

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Northern Gas Networks Ltd
Licensee(s): Northern Gas Networks Ltd
Address: 1100 Century Way
Thorpe Park Business Park
Colton
Postcode: LS15 8TU

CONTACT DETAILS: (please complete)

Name: Sharon Roper
Title: Head of Stakeholder Relations
Telephone: 07773 588990
Email: sroper@northerngas.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>APPENDIX - AA1000 SES Evaluation of Stakeholder Engagement - Internal Management Report supplementary evidence sets out the auditors comments against the Ofgem minimum standards P10 to 13.</p> <p>Submission PART 1 - Moving to a mature stakeholder engagement strategy P2 & 3, Governance P4, Capacity building P5, Reporting and evaluation P9.</p>	<p>Our stakeholder strategy is reviewed annually in January and revised to reflect the feedback we have received from our stakeholders throughout the year as well as our audit feedback.</p> <p>We've updated the strategy this year to strengthen the engagement measures, make the process for how feedback informs decision making clearer and developed an annual plan which sets out a timetable of supporting activity to assist the delivery of the strategy, including regular communication and reporting.</p>
<p>A broad and inclusive range of stakeholders have been engaged.</p>	<p>APPENDIX - AA1000 SES Evaluation of Stakeholder Engagement - Internal Management Report supplementary evidence sets out the auditors comments against the Ofgem minimum standards P10 to 13.</p> <p>Submission PART 1 - Identifying our stakeholders P6, Methods of engagement P7&8.</p>	<p>Our stakeholder mapping is reviewed every year to incorporate new themes and reflect the stakeholders identified throughout the year. We target specific groups whilst ensuring we encourage engagement for all through open channels.</p> <p>This year we have widened our engagement to recognise those organisations and individuals with an interest in energy futures and the wider political context of energy in the UK and EU.</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	<p>APPENDIX - AA1000 SES Evaluation of Stakeholder Engagement - Internal Management Report supplementary evidence sets out the auditors comments against the Ofgem minimum standards P10 to 13.</p> <p>Submission PART 1 – Identifying our stakeholders P6, Methods of engagement P7&8.</p>	<p>We have engaged our stakeholders through a range of channels this year.</p> <p>Our stakeholder planning considers not only who our stakeholders are but also the constraints they are facing in terms of capacity to engage, levels of interest and knowledge etc. This allow us to tailor engagement to suit stakeholders individual needs and preferences</p> <p>We have improved our reports and introduced regular communications for stakeholders like our on-line community which is open to all stakeholders 24 hours a day, 365 days a year.</p>
The network company can demonstrate it is acting on input / feedback from stakeholders.	<p>APPENDIX - AA1000 SES Evaluation of Stakeholder Engagement - Internal Management Report supplementary evidence sets out the auditors comments against the Ofgem minimum standards P10 to 13.</p> <p>Submission PART 1 – Reporting and evaluation P9, Stakeholder priorities P10. Submission PART 2</p>	<p>We are always looking to strengthen the stakeholder voice across the business. Our priorities research that we introduced this year is helping us to not only respond to “you said we did” transactional issues but also to understand stakeholders strategic priorities which helps to determine what we do holistically. The priorities set out in PART 1(P10) inform the sections in PART 2 which include numerous examples of us acting on stakeholder feedback.</p>