities (Evidence file 1).</li> <li>✓ DNV GL Assurance report – demonstrates independent assurance of our approach to stakeholder engagement (Evidence file 2).</li> <li>✓ Severe weather e-bulletin – demonstrates one method of keeping around 1,500 stakeholders informed. (Evidence file 3).</li> <li>✓ Social media example – demonstrates how we promote our engagement with following of 4000+ stakeholders. (Evidence file 4).</li> <li>✓ Strategic panel business update paper– demonstrates how we keep key interested/influential stakeholders informed. (Evidence file 5).</li> <li>✓ Engagement plan (extract) – demonstrates recurring engagement. (Evidence file 1, Appendix 8).</li> <li>✓ Report from Customer Awareness focus group – demonstrating engagement with customers ahead of campaign. (Evidence file 6).</li> <li>✓ Example meeting notes from Social Obligations working group. (Evidence file 7).</li> <li>✓ Distribution Network Operator Joint Appentix – demonstrates collaboration and sharing best practice amongst DNOs (Evidence file 17).</li> </ul>	<p>Part 1, page 2 references our strategy and it is included in full as supporting evidence (Evidence file 1). DNL GL’s independent assurance report provides further evidence of a comprehensive strategy (Evidence file 2).</p> <p>Part 1, page 4 explains how we keep stakeholders informed and illustrates with a number of examples.</p> <p>Part 1, page 6 explains how we enable timely input from stakeholders and illustrates with a number of examples.</p>
<p>A broad and inclusive range of stakeholders have been engaged.</p>	<ul style="list-style-type: none"> <li>✓ Stakeholder survey (extract) – demonstrates how we test and validate our engagement priorities annually with our entire stakeholder base_ (Evidence file 8)</li> <li>✓ Stakeholder register (extract) – demonstrates how we manage contact details (Evidence file 9)</li> <li>✓ Stakeholder categories – demonstrates the new combined stakeholder categories for Transmission and Distribution (Evidence file 10)</li> <li>✓ Stakeholder prioritisation (extract) – demonstrates prioritisation of stakeholders (Evidence file 1, Appendix 6)</li> <li>✓ Full list of members of our Strategic Stakeholder panel (Evidence file 11)</li> </ul>	<p>Part 1, page 5 explains how we have maintained a broad and inclusive range of stakeholders – and illustrates with a number of examples.</p> <p>This is supported by DNV GL’s independent assurance report (Evidence file 2).</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
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"> <li>✓ Form follows function diagram – provides a high level overview of how we design our engagement (Part 1, page 3)</li> <li>✓ Engagement plan (extract) – demonstrates central engagement activity, maps to engagement priorities (Evidence file 1, Appendix 8)</li> <li>✓ Engagement spectrum – demonstrates how engagement is designed to meet purpose (Evidence file 1, Appendix 11)</li> <li>✓ Engagement tool kit (web extract) – demonstrates what tool kit includes and availability to all employees (Evidence file 12).</li> <li>✓ Strategic panel evaluation report – demonstrates how we refine engagement over time (Evidence file 13).</li> <li>✓ Stakeholder Engagement case study (example) – demonstrates how we raise employee awareness of mechanisms across engagement spectrum (Evidence file 14).</li> </ul>	<p>Part 1, page 3 illustrates the consideration of different mechanisms and includes examples. Part 1, page 4 describes the range of channels used to inform stakeholders and includes examples. Part 1, page 7 sets out the tools and controls that are in place to support the appropriate tailoring of mechanisms to audiences – and illustrates with a number of examples.</p> <p>This is supported by DNV GL's independent assurance report (Evidence file 2).</p>
The network company can demonstrate it is acting on input / feedback from stakeholders.	<ul style="list-style-type: none"> <li>✓ Tracking log (extract) – demonstrates capture of feedback and actions (Evidence file 1, Appendix 7)</li> <li>✓ Strategic stakeholder panel evaluation report – demonstrates the opinions of panel members re SPEN acting on feedback (Evidence file 13)</li> <li>✓ Monthly report (example) – demonstrates that acting on stakeholder engagement is reviewed at the highest level (Evidence file 15).</li> <li>✓ New business structure – demonstrates how we are adapting to ensure local impact with new stakeholder team in each licence area (Evidence file 16).</li> <li>✓ Social obligations working group(meeting notes) – demonstrates stakeholders having a strategic impact (Evidence file 7).</li> </ul>	<p>Part 1, page 8 lists a range of measures taken to hold SP Energy Networks to account, in terms of acting on stakeholder input, both internal and external. It also provides a number of examples – whilst recognising that Part 2 complements this, by providing more information on a range of specific initiatives.</p> <p>Part 1, page 9 demonstrates continued improvement to our approach and use of external evaluation to keep progressing.</p> <p>This is supported by DNV GL's independent assurance report (Evidence file 2).</p>