

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME 2016-17



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Cadent
Licensee(s): Cadent Gas Limited

Address: Ashbrook Court,
Prologis Park,
Central Boulevard,
Coventry
Postcode: CV7 8PE

CONTACT DETAILS: (please complete)

Name: Debbie Mitchell
Title: Stakeholder Strategy Manager
Telephone: 07977 991397
Email: Debbie.Mitchell@cadentgas.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 Consultation Results (2016)</p> <p>[2] Formal Evaluation of 2016/17 Stakeholder Engagement including our Stakeholder Engagement Vision & Strategy</p> <p>[3] Independent 360 Degree relationship scan conducted by Renuma</p> <p>[6] Three step stakeholder engagement model</p> <p>[8] Stakeholder Advisory Panel - Terms of Reference</p> <p>[4] ISO 55001 recertification (September 2017)</p> <p>[10] RIIO Annual Performance video link and publication</p> | <p>Our submission highlights the journey we have been on to update our stakeholder strategy. We demonstrate compliance through:</p> <p>Our Formal Evaluation of our Stakeholder Engagement including our Stakeholder Engagement Vision & Strategy [2] - this document is approved by our Head of Regulation and External Affairs and details our stakeholder vision and strategy and engagement principles. Within it we also carry out a review of all our activities and feedback from our stakeholders including the results of our annual consultation [1] to take account of lessons learnt and identify areas of best practice and build continuous improvement into our stakeholder engagement vision and strategy for the forthcoming financial year.</p> <p>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 through the implementation of our three step stakeholder engagement model [6]. We also keep our stakeholders informed of our performance through the RIIO Annual Performance Publication [10]</p> <p>Our Stakeholder Advisory Panel Terms of Reference [8] demonstrates how we are engaging different stakeholders and actively involving them in shaping our business. All meeting minutes are also available.</p> <p>We are benchmarking externally through assessment and reaccreditation of ISO55001 Asset Management Standard [4] as well as continuing our membership with the Institute of Customer Service</p> |

| | | |
|--|--|---|
| | | We have worked with external organisations including Renuma and Customer Consulting Ltd, to understand and develop stronger and better quality relationships (360 Degree Relationship Scan [3]). |
| A broad and inclusive range of stakeholders have been engaged. | <p>[1] Have Your Say Consultation Results (2016)</p> <p>[2] Formal Evaluation of 2016/17 Stakeholder Engagement including our Stakeholder Engagement Vision & Strategy</p> <p>[3] Independent 360 Degree relationship scan conducted by Renuma</p> <p>[7] Stakeholder Advisory panel - Panel Biographies</p> <p>[18] Feedback themes from 'Have your say' consultation</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 Formal Evaluation [2] demonstrates the broad and inclusive range of stakeholders we have engaged with over the last 12 months.</p> <p>Our Have Your say [1] and our 360 Degree relationship scan [3] demonstrates how we solicit input and feedback from stakeholders and how this is informing our decision making and priorities for the next 12 months through the use of direct themes [18] of feedback. It demonstrates the broad range of stakeholders we have engaged with and demonstrates our commitment to continuous improvement</p> <p>Our Stakeholder Advisory Panel [7] supports our commitment to ensure that we are inclusive and we have refreshed our panel this year to make sure we maintain and involve a broad and diverse range of stakeholders' perspectives and views.</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>[1] Have Your Say Consultation Results (2016)</p> <p>[2] Formal Evaluation of 2016/17 Stakeholder Engagement including our Stakeholder Engagement Vision & Strategy</p> <p>[3] Independent 360 Degree relationship scan conducted by Renuma</p> <p>[4] ISO 55001 recertification (September 2017)</p> <p>[5] Accent Willingness to pay research results</p> | <p>Our consultation results [1] 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 communications for customers living in high rise and multi occupancy accommodation [13] and for our connections customers [14]</p> <p>Our Formal Evaluation [2] demonstrates the methods we have used to gain a breadth of stakeholder perspectives.</p> |

| | | |
|--|--|--|
| | <p>[11] Unlocking Network Capability Thought Leadership paper</p> <p>[12] Future Billing Methodology consultation</p> <p>[13] MOBS communications suite</p> <p>[14] Ready Steady Go Leaflet for connections customers</p> <p>[17] Transport Thought Leadership paper</p> | <p>This breadth has been extended through research projects which have gained a detailed understanding of what our customers are willing to pay for [5]. Our relationship work with Renuma [3] also allows us to understand and improve the quality of the relationships we have specifically with Local Authorities.</p> <p>Our new Cadent web site acts as a platform for the variety of forms of our communication including links to our Future of Gas publications [11, 17] and we have also published our future billing methodology consultation [12] to understand what customers want for the future of gas. Other social media is also used as appropriate as demonstrated with part 1 of our submission.</p> <p>Continuing to hold ISO 55001 for asset management [4] 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 Consultation Results (2016)</p> <p>[2] Formal Evaluation of 2016/17 Stakeholder Engagement including our Stakeholder Engagement Vision & Strategy</p> <p>[4] ISO 55001 recertification (September 2017)</p> <p>[15] Example of a Step Change Project Matrix</p> <p>[16] Example of a Team Hub</p> <p>[18] Feedback themes from 'Have your say' consultation</p> | <p>The Have your Say Consultation results [1] formal evaluation[2]and feedback themes [18] demonstrates that our stakeholders believe we are acting on their feedback and delivering on our promises, as well as identifying 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 ISO 55001 recertification [4] demonstrates we have acted on feedback, with no stakeholder engagement actions identified through the recertification process.</p> <p>Our project management [15] process allows us to 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 [16] we ensure our performance is measured, visible and acted on at all levels of the organisation.</p> |

