

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: National Grid
Licensee(s): Electricity Transmission

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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>[1] Our Customer and Stakeholder Strategy (2015/16 - 2020/21) [includes minor redactions]</p> <p>[2] Customer Stakeholder Steering Group - Terms of Reference</p> <p>[3] Stakeholder Advisory Panel - Terms of Reference</p> <p>[4] Stakeholder Advisory Panel Annual Report (2014/15)</p> <p>[5] Customer Service Excellence (CSE) - Compliance Summary</p> <p>[6] Acting on our stakeholder feedback (2014/15) and our commitments to you in 2015/16*</p>	<p>[1] - In 2014/15, building on our existing engagement principles (Listen, Discuss and Act), we have refreshed our strategy, in detail. We have reviewed our own performance, and listened to stakeholders' thinking and feedback. Against this, we have understood what good looks like and have set a new challenging ambition that will ensure we continue to improve on our engagement and performance. This updated strategy has been rolled out to the business and is embedded in our objectives.</p> <p>[2] - We have set up a management group with representation from across our business to be accountable for our strategy, provide coordinated guidance, ensure that we deliver against our strategic themes and areas for improvement.</p> <p>[3] - Our independent Stakeholder Advisory Panel helps to represent stakeholder interests and they have provided robust review, challenge and insight to help shape our stakeholder strategy and priorities.</p> <p>[4] - Our independent Stakeholder Advisory Panel ensures that we are embedding a stakeholder focus across our business. They have looked at our actions, reviewed our survey data and our performance in 2014/15 and written their review of the year as a report and submitted this to our Executive. This also includes their opinion and a stakeholder work plan for the year ahead.</p> <p>[5] - In 2014/15, we undertook further independent external assessment and accreditation. This helps us to identify our strengths and opportunities and how we have improved on our compliance against customer/stakeholder standards (CSE and ISO-55001).</p> <p>[6] - In 2014/15, we gathered feedback on an ongoing basis, and</p>

		<p>supplemented by a formal process, we developed and communicated a report that summarised our stakeholder feedback and performance in 2014/15, and explains and informs stakeholders of our commitments to them.</p> <p>In addition to publishing Part 1 of this report that explains our strategy and ambition and how we engage and act on stakeholder feedback, Part 2 (Stakeholder Engagement Incentive Submission (2014/15)), also provides examples as case studies that demonstrates how we have worked with stakeholders to inform decisions and to gather timely input from them.</p>
A broad and inclusive range of stakeholders have been engaged.	<p>[7] Our stakeholder segmentation and sub-groups</p> <p>[3] Stakeholder Advisory Panel - Terms of Reference</p> <p>[6] Acting on our stakeholder feedback (2014/15) and our commitments to you in 2015/16*</p> <p>[8] Year-end performance reports for our stakeholders (September 2014)</p> <p>[9] Our Stakeholder Mapping Tool</p> <p>[10] Our Maturity Model</p>	<p>[7] - Our business covers a very broad range of activities. The interests of stakeholders change over time and their needs and priorities differ significantly. Through our engagement principles (Listen, Discuss and Act), we identify stakeholders and group them so that we can tailor the way we interact with them, understand their needs and priorities and listen to what is important to them. We have reviewed our stakeholder groups to make sure they are still relevant and segmentation of our stakeholders now includes further groups and sub-groups.</p> <p>[3] - A broad range of stakeholders also have a strong voice through our Stakeholder Advisory Panel who take into account their interests and concerns. Our Stakeholder Advisory Panel supports our commitment to ensure that we are inclusive. We review our Panel members on an ongoing basis to make sure we maintain and involve a broad and diverse range of stakeholders' perspectives and views.</p> <p>[6] - To make sure that we hear from our broad range of stakeholders and listen to their different priorities and feedback, we set our commitments against our five stakeholder outputs that we identified with our stakeholders. Our feedback and commitments report has been developed around these.</p> <p>[8] - In 2014, we developed and published a new report for our stakeholders that summarised our financial performance and how we'd done against the five stakeholder outputs. We shared this specialist publication with all of our stakeholders using email, social media and member associations to invite feedback to improve.</p> <p>[9] - We have further developed tools that help to build a clearer</p>

		<p>understanding of how we engage with stakeholders and make sure that we include a broad range of stakeholders and understand their priorities and interests.</p> <p>[10] - In order to measure the depth and quality of our relationships, improve our performance and cultural change, in 2014 we built a maturity model to assess our progress in delivering our customer and stakeholder ambition and strategy.</p> <p>In addition Part 2 (Stakeholder Engagement Incentive Submission (2014/15)), also includes case studies of our engagement across a broad range of stakeholders.</p>
<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>[6] Acting on our stakeholder feedback (2014/15) and our commitments to you in 2015/16*</p> <p>[11] Stakeholder websites: Talking Networks and Connecting</p>	<p>[6] - We engage with stakeholders in many different ways. Listen, Discuss and Act includes the principle that we target our engagement to suit specific stakeholder interests. We listen to what stakeholders tell us. In 2014/15, workshops, forums and more formal key publications are examples of traditional methods of engagement and are ways to gather a breadth of perspectives and keep our stakeholders informed.</p> <p>[11] - We use our dedicated stakeholder website, Talking Networks, to update our stakeholders. In addition we use our award-winning Connecting website to share news and encourage industry debate - this website has been given the Plain English Crystal Mark for clear communication. The growth in social media is becoming an increasingly important tool to gather feedback and we have used this more to engage and inform our stakeholders.</p> <p>In addition Part 2 (Stakeholder Engagement Incentive Submission (2014/15)), also provides examples of engaging and informing stakeholders through different mechanisms in order to ensure a breadth of perspectives.</p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholder</p>	<p>[1] Our Customer and Stakeholder Strategy (2015/16 - 2020/21)</p> <p>[12] Independent Stakeholder Survey (2014/5) -</p>	<p>[1] - Our refreshed strategy and stretching ambition has been built around a review of our performance and feedback. Our new strategy identifies actions (as themes) that help us to improve our engagement. We explain that on an ongoing basis we gather stakeholder feedback. To make sure that we have given everyone this opportunity, we have an annual feedback</p>

	<p>Script/questions</p> <p>[13] Independent Stakeholder Survey (2014/15) - Exec Report</p> <p>[4] Stakeholder Advisory Panel Annual Report (2014/15)</p> <p>[6] Acting on our stakeholder feedback (2014/15) and our commitments to you in 2015/16*</p> <p>NOTE: In addition to Part 1 and Part 2, other key documents (referenced above) marked with * are published and shared with stakeholders. To help these documents to be easily read, understood and acted upon, these have all been written in Plain English.</p>	<p>and consultation process.</p> <p>[12] - In 2014/15, we redeveloped this core annual process and from this we gathered a large amount of feedback using an independent survey of 135 individual stakeholders and major projects and opening a consultation period.</p> <p>[13] - An independent third party has conducted a survey of our stakeholders and produced a report for our Exec.</p> <p>[4] - Our Stakeholder Advisory Panel wrote their annual report to our Exec team that summarised our actions in 2014/15, and they also reviewed our performance, survey results and feedback and offered us a workplan based on stakeholder priorities and what we need to act upon in 2015/16.</p> <p>[6] - A summary of our stakeholder survey report, consultation, and Stakeholder Advisory Panel actions and workplan were then combined into a report and published. This communicates our actions and commitments for our stakeholders. And at mid-year we provide an update on our progress against these.</p> <p>In addition Part 2 (Stakeholder Engagement Incentive Submission (2014/15)) provides examples of stakeholder engagement in 2014/15 in case study format to illustrate that we have been working with stakeholders and acting on their feedback and have had tangible outcomes.</p>
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