

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME 2015-16



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: National Grid Gas Distribution
Licensee(s): National Grid Gas plc

Address: Block 2
Brick Kiln Street
Hinckley
Postcode: LE10 0NE

CONTACT DETAILS: (please complete)

Name: Debbie Mitchell
Title: Stakeholder Strategy Manager
Telephone: 07977 991397
Email: Debbie.Mitchell@nationalgrid.com

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 in 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 | | |
|---|---|--|
| Provide supporting evidence and high level overview of how your company has met and minimum requirements set out below: | Any evidence submitted within submission (i.e. 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] Have Your Say (November 2015)</p> <p>[2] Example of our Stakeholder Commitment tracker</p> <p>[3] Management Review of 2015/16 Stakeholder Engagement including our Stakeholder Engagement Vision & Strategy</p> <p>[4] Acting on Your Ideas (November 2015)</p> <p>[5] Committing to You (April 2015)</p> <p>[6] Continue to Have Your Say (April 2015)</p> <p>[7] RIIO Annual Performance Publication</p> <p>[8] Stakeholder Advisory Panel - Terms of Reference</p> <p>[9] Institute of Customer Service Mid Term review results</p> <p>[15] ISO 55001 extract from surveillance visit (September 2015)</p> <p>[18] Renuma – Relational Proximity Model ® Summary Report (Dudley Local Authority)</p> | <p>Our submission details the journey we have been on to update our stakeholder strategy. We demonstrate compliance through:</p> <p>Our Management Review of our Stakeholder Engagement including our Stakeholder Engagement Vision & Strategy [3] - this document is approved by our Executive Committee and details our stakeholder vision and strategy and engagement principles. We also carry out a review of all our activities and feedback from our stakeholders to take account of lessons learnt and areas of best practice and build continuous improvement into our stakeholder engagement vision and strategy.</p> <p>Our Acting on Your Ideas [4], Have Your Say [1], Committing to You for 2015 [5] and Continue to Have Your Say [6] demonstrate how we have brought our strategy to life by keeping our broad range of stakeholders informed and involved about issues, activities and decision making and how we seek and give timely feedback. We also keep our stakeholders informed of our performance through the RIIO Annual Performance Publication [7]</p> <p>Our publicly available Stakeholder Advisory Panel Terms of Reference [8] demonstrates how we are embedding stakeholders across our business and actively involving them in shaping our business. All meeting minutes are also publicly available.</p> |

| | | |
|--|---|--|
| | | <p>Our example of our Stakeholder commitment tracker [2] demonstrates that we actively monitor delivery of our vision and strategy at both a local and Executive level to ensure we are delivering on our promises.</p> <p>We are benchmarking externally through assessment and accreditation of ISO55001 Asset Management Standard [15] as well as continuing to achieve our Institute of Customer Service accreditation through our mid-term review [9] which showed our efforts are working and we are continuing to head in the right direction.</p> <p>We continue to work with our Customer and Stakeholder Academy and an external organisation, Renuma [18] Consulting, to understand and develop stronger and better quality relationships.</p> |
| A broad and inclusive range of stakeholders have been engaged. | <p>[1] Have Your Say (November 2015)</p> <p>[3] Management Review of 2015/16 Stakeholder Engagement including our Stakeholder Engagement Vision & Strategy</p> <p>[4] Acting on Your Ideas (November 2015)</p> <p>[5] Committing to You for (April 2015)</p> <p>[6] Continue to Have Your Say (April 2015)</p> <p>[8] Stakeholder Advisory Panel - Terms of Reference</p> <p>[9] Institute of Customer Service Mid Term review results</p> <p>[11] www.talkingnetworksngd.com web address</p> | <p>In addition to the information above, the attached also demonstrates the wide and inclusive range of stakeholders we have engaged with.</p> <p>Our Management Review [3] demonstrates the broad and inclusive range of stakeholders we have engaged with over the last 12 months. We also continue to use our Talking Networks web portal (talkingnetwork.com) [11] to support our engagement activities.</p> <p>Our Have Your say [1], Continue to Have Your Say [6] and Committing to You for 2014 [5] demonstrates how we solicit input and feedback from stakeholders and how this is informing our decision making and priorities for the next 12 months. It demonstrates the broad range of stakeholders we have engaged with and demonstrates our commitment to continuous improvement. Acting on Your Ideas [4] demonstrates how we have continued to listen to our wide range of stakeholders and acted on</p> |

| | | |
|---|---|---|
| | | <p>the feedback they have provided.</p> <p>Our Stakeholder Advisory Panel [8] supports our commitment to ensure that we are inclusive and we will refresh our panel on an ongoing basis to make sure we maintain and involve a broad and diverse range of stakeholders' perspectives and views.</p> <p>We are proud to be accredited by the Institute of Customer Service, and the results of our mid-term review [9] demonstrated that we are heading in the right direction.</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>[1] Have Your Say (November 2015)</p> <p>[3] Management Review of 2015/16 Stakeholder Engagement including our Stakeholder Engagement Vision & Strategy</p> <p>[4] Acting on Your Ideas (November 2015)</p> <p>[5] Committing to You for (April 2015)</p> <p>[6] Continue to Have Your Say (April 2015)</p> <p>[10] www.bettergaspipes.com web address</p> <p>[11] www.talkingnetworksngd.com web address</p> <p>[12] Online forum results from Accent</p> <p>[13] Gas Distribution sale Stakeholder consultation</p> <p>[14] Customer Feasibility Study Summary Report</p> <p>[15] ISO 55001 extract from surveillance visit (September 2015)</p> | <p>Our Committing to You [5] identified our stakeholders preferred engagement methods, and we have tailored our engagement mechanisms to meet these needs as well as continuing to offer wider and new channels to encourage participation of all our stakeholders. These include our new Better Gas Pipes website [10] and the trial of an online focus group [12].</p> <p>Have Your Say [6], Continue to Have Your Say [1] and our Management Review [3] demonstrates the methods we have used to gain a breadth of stakeholder perspectives. Committing to You for 2015 [4] shows how we have taken the breadth of stakeholder perspectives on board.</p> <p>This breadth has been extended through two research projects which have examined how we can obtain customer data [14] and use it to communicate better and also to gain a detailed understanding of what our customers are willing to pay for [16]. Our continued work with Renuma [18] also allows us to understand the quality of the relationships we have specifically with Local Authorities.</p> <p>Our dedicated Talking Networks [11] web portal acts as a platform for the variety of forms of our communication</p> |

| | | |
|--|---|---|
| | <p>[16] Customer Preference Research Summary Report</p> <p>[17] Suite of Future of Gas Publications</p> <p>[18] Renuma – Relational Proximity Model[®]</p> | <p>including the launch of the Gas distribution sale stakeholder consultation [13] and links to our Future of Gas publications [17]. Other social media is also used as appropriate.</p> <p>Continuing to hold ISO 55001 for asset management from our last surveillance visit [15] demonstrates how we are meeting the needs and expectations of stakeholders and how internal and external communications needs are established.</p> |
| <p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p> | <p>[1] Have Your Say (November 2015)</p> <p>[2] Example of our Stakeholder Commitment tracker</p> <p>[4] Acting on Your Ideas (November 2015)</p> <p>[5] Committing to You (April 2015)</p> <p>[6] Continue to Have Your Say (April 2015)</p> <p>[19] Have your Say Consultation results (January 2016)</p> <p>[20] Example of a Policy Deployment Matrix</p> <p>[21] Example of a Team Hub</p> | <p>Committing to You [5] shows the commitments we made in 2015 to our stakeholders following earlier feedback. Acting on Your Ideas [4] shows how we have acted on that feedback, with Have Your Say [1] demonstrating how we are auditing our performance with our stakeholders; whether they believe we have acted on their feedback.</p> <p>The Have your Say Consultation results [19] demonstrates that our stakeholders believe we are acting on their feedback and delivering on our promises, as well as identifies areas we need to focus on. It also demonstrates our upfront commitment to our stakeholders based on their new feedback which we will be measured against over the next 12 months.</p> <p>Our Stakeholder commitments tracker [2] demonstrates how we are monitoring and reporting internally both at local and Executive level which is supported by our PDM approach. Via the PDM process we measure a range of short and medium term initiatives that are aligned to our annual priorities. These are then aligned to our high-level objectives which we refer to as our 'step change' projects. Through performance discussions at our team hubs [21] we ensure our performance is measured, visible and acted on at all levels of the organisation.</p> |