

May 2015

SSEPD Submission Entry Form

2014/15

Ofgem Stakeholder
Engagement
Incentive Scheme
2014/15

Placing stakeholders
at the centre of our
business

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Scottish and Southern
Energy Power Distribution
Licensee(s): Scottish Hydro Electric
Power Distribution and Southern Electric
Power Distribution

Address: Inveralmond House
200 Dunkeld Road
Perth

Postcode: PH1 3AQ

CONTACT DETAILS: (please complete)

Name: Alison Dean

Title: Stakeholder Engagement Manager

Telephone: 0118 9534089

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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. 	<p>Independent audit: processes and procedures are in place and effectively managed <i>Part 1 pg 10 Audit and Accreditation</i> <i>Appx 7 Independent Audit</i></p> <p>ISO 9001:2008: Quality management System Accreditation <i>Part 1 pg 10 Audit and Accreditation</i> <i>Appx 8 ISO 9001:2008 Audit findings</i></p> <p>PwC report: SSEPD Stakeholder Engagement Outputs and Outcomes report (Full report is subject to PwC's confidentiality agreement) <i>Part 1 pg 10 Audit and Accreditation</i></p> <p>Information flow: SSEPD Board approved Implementation plan; Annual engagement plan; Stakeholder engagement report; <i>Part 1 pg 6 Informing our stakeholders</i> <i>Appx 5 Our Implementation Plan</i></p>	<p>We have in place an engagement framework including a Policy, a Strategy and an Implementation Plan which have been reviewed and approved by our Board <i>Part 1 pg 2-7 Our robust approach to stakeholder engagement</i> <i>Appx 1 Our stakeholder engagement policy</i> <i>Appx 2 Our Stakeholder Engagement Strategy</i> <i>Appx 5 Our Implementation Plan</i></p> <p>We have a clearly defined process of engagement which supports the inclusion of stakeholder feedback in decision making <i>Part 1 pg 8 Our Process</i></p> <p>Our Approach to stakeholder engagement is well resourced, with an experienced team, support at Board level and involvement throughout the business <i>Part 1 pg 9 Our people</i></p>

<p>Please provide supporting evidence and high level overview of how your company has met the minimum requirements set out below:</p>	<p>Evidence submitted within application (ie, evaluation, assurance report, survey, etc.)</p>	<p>Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/information within submission</p>
<p>A broad and inclusive range of stakeholders have been engaged.</p>	<p>ISO 9001:2008: Quality management System Accreditation - "The commitment from SSEPD staff to deliver a continually improving performance and service to their stakeholders was evident through all the audited areas". <i>Part 1 pg 10 Audit and Accreditation Appx 8 ISO 9001:2008 Audit findings</i></p> <p>Independent audit: processes and procedures are in place and effectively managed <i>Part 1 pg 10 Audit and Accreditation Appx 7 Independent Audit</i></p> <p>Our Implementation Plan: SSEPD Board approved Implementation plan. <i>Part 1 pg 6 Informing our stakeholders Appx 5 Our Implementation Plan</i></p> <p>Reconnecting with our customers: Our consultation with customers and a series of commitments to our customers, including our vulnerable customers during a storm <i>Part 1 pg 6 Listening and responding to stakeholders Appx 6 Reconnecting with our customers</i></p>	<p>We have identified our stakeholders and understood our relationship with them. We have almost 7,000 stakeholders on our contact and record management system. <i>Part 1 pg 3 Identifying our stakeholders</i></p> <p>We have categorized our stakeholders based upon our relationships with them. <i>Part 1 pg 3 Understanding our relationship with our stakeholders</i></p> <p>Examples of our engagement with a broad and inclusive range of stakeholders can be found in:</p> <p><i>Part 1 pg 4 Shetland new energy solution stakeholders (Report available on request)</i></p> <p><i>Part 1 pg 5 Our Customer Voice Groups</i></p> <p><i>Part 1 pg 6 Informing our stakeholders</i></p> <p><i>Part 1 pg 6 Listening and responding to our stakeholders</i></p> <p><i>Part 1 pg 7 Being accessible to our stakeholders</i></p>

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<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>ISO 9001:2008: Quality management System Accreditation <i>Part 1 pg 10 Audit and Accreditation</i> <i>Appx 8 ISO 9001:2008 Audit findings</i> Independent audit: processes and procedures are in place and effectively managed <i>Part 1 pg 10 Audit and Accreditation</i> <i>Appx 7 Independent Audit</i></p> <p>Our Implementation Plan: SSEPD Board approved implementation plan. <i>Part 1 pg 6 Informing our stakeholders</i> <i>Appx 5 Our Implementation Plan</i></p> <p><i>Appx 2 Our Stakeholder Engagement Strategy</i></p>	<p>We reached out to stakeholders in innovative ways; provided a choice of communication channels; hosted stakeholder events and increased our number of stakeholders. We updated key stakeholder documents in line with stakeholder feedback. We engage at strategic, organizational and operational level as indicated in Appx 5. <i>Part 1 pg 4 Actively engaging our stakeholders</i> <i>Part 1 pg 6 Informing our stakeholders</i> <i>Part 1 pg 6 Listening and responding to stakeholders</i> <i>Part 1 pg 7 Being accessible to our stakeholders</i> <i>Part 1 pg 8 Our Process</i></p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>ISO 9001:2008: Quality management System Accreditation <i>Part 1 pg 10 Audit and Accreditation</i> <i>Appx 8 ISO 9001:2008 Audit findings</i> Independent audit: processes and procedures are in place and effectively managed <i>Part 1 pg 10 Audit and Accreditation</i> <i>Appx 7 Independent Audit</i> Customer Voice Groups: Our website also shows some of the changes made as a result of the group’s influence on our business <i>Part 1 pg 5 Our Customer Voice Groups</i></p>	<p>We operate a feedback loop for listening and responding to stakeholder’s views. <i>Part 1 pg 2</i> New energy solution for Shetland example demonstrates the feedback loop in action <i>Part 1 pg 5</i> Listening and responding to stakeholders examples in Connections and other areas. <i>Part 1 page 6 Listening and responding to stakeholders</i> Delivered our KPI for changes made as a direct result of stakeholder feedback and approved by the SSEPD Board <i>Part 1 pg 8</i></p>