

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: Northern Powergrid Licensee(s): NPgN NPgY	Name: Stephen Smith Title: Stakeholder & Social Responsibility Manager Telephone: 07739 861688 Email: stephen.smith3@northernpowergrid.com

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
The network company has comprehensive and up-to-date stakeholder engagement and consumer vulnerability strategies.	<ul style="list-style-type: none"> • AA1000 Stakeholder Engagement Standard, with a report noting the development of engagement. The report is available • Stakeholder Engagement Strategy updated annually, available on request and seen by the AA1000 auditor • Consumer Vulnerability strategy drawn from existing strategies such as our Community Investment and Priority Services to bring together policies in one place. Also available on request 	<p>Engagement is kept up to date responding to best practice from within and outside the industry. We have a robust process to ensure that we feedback to stakeholders on how we have responded; and research their views through regular Panels and a range of research devices, including focus groups and surveys</p> <p><i>Your powergrid</i> is a vehicle that we use to maintain stakeholder communication throughout the year, alongside the online community and stakeholder bulletin.</p>

<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>	<ul style="list-style-type: none"> • Membership of our Stakeholder Panel and expert groups is wide-ranging across sectors. Supplemented this year with new members from LEPs, Suppliers and private sector. • Events held includes those targeted at health, social housing and vulnerability sectors • Focus groups with the elderly at risk of flooding; community energy groups we've worked with; Green Doctor beneficiaries and more • All 3 parts illustrate the breadth of the stakeholders we engage with, notably pages 4, 5, 7 and 10 of part 1 and pages 2, 3, 5 of part 2 and 6, 7 and 10 of part 3 	<p>Throughout the submissions but part 1 in particular we set out how we identify and prioritise our stakeholders and who they are, including:</p> <ul style="list-style-type: none"> • Domestic customers • Voluntary and community organisations • Our employees • Local Authorities, LEPs and CAs • Energy suppliers • 'Hard to reach' stakeholders and customers <p>We illustrate this in part 1 pages 4&7, 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>	<ul style="list-style-type: none"> • The AA1000 accreditation and report demonstrates independent scrutiny of the range of mechanisms we use to engage with our stakeholders. • part 1, pages 6-8; part 2 pages 2, 8-10 and part 3 pages 4-5 all illustrate examples of this 	<p>We use multiple channels of engagement, from open communication available to all, to more tailored engagement to meet our specific stakeholders needs. We actively listen to social media, both through our own channels and on others. We illustrate this in a number of places, most notably pages 6 and 7 of part 1</p> <p>We use our strongly developed partnerships (such as with the umbrella organisation for voluntary sector organisations, VONNE as well as the networks we reach out to in conjunction with our Infrastructure North partners) to advise us on the best way of communicating and to cascade information</p>

<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>We demonstrate throughout the document evidence of the company responding to our stakeholders, for example the development of schemes such as our community energy seed fund (part 2 page 2), best methodology for refreshing our Priority Services data (part 3 page 3) and evolution from Newcastle to Leeds of our Citizens Advice support (page 3 page 10) were all done in close consultation with our stakeholders, through panels and focus groups.</p>	<p>We have a robust governance process that ensures we reach out in several ways to our stakeholders – electronically, at our own events and by attending other people's. We know that we can always do better so are always looking at opportunities to stretch ourselves – this year for example putting effort into meeting safeguarding boards to promote our PSR.</p>
<p>The network company can demonstrate that stakeholder engagement has led to positive outcomes for stakeholders.</p>	<p>Our Community Energy Seed fund (Part 2 page 3), Green Doctors (Part 3, page 9) and Energy Heroes (Part 2 page 9) programmes are three examples of how we have consulted with stakeholders to develop the programme; and then gone back to our stakeholders to understand how they have gained and take their views on in developing the next stage of the project</p>	<p>This year we have started our trial of a Social Return on Investment methodology – one promoted by the Cabinet office, and we report, in both parts 1 and 3, on how we have taken the methodology and examples of its implementation.</p>