

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>	
<b>COMPANY DETAILS:</b> (please complete)	<b>CONTACT DETAILS:</b> (please complete)
Company: Scottish and Southern Energy Power Distribution Licensee(s): Scottish Hydro Electric Power Distribution Southern Electric Power Distribution	Name: Jennifer McGregor Title: Interim Head of Stakeholder Engagement Telephone: 01738 453274 Email: jennifer.mcgregor@sse.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.	<p><b>ISO 9001:2008 Quality management System Accreditation</b>  <a href="#">Part 1 p9: Audit and Accreditation</a>  Extract from Audit Report: "System Documentation review/changes/updates...The following table documents were reviewed; The above table of documents [including the Stakeholder Engagement strategy] were cross referenced against the document library and found accurate. Changes to document library to show continuous improvement (e.g. new strategy to support customers in vulnerable positions)"</p> <p><b>British Standard 18477:2010 Inclusive Service</b>  <a href="#">Part 1 p8: Achieving the British Standard in Inclusive Service Provision</a>  Our approach to supporting vulnerable consumers has been approved by the British Standards Institute, particularly in relation to protecting vulnerable people; focusing on individual customers; and providing community champions.</p>	<p><b>We have in place a Stakeholder Engagement Policy, a Strategy an Implementation Plan and a Consumer Vulnerability Strategy</b>  <a href="#">Part 1 p2: Our Engagement Values</a>  <a href="#">Part 1 p2: Our Stakeholder Engagement Policy</a>  <a href="#">Part 1 pp3–5: Our Stakeholder Engagement Strategy</a>  <a href="#">Part 1 p4: Our Interactive Engagement Plan</a>  <a href="#">Part 1 p5 Our strategic priorities for supporting consumers in vulnerable positions</a>  <b>We can evidence that these strategies are up to date and effective</b>  <a href="#">Part 1 p8: Achieving the British Standard in Inclusive Service Provision</a>  <a href="#">Part 1 p9 Audit and Accreditation</a>  <b>Our approaches are regularly reviewed, improved and up to date:</b>  <a href="#">Part 1 p6: Continually improving our approach to engagement</a>  <a href="#">Part 1 p7: Adapting engagement to complement organisational change</a></p>
A broad and inclusive range of relevant stakeholders have been engaged. This	<p><b>ISO 9001:2008 Quality management System Accreditation</b>  <a href="#">Part 1 p9: Audit and Accreditation</a>  Extract from Audit Report: "Stakeholder</p>	<p><b>Our three-level approach to stakeholder engagement ensures we consider a wide and inclusive range of stakeholders</b>  <a href="#">Part 1 p2: Engaging on multiple levels</a></p>

specifically includes engaging with challenging or hard-to-reach stakeholders (eg community energy).	<p>Engagement is delivered by the networks team and not just centrally. This will allow engagement with the communities served and with a range of customers and stakeholders to gain their input to relevant decision making on a local basis and to ensure that delivery of projects in a way that meets local needs, paying particular attention to the needs of vulnerable consumers."</p> <p>§ <b>Our implementation plan</b>  Part 1 p4: <a href="#">Our Interactive Engagement Plan</a></p>	<p><b>We have identified our stakeholders, understood our relationship with them and used engagement methods to suit them.</b>  Part 1 p3: <a href="#">Identifying our stakeholders</a>  Part 1 p3: <a href="#">Understanding our relationship with our stakeholders</a>  Part 1 p4: <a href="#">Actively engaging our stakeholders</a>  Part 1 p4: <a href="#">Informing our stakeholders</a>  Part 1 p5: <a href="#">Listening and responding to stakeholders</a>  Part 1 p6: <a href="#">Being accessible to our stakeholders</a>  <b>We have used this approach to ensure we engage with a broad and inclusive range of relevant stakeholders (including challenging and hard to reach stakeholders):</b>  Part 1 p4: <a href="#">Applying our strategy: how we have engaged in a range of ways</a></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><b>ISO 9001:2008 Quality management System Accreditation</b>  Part 1 p9: <a href="#">Audit and Accreditation</a>  Extract from Audit Report: "A further improvement cited was the external facing customer friendly stakeholder engagement implementation plan on the SSEPD website. Also cited the submarine electricity cables consultation papers and stakeholder feedback documents and webpage which shows how communications have been improved to be more accessible to customers including the use of videos for those with literacy and numeracy challenges."  <b>Our implementation plan</b>  Part 1 p4: <a href="#">Our Interactive Engagement Plan</a>  <b>BS18477:2010 British Standard on Inclusive Service</b>  Part 1 p8 <a href="#">Achieving the British Standard in</a></p>	<p><b>We use a range of mechanisms to inform and engage stakeholders, choosing the most appropriate to the audience, to allow for a breadth of stakeholder perspectives:</b>  Part 1 p4: <a href="#">Applying our strategy: how we have engaged in a range of ways</a>  Part 1 p7: <a href="#">Adapting engagement to complement organisational change</a>  <b>We engage with stakeholders at strategic, organisational and operational levels, ensuring a wide range of stakeholder views are considered in our decision making.</b>  Part 1 p2: <a href="#">Engaging on multiple levels</a>  Part 1 p6 <a href="#">Continually improving our approach to engagement</a>  <b>We are making it easier for stakeholders to engage or be informed by us</b>  Part 1 p6: <a href="#">Committing to an Advisory Panel and Increasing Diversity on the SSEPD Board</a>  Part 1 p6: <a href="#">Committing to class-leading reporting</a></p>

	Inclusive Service Provision	<p>Part 1 p7: Adapting engagement to complement organisational change</p> <p><b>Achieving BS18477:2010 demonstrates our commitment to communicating effectively with our vulnerable consumers.</b></p> <p>Part 1 p1: Introduction</p> <p>Part 1 p8: Achieving British Standard in Inclusive Service Provision</p>
The network company can demonstrate it is acting on input / feedback from stakeholders.	<p><b>ISO 9001:2008 Quality Management System Accreditation</b></p> <p>Part 1 p9 Audit and Accreditation</p> <p>Extract from Audit Report: "Also cited the submarine electricity cables consultation papers and stakeholder feedback documents and webpage which shows how communications have been improved to be more accessible to customers including the use of videos for those with literacy and numeracy challenges."</p>	<p><b>Examples of topics we have engaged on and acted on feedback from stakeholders</b></p> <p>Part1 p10: Delivering positive outcomes for stakeholders</p> <p>Our action in response to stakeholder input has included: agreeing how we will make investment decisions; creating a methodology to minimise the impact on bills of new submarine cable legislation; establishing and delivering cost-effective community support during investment projects; deciding the key requirements of a future energy solution for the Shetland islands; meeting the need for support for developing resilience plans; designing and creating welfare packs</p>
The network company can demonstrate that stakeholder engagement has led to positive outcomes for stakeholders.	<p><b>ISO 9001:2008 Quality management System Accreditation</b></p> <p>Part 1 p9 Audit and Accreditation</p> <p>Extract from Audit Report: "A robust approach to CBA of every stakeholder engagement initiative has been implemented and has enabled a standardised approach to compare across very different projects to understand the benefits derived for SSEPD, customers and stakeholders. This allows [SSEPD] to make decisions on which initiatives are pursued but also to evaluate those which were undertaken."</p>	<p><b>Positive outcomes from engagement including: keeping costs down for customers, reducing visual impact of our assets, increasing network reliability and customer satisfaction, improved public safety, improving understanding of what to do in a power cut</b></p> <p>Part 1 p4: Applying our strategy: how we have engaged in a range of ways</p> <p>Part 1 p10: Delivering positive outcomes for stakeholders</p>