

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Wales & West Utilities
Licensee(s): Wales & West Utilities
Address: Wales & West House,
Spooners Close,
Celtic Springs,
Coedkernew,
Newport,
Postcode: NP10 8FZ

CONTACT DETAILS: (please complete)

Name: Sarah Hopkins
Title: People & Engagement Director
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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 to 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																
Please provide supporting evidence and high level overview of how your company has met the minimum requirements set out below:	Evidence submitted 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 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.	<table><tr><th>Page</th><th>Section</th></tr><tr><td>1</td><td>Introduction</td></tr><tr><td>2</td><td>Our Strategy</td></tr><tr><td>3</td><td>Embedding engagement across our business</td></tr><tr><td>4</td><td>How we engage with stakeholders</td></tr><tr><td>6</td><td>Who we’ve engaged with</td></tr><tr><td>7</td><td>Our Culture</td></tr></table>	Page	Section	1	Introduction	2	Our Strategy	3	Embedding engagement across our business	4	How we engage with stakeholders	6	Who we’ve engaged with	7	Our Culture	<p>We have a comprehensive and up-to-date stakeholder engagement strategy that has evolved during 2016/17, with the team benefiting from additional resources. We use Stakeholder Engagement Standard AA1000SES as a guiding framework, and have a strong governance process that is directed by our executive team. Our strategy is embedded in the business and scrutinised by our stakeholders.</p> <p>Listening to and acting on feedback from our stakeholders is part of our everyday business. We also make sure we seek the views of and engage with a range of stakeholders from across our network area as well as stakeholders interested in specific topic areas, recognising the breadth and importance of their feedback in helping improve our performance and business planning.</p> <p>We engage with our stakeholders throughout the year, feeding back on improvements we have made as a result of their feedback as well as other information on our business activities in many ways, including directly, through publications, via third parties and social & traditional media. Our stakeholders annually check our business priority activities and rate</p>
Page	Section															
1	Introduction															
2	Our Strategy															
3	Embedding engagement across our business															
4	How we engage with stakeholders															
6	Who we’ve engaged with															
7	Our Culture															

		<p>them for importance, and we feedback to them the changes and improvements that we carry out during the year as a result. Details of the actions and resulting benefits from stakeholder engagement are shown in Part 2 of our report.</p> <p>We seek external accreditations to benchmark the quality of our work and our services, which we promote, to demonstrate to our stakeholders how their feedback has helped us improve business performance and planning.</p>										
A broad and inclusive range of stakeholders have been engaged.	<table><tr><th>Page</th><th>Section</th></tr><tr><td>1</td><td>Introduction</td></tr><tr><td>2</td><td>Our Strategy</td></tr><tr><td>4</td><td>How we engage with stakeholders</td></tr><tr><td>6</td><td>Who we’ve engaged with</td></tr></table>	Page	Section	1	Introduction	2	Our Strategy	4	How we engage with stakeholders	6	Who we’ve engaged with	<p>Seeking the views of as diverse a range of stakeholders as possible is very important to us in helping us shape our business plans. We engage with a broad and inclusive range of stakeholders, including through our various regular panel and forum groups and, in addition in 2016/17, through a multi-utility conference on vulnerability and the first Alternative Gas workshop. Details of the outcomes as a result of engagement are highlighted in Part 2 of our report.</p> <p>During 2016/17 we sought to include more quantitative insight into stakeholder perceptions. We commissioned opinion research that helps us track trends as well as emerging stakeholder groups. We also sought further insight by commissioning a political audit and energy sector media landscape reporting.</p>
Page	Section											
1	Introduction											
2	Our Strategy											
4	How we engage with stakeholders											
6	Who we’ve engaged with											
The network company has used variety of appropriate mechanisms to inform and	<table><tr><th>Page</th><th>Section</th></tr></table>	Page	Section	<p>We seek the views of our stakeholders on the areas of our business they are interested in, and in the ways in which they would prefer us to</p>								
Page	Section											

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	<table><tr><td>1</td><td>Introduction</td></tr><tr><td>2</td><td>Our Strategy</td></tr><tr><td>4</td><td>How we engage with stakeholders</td></tr><tr><td>6</td><td>Who we’ve engaged with</td></tr></table>	1	Introduction	2	Our Strategy	4	How we engage with stakeholders	6	Who we’ve engaged with	<p>communicate & engage with them. We also use opinion research and other tools to gain further insight to help us hone channels and content of our engagement communications.</p> <p>The channels that we use to engage with our stakeholders include published reports, information on our website – using text, images and film, including sign language films, and we draw attention to this content via social media, traditional media and through our range of publications and leaflets. We work with partners, such as Care & Repair – who support older people to help them live safely in their own homes, to help us access & engage with hard to reach groups.</p> <p>Engagement specialists independently facilitate our various stakeholder workshops to help make sure all stakeholders have opportunity to contribute to discussions. The resultant comprehensive reports are reviewed by the business and appropriate actions are taken as a result of stakeholder feedback. The reports are issued to workshop attendees as well as all those invited to attend but who were unable to come along.</p>		
1	Introduction											
2	Our Strategy											
4	How we engage with stakeholders											
6	Who we’ve engaged with											
The network company can demonstrate it is acting on input / feedback from stakeholders.	<table><tr><th>Page</th><th>Section</th></tr><tr><td>1</td><td>Introduction</td></tr><tr><td>2</td><td>Our Strategy</td></tr><tr><td>3</td><td>Embedding engagement across our business</td></tr><tr><td>4</td><td>How we engage with</td></tr></table>	Page	Section	1	Introduction	2	Our Strategy	3	Embedding engagement across our business	4	How we engage with	<p>Our strong stakeholder governance processes make sure stakeholder feedback is reviewed at the highest level in the business and improvement actions agreed for taking forward. An outputs and benefits table in Part 2 of our report demonstrates how we have invested £1.2m in delivering 213 outputs & benefits in 2016/17 as a result of engaging with our</p>
Page	Section											
1	Introduction											
2	Our Strategy											
3	Embedding engagement across our business											
4	How we engage with											

		stakeholders		stakeholders.
	6	Who we've engaged with		
	1-10	Part 2		