


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

STAKEHOLDER ENGAGEMENT AND CONSUMER VULNERABILITY INCENTIVE SCHEME	
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  Making a positive difference for energy consumers </div> <div style="text-align: center;"> PART 1 SUBMISSION ENTRY FORM </div> </div>	
COMPANY DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: Northern Powergrid Licensee(s): NPgN NPgY	Name: Siobhan Barton Title: Head of Stakeholder Relations Telephone: 07921 112114 Email: Siobhan.barton@nothernpowergrid.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>Both our Stakeholder Engagement Strategy, with supporting toolkit, and our Consumer Vulnerability Strategy undergo an annual review (both internal & external). We ensure that they are fit for purpose by seeking feedback from our stakeholders in our activities and by gaining independent assurance / accreditations to ensure our approach is supported by good practice (p10):</p> <ul style="list-style-type: none"> • External engagement review by stakeholder expert, Deborah Jenkins; • AA1000 stakeholder engagement standard; • BSI standard for customer vulnerability; • Action on Hearing Loss - Louder than Words™ charter; • Zero waste awards for excellence in recycling and waste management; and • Employee engagement scores. <p>To ensure our strategy is comprehensive we have deepened our understanding of stakeholders and their needs (p5-7) through Experian data and research with customers, Priority Services Register customers and businesses.</p>	<p>Our strategies have been accredited with positive commentary from our auditors (e.g. BSI, AA100SES – see p10).</p> <p>Our stakeholder engagement approach and our reporting mechanisms (see diagrams on p3) were developed to be inclusive, to focus on embedding stakeholder engagement more fully in the business and to better utilise existing management and reporting structures.</p> <p>Our Consumer Vulnerability Strategy (p4) is supported by our five Social Pillars (p2). This year we have prioritised elevating the importance of our five Social Pillars (p2), which support our overall Consumer Vulnerability Strategy. This has included considering how we apply them to consumer vulnerability and accessing the hard-to-reach (p5-7).</p> <p>To broaden support and ensure that our programmes are as inclusive as possible we have engaged our people by introducing the Making Every Contact Count cultural engagement campaign (p8). This provides clarity as to how to effectively engage as part of Team Powergrid (p8-9) and introduce salient processes and support (p9).</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>	<p>To ensure we engage with a broad and inclusive range of stakeholders we map, segment and profile our stakeholders (p5-9). We engage according to the type and level of engagement required – ‘strategic’, ‘operational’ or ‘innovation’ led:</p> <ul style="list-style-type: none"> • Strategic - expert stakeholders, such as the Stakeholder Engagement Panel (SEP) and Social Issues Expert Group (SIEG) (p4); • Operational – customers (p1 & 5), vulnerable customers (p6), hard-to-reach customers (p8); third sector organisations and community groups (p1, 7 & 10), SMEs and Team Powergrid colleagues (p8-10); and • Innovation – community groups, community energy providers, local authorities (p9) and other DNOs (p10). <p>Within each of our categories we have diverse examples of hard-to-reach stakeholders and use research and insight to increase our awareness of barriers which may hinder engagement. We annually test and review our stakeholder mapping to check it is fit for purpose via research, feedback and accreditation.</p>	<p>We use stakeholder mapping and segmentation to reach our target audiences using tailored approaches and channels. For example:</p> <p><u>Hard-to-reach customers</u></p> <p>From gathering feedback from research, our Social Issues Expert Group, third sector partnerships and vulnerable customer interactions, we have taken different approaches to identifying, reaching, engaging and supporting the hard-to-reach (p9). We recognise that we are not always the best placed to offer support (p6 & 9) so we work with trusted partners to help us deliver our targeted programmes. We also ensure we go directly to our hard-to-reach stakeholders, e.g.by running workshops or drop-in sessions in Community Centres or market places close by often led by our trusted partners with established networks and often in more deprived areas.</p> <p><u>Agricultural and rural stakeholders</u></p> <p>Experian data about business and industrial stakeholders led to work with agricultural and rural stakeholders (p7); with whom we increased our engagement by attending agricultural shows and running specific engagement campaigns.</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</p>	<p>We use a range of tailored and targeted engagement methodologies and channels most suited to the needs of different stakeholder groups (p1, 4, & 9).</p> <p>Face-to-face interactions which include focus groups, meetings, round table discussions, events, as well as informal drop-in or community events. Partnership working can mean that a partner organisation is best placed</p>	<p>Independent accreditations (p10) and on-going stakeholder feedback during the development of a method and post communication to evaluate the effectiveness - gives us the reassurance we are using appropriate mechanisms and have opportunity to adapt these as necessary.</p> <p>Our annual research plan (Pages 5-7) and use of Expert panels helps us understand and regularly review how we should tailor our engagement</p>

<p>of stakeholder perspectives.</p>	<p>to engage on our behalf, such as Citizens Advice (p9). Online engagement includes our online community, online registrations (e.g. PSR), Your Powergrid webpage activity feedback tool, and social media, particularly Twitter, Facebook and LinkedIn (p4). Other mechanisms include more general approaches to inform a broader audience such as bulletins which provide regular updates on our activity and provide frequent opportunity to gain more information or to become more involved, and also topic-led newsletters e.g. connections, investments, floods etc. and other documents such as information booklets (e.g. energy saving or education related) through online publications and targeted mailing.</p>	<p>approach to inform and engage our stakeholders effectively.</p> <p>For example, as part of our work on business resilience, we developed a communications plan in response to SME surveys about their resilience (p9). These activities led to the production of tailored and tested guidance materials for SMEs.</p> <p>We organised the Infrastructure North Community Week resilience-themed advice and events to target particular groups in a co-ordinated manner with utility partners.</p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>Our Stakeholder Engagement Strategy and diagrams (p3) indicates how we act on input from stakeholders and subsequently close the loop. We let stakeholders know how we've acted on their feedback and use activity outcomes to inform future engagement.</p> <p>Our enhanced agricultural engagement work (p7) is a good example of this in action, where we attended additional agricultural shows. As a result of feedback from this group we expanded and adapted our "Look up, Stay safe" campaign to include hauliers and their network.</p> <p>We demonstrate how across all of our business plan delivery areas (p1, 2 & 5) we have active and effective stakeholder engagement, which all areas of the business act upon. We have also used stakeholder inputs to enhance our</p>	<p>The Deborah Jenkins independent report (p10) informed our refreshed stakeholder engagement strategy (p3) and Make Every Contact Count Engagement campaign (p8).</p> <p>This year we conducted research with 1,500 Priority Services Register customers and in-depth interviews with 42 customers. This research shaped the definition of our nine Community Investment Areas (p6) and helped us understand the behaviour of our vulnerable customers during a power cut. We could then identify and act upon their defined priorities of heat, light and food.</p> <p>The Social Issues Expert Group and the Stakeholder Engagement Panel regularly contribute to discussions, development work and consultations.</p> <p>We utilise our Online community and our digital</p>

	<p>existing stakeholder engagement programmes and develop new ones ourselves and with partners including other utilities, DNOs and partners community trusted partners.</p>	<p>channels for 'real time' research which informs our engagement decision-making and also our communications development to ensure our activities are constantly responding to feedback.</p>
<p>The network company can demonstrate that stakeholder engagement has led to positive outcomes for stakeholders.</p>	<p>Measuring impact and outcome is an integral part of both our Stakeholder Engagement and Consumer Vulnerability Strategies and approach.</p> <p>Ongoing dialogue with stakeholders and expert groups enhances our processes and procedures, and provides a check to ensure our desired outcomes were achieved.</p> <p>We have enhanced our reporting and programme management (p3) to ensure we have more robust assessment mechanisms in place and to ensure we effectively embed stakeholder engagement within the business. Within established management processes we ensure we proactively act on feedback and this has executive leadership. We measure stakeholder outcomes by measuring success, value and impact using a variety of qualitative and quantitative methods. We also use Social Return on Investment (SROI) as a measure for our vulnerability programmes.</p>	<p>Throughout our submission we have highlighted specific outcomes for stakeholders, including:</p> <ul style="list-style-type: none"> • Snapshot highlights of engagement outcomes for a variety of stakeholders (p10); • Customers - online community engagement outcomes (p4); • Our vulnerable communities and the hard-to-reach (p6); Business and industrial stakeholders and rural communities/agricultural stakeholders (p7); • Outcomes for a variety of stakeholders relating to each area of our business plan including communities and participants in the Community Energy Seed Fund and regional, issues and policy groups (p9); • Partner organisations and fellow DNOs (Working Together Appendix – Part 4); and • Team Powergrid colleagues (p8).