


Please complete the following Entry Form alongside your Part 1 Submission.

STAKEHOLDER ENGAGEMENT AND CONSUMER VULNERABILITY INCENTIVE SCHEME	
<div><p>Making a positive difference for energy consumers</p></div> <div>PART 1 SUBMISSION ENTRY FORM</div>	
COMPANY DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: UK Power Networks Licensee(s): Eastern Power Networks plc; London Power Networks plc; and South Eastern Power Networks plc	Name: Toni Calder Title: Stakeholder Engagement Manager Telephone: 07875 118855 Email: toni.calder@ukpowernetworks.co.uk

MINIMUM REQUIREMENTS		
Please provide supporting evidence and high level overview of how your company has met the Minimum Requirements set out below:	Evidence referred to 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 comprehensive and up-to-date stakeholder engagement and consumer vulnerability strategies, which have been reviewed and revamped this year.</p>	<p>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1 submission, section 1, giving an overview of our Stakeholder Engagement strategy - Part 1, section 2, giving an overview of our Consumer Vulnerability strategy - Part 1, section 5, detailing the independent audit of our strategies - Part 1, section 6, detailing accreditations and recognition of our work <p>Our Stakeholder Engagement strategy and Consumer Vulnerability strategy can be found at:</p> <p>http://www.ukpowernetworks.co.uk/internet/en/have-your-say/events-consultations/reports-presentations/stakeholder-engagement-our-commitment-to-you</p> <p>Part 1, section 4, sets out comprehensive details of the activities and 145 outcomes achieved through our stakeholder engagement and consumer vulnerability work as a result of our strategies.</p> <p>The independent audit of our Stakeholder Engagement and Consumer Vulnerability performance, carried out by AccountAbility, included structured interviews with stakeholders and on-site reviews of documentation, systems and processes, resulting in favourable feedback as set out in Part 1, section 5.</p>	<p>We have a comprehensive Stakeholder Engagement strategy that is aligned to the AA1000 Stakeholder Engagement Standard. Our strategy includes definitions of stakeholders, the broad range of stakeholder groups we engage with and our four guiding principles. It details the process that we follow, set out in our "engagement circle". We annually review our stakeholder engagement approach with our stakeholders and this year we have reviewed it against best practice engagement in other sectors.</p> <p>Relevant evidence is in:</p> <ul style="list-style-type: none"> - Part 1, sections 1, 3, 4, 5 and 6 - Part 2 (throughout) <p>Our Consumer Vulnerability strategy sets out our approach to consumer vulnerability, our vision and our definitions of vulnerable customers and fuel poverty. It includes the principles that form the basis of our approach and our objectives. This strategy has been reviewed and updated this year.</p> <p>Relevant evidence for this is in:</p> <ul style="list-style-type: none"> - Part 1, sections 2, 4, 5 and 6 - Part 3, section 1, giving an overview of the strategy

<p>A broad and inclusive range of relevant stakeholders have been engaged. This specifically includes engaging with challenging or hard-to-reach stakeholders (eg community energy).</p>	<p>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1, section 1, giving an overview of the stakeholder groups engaged - Part 1, section 3, detailing the methods to engage a broad range of stakeholders and engagement with hard-to-reach and community energy groups - Part 2, providing comprehensive examples of the wide range of stakeholders we engage with and the outcomes achieved through this - Part 2, section 4, detailing our work with community energy groups and the resulting partnerships - Part 3, section 2, including details of our major research study among over 1,000 hard-to-reach customers <p>Our research study was carried out by Ebiquity and London Sustainability Exchange consultancies. Their report details findings from interviews with a range of hard-to-reach stakeholders. It can be found at: http://www.ukpowernetworks.co.uk/internet/en/have-your-say/events-consultations/reports-presentations/stakeholder-engagement-our-commitment-to-you</p>	<p>We have carried out more targeted engagement than ever before during 2015/16. Having undertaken a best practice review of our stakeholder engagement across a range of sectors, we have broadened and targeted our activity this year, reaching out to local communities and hard-to-reach groups. In particular we have engaged with community energy representatives, rural and coastal communities, small businesses, young people, ethnic minority groups, carers, the elderly, deaf customers, parish councils and those in highly deprived communities.</p> <p>Part 1, section 1, lists the wide range of stakeholder groups we have engaged and section 3 demonstrates how we have reached out to local communities across our region.</p> <p>We have engaged with many challenging groups, such as young people and small rural businesses, and embedded stakeholder engagement in the business, as shown throughout Part 2.</p>
<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>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1, section 3, covering the methods we have used, how we review these and how we tailor our approach to the specific audience. Includes best practice review of our work - Part 1, section 5, presenting the AccountAbility audit of our work - Part 2, setting out examples of our work through many different methods <p>We had a best practice review of stakeholder engagement undertaken by the consultancy Instinctif Partners. This looked at stakeholder engagement across a wide variety of public and private sector organisations and lessons applicable to our own work.</p> <p>AccountAbility noted in their audit: "UK Power Networks has demonstrated considerable diligence and social conscience in tailoring engagement means to the diversity of stakeholder needs."</p>	<p>This year we conducted a detailed review of the best ways to engage each audience. This included four strands:</p> <ol style="list-style-type: none"> 1. Asking stakeholders directly about engagement methods 2. An independent review of best practice methods 3. Arranging a new forum of utility companies to discuss methods 4. Learning from international distribution companies <p>Part 1, section 3, shows how we have tailored our engagement and focused on personal and local engagement to reach a wider range of stakeholders.</p> <p>Methods used include interviews, focus groups, face-to-face meetings, home visits, events, social media and forums.</p>

<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1, section 4, detailing the 145 activities undertaken and outcomes delivered from our stakeholder engagement work in response to stakeholders' views and comments - Part 2, section 1, showing the monitoring and evaluation of our projects to ensure input from stakeholders is central to our work - Part 2, sections 2 to 5, giving many examples of activity undertaken in response to stakeholder feedback - Part 3, sections 2 to 5, showing further case studies of our work for vulnerable customers driven by stakeholders' views and feedback 	<p>Our stakeholder engagement strategy includes our "engagement circle", showing our process, which includes recording feedback, assessing actions and delivering outcomes (Part 1, section 1). We have particularly focused our efforts on those activities that deliver clear benefits for our stakeholders. We have a process in place to capture and respond to stakeholder feedback, take this forward to pilot projects and then embed them in the business (Part 2, section 1).</p> <p>Through this we have shown 145 actions undertaken with outcomes for stakeholders delivering real benefits (Part 1, section 4).</p> <p>We have detailed many of our projects, throughout the business, that have responded to stakeholder feedback or worked in partnership with stakeholders to deliver new and innovative actions with clear, measurable benefits (Part 2, sections 2 to 5, and Part 3, sections 2 to 5).</p>
<p>The network company can demonstrate that stakeholder engagement has led to positive outcomes for stakeholders.</p>	<p>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1, section 4, detailing the 145 outcomes delivered from our stakeholder engagement work - Part 2, showing specific outcomes for stakeholders from many activities - Part 3, showing specific outcomes for our vulnerable customers from many initiatives <p>AccountAbility noted in their audit: "The organisation has a comprehensive approach to monitoring and evaluating engagement outputs and outcomes."</p>	<p>All of our stakeholder engagement activity is geared around delivering benefits to our stakeholders, and in particular customers who are vulnerable. Our many examples and case studies, set out in Part 2 and Part 3, all have defined outcomes recorded for them. Wherever possible we seek to measure and report outcomes, as shown in Part 1, section 4.</p> <p>The four key outcomes are:</p> <ul style="list-style-type: none"> - We offer the lowest prices to our customers - We have the best employee safety record in the distribution industry - We are the most improved distribution company for reliability - We provide high levels of service, with 85% customer satisfaction