

## STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference  
for energy consumers

### STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

#### COMPANY DETAILS: (please complete)

Company: Scotia Gas Networks  
Licensee(s): Scotland Gas Networks  
Southern Gas Networks  
Address: St Lawrence House  
Station Approach  
Horley, Surrey  
Postcode: RH6 9HJ

#### CONTACT DETAILS: (please complete)

Name: Margaret Hunter  
Title: Head of Stakeholder Engagement  
Telephone: 07887 825443  
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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](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>	Updated Stakeholder Engagement Strategy	Our Stakeholder Engagement (SE) Strategy document has been updated and incorporates the changes we've made over 2014-15. The components of this strategy are described in <b>Part one (page four to nine)</b> and outlines our aims, principles and approach to stakeholder engagement describing how we keep stakeholders informed and respond to their feedback. On <b>page eight and nine</b> we have provided examples of what methods we use to respond, inform and engage and what we have done as a result.
	Revised company strategy	Our revised company strategy referenced on <b>page six</b> (found at <a href="http://www.sgn.co.uk/About-SGN/">www.sgn.co.uk/About-SGN/</a> ) outlines our vision, values, strategy themes and the priorities we will focus on for this year as a result of stakeholder feedback.
	Our improved governance structure	Our improved governance structure referenced on <b>page six and seven</b> shows the addition of an extra layer of executive accountability for our strategy across our four strategy themes. We believe this demonstrates strong governance mechanisms, and clearly assigned responsibility.
	Statement from our external Stakeholder Advisory Panel	Our external Stakeholder Advisory Panel's role as a critical friend helps the continuing development and delivery of our stakeholder engagement strategy. Their opinion can be found on <b>page 26</b> .
	Assurance statement from PwC	We engaged PwC for a second year to provide an independent assurance report in respect of our statement of stakeholder engagement activities for year ended 31 March 2015. Their report can be found on <b>pages 24 and 25</b> .
	Growing ideas together document	Our 'Growing ideas together' report, referenced on <b>page nine</b> , (found at <a href="http://www.sgn.co.uk/Responsibility/Stakeholders/">www.sgn.co.uk/Responsibility/Stakeholders/</a> ) is an example of our response to our stakeholders feedback.
	Annual report and accounts document	Our 'Annual report and accounts document', referenced on <b>page nine</b> , (found at <a href="http://www.sgn.co.uk/Publications/Annual-Reports/">www.sgn.co.uk/Publications/Annual-Reports/</a> ) is our end of financial year report which contains all the relevant financial information and statistics about our company performance.

	Roll-out of decision making tool	The decision-making tool as described on <b>page nine</b> was implemented this year. It was designed to support project assessment, management and post-completion appraisal of initiatives.
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A broad and inclusive range of stakeholders have been engaged.	<p>Phased stakeholder mapping approach</p> <p>Overview of key stakeholder groups</p> <p>Companywide stakeholder database</p> <p>Examples of stakeholders we have engaged with</p>	<p>We have a new phased approach for the review of our stakeholder mapping, this is outlined under 'Mapping approach summary' on <b>page ten</b>. This shows our work to date and our ongoing commitment to identify and update who all our key stakeholders are and their level of influence/interest.</p> <p>Also on <b>page ten</b> under 'Phase 1: Identifying our stakeholder groups' we've included an overview of our key stakeholder groups.</p> <p>Our cloud based stakeholder database holds over 1,500 stakeholder records and tracks who and how we interact. An extract of this is shown on <b>page ten</b>.</p> <p>Building on our stakeholder mapping described on <b>page ten</b> we have shown in <b>part two pages 15 to 23</b> which stakeholders we have engaged with, categorised under our four strategy themes to inform this year's priorities.</p>
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<p>The network company has used a 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 different communication channels (<b>Page 11</b>)</p> <p>Our approach to communication</p> <p>Our social media strategy</p> <p>Our 'Oban project'</p> <p>Examples of other mechanisms</p>	<p>We provide examples of diverse engagement channels we use in 'Our different communication channels' on <b>page 11</b>. These channels include social media strategy, updating our literature so that all written communications follows our new tone of voice, our 'Let's Chat' sessions and seminars.</p> <p>In our current stakeholder engagement strategy as described on <b>page eleven</b> we've detailed our phased approach to making sure our communication channels are appropriate to the stakeholder(s) we're engaging with.</p> <p>Our stakeholders are increasingly keen to interact with us through social media. Our social media strategy ensures we're using these channels proactively to start conversations with our customers and wider stakeholders. The development of our social media strategy is outlined on <b>page 12</b>.</p> <p>Details of our Oban project on <b>page 15</b> demonstrate some of the innovative ways we engage with stakeholders when more traditional methods don't deliver. It also shows we will change our approach if existing channels aren't working well for us.</p> <p>On <b>page 12</b> we have detailed some examples of our various mechanisms for updating and engaging with our stakeholders including;</p> <ul style="list-style-type: none"> <li>• Updating our customer literature</li> <li>• Dedicated helpline number and mobile command unit</li> <li>• Chairing and participating in industry groups</li> </ul>
<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>Growing ideas together document (<b>page nine</b>).</p> <p>Our commitment to stakeholder feedback</p>	<p>We understand the importance of informing our stakeholders that we've acted on the feedback they have given. An example of this is published on our external website <a href="http://www.sgn.co.uk/Responsibility/Stakeholders/">www.sgn.co.uk/Responsibility/Stakeholders/</a>.</p> <p>On <b>page 13</b> we show our commitment to stakeholder feedback demonstrating our key principals and also provide examples of what stakeholders have told us, what we did and what we're doing next. This includes examples appointment of Connections account managers and review of our customer literature. As part of this, we've also included examples of our response to Ofgem feedback from the 2013-14 submission panel.</p> <p>In <b>part two pages 15 to 23</b> we demonstrate examples of feedback from our stakeholders and what action we have taken to address them.</p>