


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

STAKEHOLDER ENGAGEMENT AND CONSUMER VULNERABILITY INCENTIVE SCHEME	
 <p>PART 1 SUBMISSION ENTRY FORM</p> <p>Making a positive difference for energy consumers</p>	
COMPANY DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: Electricity North West Licensee(s): Electricity North West	Name: Jonathan Collins Title: Stakeholder manager Telephone: 07771 975 849 Email: jonathan.collins@enwl.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.</p>	<ul style="list-style-type: none"> • We follow the AA1000 Accountability Principals Standard (AA1000APS) as detailed in Part 1 • Assurance by Accountability, specifically the section on procedures (Accountability report available upon request) • Stakeholder engagement manual (available upon request) • CR Index 2016 Report (available upon request) 	<p>Accountability has assured our approach in Part 1 of our submission.</p> <p>Our underlying strategy and methodology is set out in Part 1.</p> <p>Stakeholder engagement is also covered in our Sustainability Report and the CR Index 2017 Report (available upon request) showing its core nature as part of our business.</p>
<p>A broad and inclusive range of relevant stakeholders have been engaged. This specifically includes engaging with challenging or hard-to-reach stakeholders (e.g. community energy).</p>	<ul style="list-style-type: none"> • Part 1 (Venn diagram of stakeholders: Page 6) • Assurance by Accountability (independent report from Accountability available upon request) • Advisory panel members (Part 1, Page 10) • Engagement in action section (Part1, Page 9) • Vulnerable customer advisory panel members (Part 1, Page 10) 	<p>Basing our approach on best practice, we are confident that we have a robust process for ensuring we engage with the right stakeholders on the right issues. We have engaged to understand priorities, then engaged again to help us address those priorities.</p> <p>We have engaged with stakeholders to lay foundations for solutions, such as through the development and delivery of our new style advisory panels, which align to our key business themes and engages a wider range of stakeholder on specific issues.</p> <p>We have then engaged further with stakeholders to establish best practice in areas around consumer vulnerability data sharing and capture (Part 3, Page 5)</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"> Engagement in action (Part 1, Page 9) 	<p>We understand the need to engage with different stakeholders in different ways and have demonstrated this throughout Part 1 (as assured by Accountability) Part 2 and Part 3.</p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<ul style="list-style-type: none"> Assurance from Accountability (Part 1 Page 8) DNO joint appendix (appendix 1) showing commitment to jointly responding to stakeholders's needs 	<p>We continue to follow the AA1000APS principles of inclusivity, materiality and responsiveness. This framework helps us identify stakeholders' requirements, then work with those stakeholders to meet both short and long-term objectives in a holistic way leading to significant changes such as our investment in innovative projects backed up by customer and IT investment.</p> <p>We have also engaged with AccountAbility to review our processes and procedures and our report.</p>

<p>The network company can demonstrate that stakeholder engagement has led to positive outcomes for stakeholders.</p>	<ul style="list-style-type: none"> • Engagement in action (Part 1, Page 5) • A reliable network (Part 2, Page 5) • Building Inclusivity through service (Part 2 page 9) • Working in Partnership (Part 3) 	<p>Our advisory panels were set up in order to address Ofgem and stakeholder feedback regarding the need for a more targeted and in depth approach to our stakeholder engagement.</p> <p>Parts 2 & 3 of our submission detail examples of where stakeholder engagement has brought about positive outcomes for both the business and customers.</p>
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