

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Scottish Hydro Electric
Transmission plc

Licensee(s): Scottish Hydro Electric
Transmission plc

Address: Inveralmond House
200 Dunkeld Road
Perth

Postcode: PH1 3AQ

CONTACT DETAILS: (please complete)

Name: Jennifer McGregor

Title: Transmission Stakeholder Engagement Manager

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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>External Assurance: Independent confirmation that we have exceeded compliance with our Stakeholder Engagement Strategy and Implementation Plan Part 1 pg 10 Audit and Accreditation Appx 5 External Assurance of Exceeding Compliance with Strategy Appx 6 External Assurance Terms of Reference</p> <p>Independent audit: processes and procedures are in place and effectively managed Part 1 pg 10 Audit and Accreditation Appx 3 Independent Audit</p> <p>ISO 9001:2008: Quality management System Accreditation Part 1 pg 10 Audit and Accreditation</p>	<p>We have in place an engagement framework including a Policy and a Strategy and Implementation Plan which have both been reviewed and approved by our Board Part 1 pg 2 Our Robust Approach Appx 1 Our stakeholder engagement policy Appx 2 Transmission Stakeholder Engagement Strategy and Implementation Plan</p> <p>We have a clearly defined process of engagement which supports the inclusion of stakeholder feedback in decision making Part 1 pg 7 Our Process</p> <p>Our Approach to stakeholder engagement is well resourced, with an experienced team, support at Board level and involvement throughout the business Part 1 pg 8 Our people</p>

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<p>A broad and inclusive range of stakeholders have been engaged.</p>	<p>External Assurance: Compliance with Engagement Strategy independently confirmed Part 1 pg 1 Appx 5 External Assurance of Exceeding Compliance with Strategy Appx 6 External Assurance Terms of Reference</p> <p>ISO 9001:2008: Quality Management System Accreditation Part 1 pg 10 Audit and Accreditation</p> <p>Being accessible to stakeholders: Our commitment to being open and easy to talk to; allowing stakeholders to contact the right person easily; and writing in Plain English and avoiding jargon Part 1 pg 6 Being accessible to our stakeholders Appx 1 Our stakeholder engagement policy</p>	<p>We have identified our stakeholder groups Part 1, pg 3 Identifying and understanding stakeholders</p> <p>We have over 400 named individuals identified within those groups, all of whom have been invited to engage with SHE Transmission in 2013/14 via our Stakeholder Survey and/or in other ways Part 1 pg 4 Actively engaging our stakeholders Part 1 pg 5 Our Stakeholder Survey</p> <p>We have worked to be open and easy to talk to, writing in plain English and avoiding jargon Part 1 pg 6 Being accessible to our stakeholders</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>Our Stakeholder Engagement Strategy and Implementation Plan sets out the range of tailored ways in which we engage with each of our stakeholder groups</p> <p>External Assurance Our 2014/15 performance was independently assessed by ERM CVS who confirmed that we had exceeded compliance with our Strategy and Implementation Plan Appx 2 Stakeholder Engagement Strategy and Implementation Plan Appx 5 External Assurance of Exceeding Compliance with Strategy Appx 6 External Assurance Terms of Reference</p>	<p>We reached out to stakeholders on strategic, organisational and operational levels. We used innovative approaches; provided a choice of communication channels; and broadened our audience. We engaged at the highest levels on some of the biggest issues we face; worked with stakeholders to improve how we work on an organisational level, and consulted with billpayers to make sure we deliver the highest standard of service.</p> <p>Part 1 Page 1 Evolving our engagement Part 1 pg 2 Engaging on multiple levels Part 1 pg 4 Actively engaging our stakeholders</p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>External Assurance Our 2014/15 performance was independently assessed by ERM CVS who confirmed that we had exceeded compliance with our Strategy and Implementation Plan Appx 2 Stakeholder Engagement Strategy and Implementation Plan Appx 5 External Assurance Statement and Conclusions Appx 6 External Assurance Terms of Reference</p>	<p>Our Strategy and Implementation Plan includes anticipated outcomes for 2014/15. Examples of outcomes (including some not anticipated in our Plan) are: progress on island energy issues; commitment to a stakeholder newsletter; improvements to speed up our compensation process; better communication on projects; delivering training to staff to improve stakeholder service; an increase in stakeholder satisfaction.</p> <p>Part 1 page 4 Actively engaging our stakeholders</p>