

STAKEHOLDER ENGAGEMENT AND CONSUMER VULNERABILITY INCENTIVE SCHEME	
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Making a positive difference
for energy consumers

PART 1 SUBMISSION ENTRY FORM	
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COMPANY DETAILS: (please complete)	CONTACT DETAILS: (please complete)
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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.	<ul style="list-style-type: none"> • We have developed and refined our stakeholder engagement strategy over many years and as a result it is now comprehensive, embedded and effective. • We have a detailed consumer vulnerability strategy that has been significantly enhanced this year with the implementation of a comprehensive approach to addressing fuel poverty. • 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 2017 Report (available on request) • CR Index 2018 Submission (available on request) 	<p>Accountability has assured our strategy for stakeholder engagement – this 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 the CR Index 2017 Report (available upon request) showing that it at the core of our business.</p>
A broad and inclusive range of relevant stakeholders have been engaged. This specifically includes engaging with	<ul style="list-style-type: none"> • We have implemented a wide-ranging promotional campaign to target hard-to-reach customers. (Part 3, Page 9) 	Basing our approach on best practice, we are confident that we have a robust process for ensuring we engage with the

<p>challenging or hard-to-reach stakeholders (e.g. community energy).</p>	<ul style="list-style-type: none"> • We have implemented detailed strategies for engaging community energy groups, rural communities and the fuel poor. (Part 2, page 2; Part 3, page 3 and Part 3, Pages 4 & 5 respectively) • Assurance by Accountability (independent report from Accountability available upon request) • Membership of our five Advisory Panels (one strategic and four Business Objective-led) (Part 1, Page 2) • Engagement in action section (Part1, Page 2) • Vulnerable customer advisory panel members (Part 1, Page 7) • Community and Local Energy Groups (Part 1, Page 4) • Distribution System Operator (DSO) Conference (Part 1, Page 4 & Part 2, page 10) • Partnership approach to PSR registration, for Rural Communities and with Local Authorities (Part 3, Page 3) 	<p>right stakeholders on the right issues. We have engaged to understand priorities and acted to respond to the issues raised. Engagement has also resulted in collaboration and partnership working.</p> <p>Our Advisory Panel structure means that we meet a range of stakeholders on a regular basis and this ensures that we have relevant input to delivering against our business plan objectives.</p> <p>This has been enhanced by bespoke engagement to reach stakeholders interested in the development of DSO and the potential for Community and Local Energy.</p> <p>Our Sustainability Advisory Panel supported the DSO conference and promoted the event through their networks. This enlarged the stakeholder group made aware of the event and enhanced the range of organisations represented at the event.</p> <p>We have engaged further with stakeholders to establish best practice in areas around consumer vulnerability data sharing and capture (Part 3, Page 3) and these partnerships are supporting us in better understanding and meeting the needs of our diverse customer base</p>
<p>The network company has used a variety of appropriate mechanisms to inform and</p>	<ul style="list-style-type: none"> • Assurance by Accountability (independent report from Accountability available upon request) 	<p>We understand the need to engage with different stakeholders in different ways and have demonstrated this throughout</p>

<p>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"> • Membership of our five Advisory Panels (one strategic and four Business Objective-led) (Part 1, Page 2) • Engagement in action section (Part1, Page 2) • Vulnerable customer advisory panel members (Part 1, Page 7) • Community and Local Energy Consultation (Part 1, Page 4) • Distribution System Operator (DSO) Conference (Part 1, Page 4) • Enhancing our communication channels (Part 3, Page 7) • Priority service register: Growing our database (Part 3, Page 9) • Customer surveys (Part 1, Page 6) • Partnership working with United Utilities (Part 3, Page 3) 	<p>Part 1 (as assured by Accountability).</p> <p>We have tailored our engagement to the needs of our stakeholder groups and this ranges from face to face Advisory Panels through to partnering with local pharmacies.</p> <p>We've also conducted customer surveys and developed partnership approaches to enable us to engage appropriately with a wider group of consumers.</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 3) • Debate at our five Advisory Panels (one strategic and four Business Objective-led) (Part 1, Page 2) • Informing strategic business decision making (Part One, Pages 4-5) • Outcomes tables (Part One, Pages 8, 9 and 10) • Part Two submission – Stakeholder Engagement Activities and Outcomes • Part Three – Consumer Vulnerability Activity and Outcomes • DNO joint appendix (appendix 1) showing commitment to jointly responding to stakeholders' needs 	<p>In Part One, Part Two and Part Three we have demonstrated how stakeholder engagement informs business decision making and demonstrates that we are acting on input and feedback.</p> <p>This is demonstrated in our strategic decision making, in activities we undertake that are aligned to our business plan objectives and in support of our vulnerable customer strategy.</p>

<p>The network company can demonstrate that stakeholder engagement has led to positive outcomes for stakeholders.</p>	<ul style="list-style-type: none"> • Assurance from Accountability (Part 1 Page 8) • Informing strategic business decision making (Part One, Pages 4-5) • Outcome tables (Part One, Pages 7, 8 and 9) • Part Two submission – Stakeholder Engagement Activities and Outcomes • Community and Local Energy • Part Three – Consumer Vulnerability Activity and Outcomes • Creation of fuel poverty referral networks (Part 3, Pages 4-5) • DNO joint appendix (appendix 1) showing commitment to jointly responding to stakeholders’ needs 	<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 1,2 & 3 of our submission details examples of where stakeholder engagement has delivered positive outcomes for both the business and customers.</p> <p>For this first time this year, we have included detailed outcomes tables in Part One.</p>
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