

Part 1

Our strategies for stakeholder engagement and consumer vulnerability



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To help navigate our submission we have used a number of icons:



Engagement

How we have engaged with our stakeholders



Output

What our stakeholders have told us



Action

The actions we have taken resulting from engagement



Outcome

The results of our actions



Benefit

The impact this has for our customers



Sharing best practice

Where we learnt from and shared best practice with stakeholders



New

New initiatives for 2017/18



Build

Existing initiatives that were built on in 2017/18

Introduction



Stakeholder engagement has always been at the heart of our business. It anchors us to the needs and expectations of the 18 million people who depend on the essential service we provide every day, informs how we deliver the 77 commitments in our ED1 business plan and challenges and shapes our long-term vision and objectives.

At times of profound change, effective stakeholder engagement is even more important. Our sector stands on the

verge of a change as significant for energy as the advent of broadband was for telecommunications. We cannot pretend to know with any certainty what energy-related services will emerge in future, how consumer behaviour will adapt or what implications this change will have for our customers in vulnerable circumstances. Only by broadening and deepening our engagement and reviewing our vulnerability strategy, as we have again this year, can we help all of our customers understand and benefit from a smarter, more flexible energy system.

Transparent and responsible

As we move to a world where electricity is a commodity that can be generated, stored and traded locally, the networks that will enable this transition understandably come under greater political, regulatory and media scrutiny. By measuring the impact of our stakeholder engagement and vulnerability strategies, and by inviting external assessment and benchmarking, we aim to ensure that our business is both transparent and responsible. We are delighted to have delivered over 200 outcomes for our customers, retained our BSI accreditation for inclusive service provision and had our social role assessed by Business in the Community.

Engagement at every level

This year we have significantly increased our engagement with political stakeholders. Recognising that both decision-making and energy are increasingly decentralised, we became the first network operator to establish a Local Government Forum, and developed a guide to help MPs respond to constituent enquiries about our work.

We have matched the transformation in energy with a transformation and increase in our stakeholder engagement, and run more engagement events than ever before. We enabled our independently chaired Critical Friends Panels, attended by every member of our Executive Management Team, to grow their expertise by creating panels with a fixed membership and terms of reference. Our Roadshows opened their doors to almost 200 stakeholders, many attending for the first time. In our specialist forums, we collaborated with partners on issues of shared interest, and our focus groups explored issues in depth with our field staff.

We have been especially grateful to our independent CEO Panel for their challenge and guidance this year. Established in 2016/17, this year the panel examined our future energy strategy and the implications this might have for customers in vulnerable circumstances. They defined the targets of our corporate responsibility strategy and explored Ofgem's proposed approach for RIIO-ED2.

Towards RIIO-ED2

We believe the changes we have made to our stakeholder engagement and vulnerability strategies this year have brought us close to the structure and purpose of stakeholder engagement Ofgem envisages for RIIO-ED2. We are confident that the depth and breadth of our engagement and the commitment of our staff to continuous improvement enable UK Power Networks to meet our commitments, respond to the changes in our industry and wider society and ensure we have the mechanisms and independent scrutiny consumers and decision makers expect from energy networks.

Basil Scarsella
Chief Executive Officer

Our long-term vision is to be:

An Employer
of Choice

A Respected
Corporate Citizen

Sustainably
Cost Efficient

The consistently best performing Distribution Network Operator 2015-2018/19

Key outcomes

212

outcomes for
stakeholders



8.74

customer satisfaction
(Ofgem Broad Measure)



BITC

1.5 star company



BSI

Standard for inclusive
service provision
retained



4.5 GW

total of connected
renewable energy
generation



43,000

Electric vehicles
connected to our
networks



INVESTORS
IN PEOPLE | Gold



“UK Power Networks has maintained its strong performance in actively listening to its stakeholders and incorporating feedback into relevant business decision-making processes. When launching a new product, service or system, the organisation systematically conducts early engagement outreach to test expectations and requirements of stakeholders in order to increase the likelihood of success. AccountAbility”

01

Our stakeholder engagement strategy

51,828

stakeholders engaged with

1,825,861

calls to our call centre

250

customers engaged in new website creation

88

consultations responded to

180

engagement events

Our stakeholder engagement strategy is to deliver better outcomes for our customers by using stakeholder feedback to inform the projects and services that will deliver our long-term business plan.

This year we have evolved our strategy to include a more metrics-based approach where we track each activity against carefully specified targets to ensure we are securing the outcomes we anticipate. We have also worked with our Critical Friends Panel to shape our programme of engagement and challenge our approach to delivery.

Our strategy has been aligned with the international AA1000 Stakeholder Engagement Standard (SES) since we were established. The AA1000 SES standard is the foundation of UK Power Networks' approach.

01. Understand: We proactively find new, relevant stakeholders and understand their needs.

02. Engage and listen: This year we engaged with almost 52,000 stakeholders.

03. Record outputs and actions: We record outputs from our engagement events.

04. Assess: We evaluate and assess recorded actions.

05. Deliver outcomes and feedback to stakeholders: This year we have delivered 212 outcomes for stakeholders.



Guiding principles of our stakeholder engagement strategy



More engagement than ever

Good, effective, and meaningful stakeholder engagement has been at the heart of UK Power Networks' strategy since the company was established in 2010. It enriches our decision-making, increases our accountability, improves our ability to understand and anticipate emerging trends and perspectives that might affect the sustainability of our company, and enables us to continue to serve our customers.

This year, as our sector undergoes change as significant for energy as the advent of broadband was for telecommunications, we have held more engagement events with more stakeholders than ever before.

Stakeholder engagement helps us understand how our company needs to adapt to the changing use of electricity and what the opportunities and challenges these changes will bring for our customers, especially those in vulnerable circumstances.

Our annual programme of engagement along with our daily interactions with our customers influence the actions we take to fulfil our long-term business commitments, and ensure we always put our customers first.

Five stages of engagement



Our stakeholders

A stakeholder is defined as any individual, group of individuals or organisation that affects, or could be affected by, UK Power Networks' activities, services or associated performance.

We regularly review our stakeholder groups so we engage the right balance of stakeholders (diagram A overleaf). We scan the horizon to seek out fresh perspectives that increase our knowledge and understanding, especially of the needs of vulnerable consumers.

Diagram B (overleaf) is an example of how we map the interest and influence of stakeholders to a specific project. This helps us tailor our engagement to their

needs and ensures that the right stakeholders are engaged with the right project, helping us to deliver the best possible service to our customers.



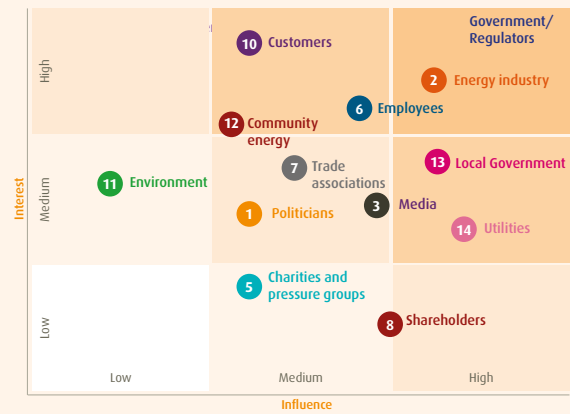
Emily Holzhausen, Carers UK, speaking at a stakeholder Roadshow

Our stakeholders continued

Diagram A – Our stakeholders



Diagram B – Example of project specific stakeholder map



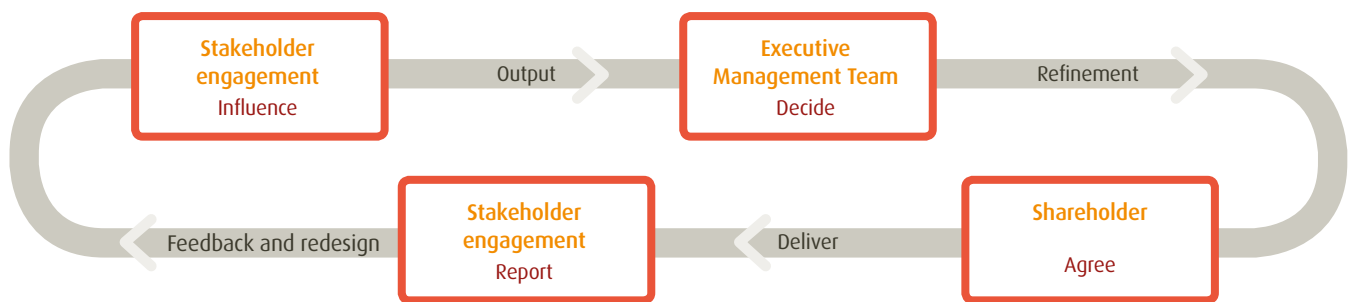
Stakeholder engagement is embedded in our culture

Find out more here: www.ukpowernetworks.co.uk/clip1

Everyone at UK Power Networks engages with stakeholders, from our CEO to our front line employees. Engagement informs our annual business planning process and all our strategies, from customer services to asset management, innovation to safety, future energy to vulnerability, and from the environment to our engagement strategy itself.

Our business planning cycle

Based on stakeholder feedback we produce a detailed annual plan of projects and initiatives that support our long-term commitments. Business leads from across the company work with stakeholders to shape and coordinate projects that will deliver tangible outcomes for our customers.



Governance

We share our Stakeholder Engagement Strategy and programme with our Critical Friends Panels, who in turn help us identify those issues and subjects that should be prioritised for engagement, offer challenge on our targets and provide guidance on whether the outcomes we achieve actually met our original objectives.

Stakeholder Engagement Strategic Committee

Project leads report to the Stakeholder Engagement Strategic Committee every month. This committee is run by the Head of Customer Engagement to steer the strategy for stakeholder engagement and monitor progress on detailed programme plans. Attendees include directors, departmental heads, project leaders and regulatory and compliance managers.

Executive Management Team buy-in

Stakeholder engagement is formally included on the agenda for the CEO and Executive Management Team (EMT) meetings to ensure they scrutinise progress and can feed into the strategy and plans.

Every one of the EMT engages with stakeholders, partners and other interested parties and each Critical Friends Panel (CFP) is attended by two members of EMT.



Barry Hatton, Director of Asset Management, at our Critical Friends Panel

At our established CEO Panel, our CEO hears first-hand from senior representatives of key stakeholders and draws their external perspectives directly into our business planning. Our forums and focus groups enable business leads, project managers and field staff to hear first-hand from stakeholders on specific issues and gain valuable knowledge and insight.

Our culture

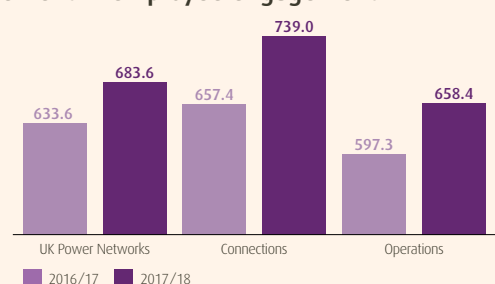
We recognise and celebrate the role of all our employees in stakeholder engagement. They are both stakeholders themselves as well as the eyes and ears of our business. Our annual Living our Values Awards recognise the contribution that our empowered, committed employees make to the company's ability to understand and serve our customers.

Every interaction with a customer or other stakeholder is an opportunity to learn about what our customers need and want from us. We have processes built into our operations to ensure that we capture and act on feedback.

By embedding stakeholder engagement in this way we are able to continuously improve the outcomes for our customers.

Strong employee engagement supports strong performance, and we survey staff every year to gauge how engaged they are. We were delighted to increase our annual employee engagement score from 633.6 (2016/17) to 683.6 (2017/18). The increase was driven by our field-based staff in connections and operations.

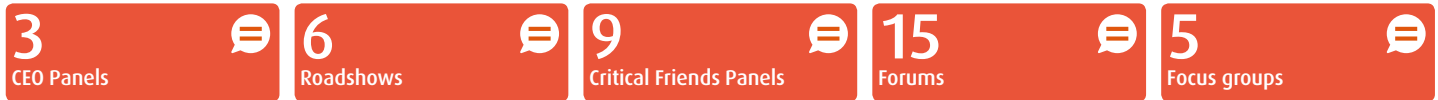
Improvement in employee engagement



02

Evolving our engagement strategy in 2017/18

We widened and deepened our stakeholder engagement in 2017/18, holding, on average, one principal engagement event every other week. We transformed our Critical Friends Panels (CFPs) into consumer panels with a set membership and terms of reference, and gave the independent chairs a greater role in setting the meeting agenda.



How engagement ensures our business plan reflects customer expectations:

- **CEO Panel** shapes our thinking on key strategic issues like vulnerability, future energy and RIIO-ED2.
- **CFPs** guide us on the areas that are changing or have changed since we consulted on our RIIO-ED1 business plan, and which areas we should then prioritise for engagement.
- **Roadshows** prioritise our long-term objectives to ensure they continue to reflect the priorities of our customers and help shape the projects and programmes that deliver these objectives.
- **Forums** enable specialist and aligned stakeholders to discuss how to respond to issues of common interest.
- **Focus groups/customer feedback/public policy** shape our thinking and understanding on specific issues.

Engagement mechanisms

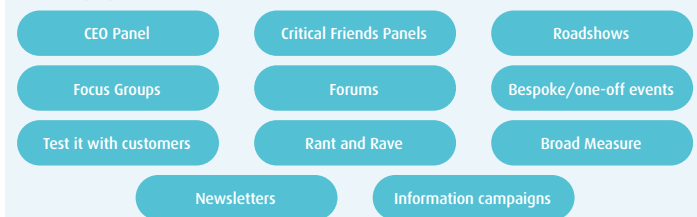
Find out more here:
www.ukpowernetworks.co.uk/clip2

- Our transformed CFPs identified five areas from our business plan that had changed or were likely to change and where we should therefore direct our engagement for 2017/18.
- Our Roadshows prioritised the objectives underpinning our vision and informed the projects/programmes to deliver our long-term objectives.

Critical Friends Panels		Roadshows	
Areas for engagement	% of vote	Long-term objectives	% of vote
Innovation/your future energy	22	The most reliable network	30
Social obligations	19	Safest DNO	21
Environment	13	The most satisfied customers	16
Reliability and availability	11	The lowest cost electricity distributor	9
Connections	11	The most socially responsible	9
Government policy/legislation	7	The best stakeholder engagement	8
Strategic planning	5	A place where people love to come to work	4
Customer service	5	The most innovative	3
Safety of employees and the public	4		
Brexit	3		

We have always recognised that no one size fits all, and our range of engagement mechanisms enable us to draw high-level thinking into our strategic planning; capture feedback on potential projects and plans; work in partnership to develop services on issues of common interest; build our understanding of the needs of specific groups and ensure our role is better known and understood.

Our engagement mechanisms



We established a Local Government forum this year

97%
of stakeholders said our events were useful

64%
increase in understanding of UK Power Networks

Engagement is a two-way process and it is important that stakeholders get something from their engagement with us. That is why we measure how useful stakeholders found our events.

As networks become increasingly important to fulfilling the UK's industrial and clean growth strategies we have sought to increase the understanding and knowledge of our role amongst stakeholders.

- We published an A-Z of Future Energy, www.ukpowernetworks.co.uk/future-energy-guide, built upon our Electric Vehicle (EV) guide for local councils by introducing EV guides for fleet operators and taxis, and developed a booklet to help MPs respond to constituent enquiries about our work.

Locations of our stakeholder engagement events



“Well run and engaging. Relevant topics and always interesting.”
Stakeholder at Partner's forum.

“Well done for exposing yourselves to the challenges of external scrutiny, it's not easy to do that.”
CEO Panel member.

Range of engagement mechanisms

Find out more here:
<http://futuresmart.ukpowernetworks.co.uk/>

Our engagement programme provides rich insight, a range of perspectives and a roadmap for building a sustainable company dedicated to serving our customers.

Summary of engagement mechanisms					
Mechanism	Number in 2017/18	Example topics	Example stakeholders	Example outputs	Example outcomes
CEO Panel	3	<ul style="list-style-type: none"> Future Energy Social Role RIO-ED2 	<ul style="list-style-type: none"> CEOs, directors and academics 	<ul style="list-style-type: none"> Inform customers and stakeholders about Future Energy Debated our consultation response to Ofgem 	<ul style="list-style-type: none"> Set strategy and targets to deliver our Social Role A-Z of Future Energy
Critical Friends Panel	9	<ul style="list-style-type: none"> Our stakeholder engagement, vulnerability and partnership strategy Our innovation strategy Future Energy including EVs 	<ul style="list-style-type: none"> Local authority Not for Profit sector Utility companies Community Energy 	<ul style="list-style-type: none"> Prioritisation on 2017/18 areas for engagement Endorsement of our vulnerability and partnership strategy Continue programmes that tackle fuel poverty 	<ul style="list-style-type: none"> Expanded engagement programme Increased number of fuel poverty programmes
Roadshows	6	<ul style="list-style-type: none"> Future Energy and innovation Social isolation Data and our vulnerability programme 	<ul style="list-style-type: none"> Parish councils Not for Profit sector Utility companies Community Energy 	<ul style="list-style-type: none"> Prioritised our objectives including reliability Educate children on energy efficiency Ensure PSR is up-to-date 	<ul style="list-style-type: none"> Piloted our MyBnk programme to educate children on energy efficiency Enhanced process for updating PSR New video explaining restoration process to customers
Forums	15	<ul style="list-style-type: none"> EVs PSR Losses Future Energy Distributed Energy Resources 	<ul style="list-style-type: none"> Utilities Energy industry Senior councillors Generators 	<ul style="list-style-type: none"> Educate customers about distributed generation Accelerate Active Network Management Improve data sharing 	<ul style="list-style-type: none"> Repowering London workshops on solar energy Accelerated Flexible Distributed Generator roll out by two years Developed utility data sharing agreements
Focus groups	5	<ul style="list-style-type: none"> Social isolation Life changes Willingness to pay 	<ul style="list-style-type: none"> Customers Charities Community groups 	<ul style="list-style-type: none"> Information should be inclusive Video is an important communication tool, especially for younger people 	<ul style="list-style-type: none"> Developed PSR information in easy-to-read format Established new partnerships with befriending charities
Bespoke events	128	<ul style="list-style-type: none"> PSR 105 Safety 	<ul style="list-style-type: none"> Agricultural stakeholders School children MPs and their staff 	<ul style="list-style-type: none"> Produce a caseworkers guide for MPs Target farm workers on safety 	<ul style="list-style-type: none"> Produced an MP's casework booklet New Farm Safety video launched
Market research	4	<ul style="list-style-type: none"> Website Customer guide to future energy Customer service 	<ul style="list-style-type: none"> Customers Charities 	<ul style="list-style-type: none"> Testing appetite and topics for the consumer Future Energy guide 	<ul style="list-style-type: none"> Produced A-Z of Future Energy
Communications channels	10	<ul style="list-style-type: none"> PSR Storm preparedness 	<ul style="list-style-type: none"> Councillors Customers Press 	<ul style="list-style-type: none"> Newsletters Media 	<ul style="list-style-type: none"> Greater customer resilience Increased awareness of PSR and 105

We have continued to balance our programme of principal engagement events such as CFPs and forums with local personal engagement, from community safety events to door knocking with emergency services, and energy cafes with Community Energy providers.

Future Energy – new engagement in 2017/18

Reflecting the rapid change in energy, and the transition of electricity to being both a utility and a commodity, we held a series of engagement events specifically on our Future Smart Strategy.

32 responses to our Distribution System Operator (Future Smart) consultation.

3,873 views of Future Smart website.

Stakeholders identified three new areas of vulnerability that would, along with customer engagement and fuel poverty, become relevant as energy changes.

90% of stakeholders agreed with our Future Smart strategy.



Introducing our 'Future Smart' strategy to stakeholders

Bringing engagement to our stakeholders

We have an enormous range of customers, from global conglomerates to local councillors and small farms to West End theatres and social housing. Our engagement activity gives them all a voice, with a particular focus on engaging with stakeholders whose expertise and knowledge enables us to shape policies and services that support vulnerable customers. Stakeholders represent diverse viewpoints, communities and levels of knowledge of UK Power Networks, so we carefully define the purpose and mechanism of our engagement with them.

We tailor our engagement in a way that delivers the maximum value for both parties. Refreshing our database every year enables us to maintain a broad and expanding pool of stakeholders, and ensures, ahead of the new data protection regulations, that stakeholders still wish to be contacted by us.



Discussing our innovation strategy at a Stakeholder Roadshow



Engaging with Stakeholders on Future Energy



Our new CFPs have a set membership and agreed terms of reference

"I found the event very beneficial both for my personal knowledge and for my residents. It was incredibly helpful in understanding the challenges of the energy industry and the emerging role of UK Power Networks in our energy industry. Kent County Councillor"

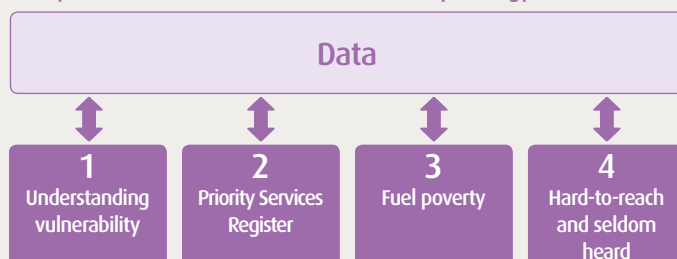
03

Our consumer vulnerability strategy

Our vulnerability strategy is to understand the needs of, and where appropriate support (especially in the event of a power cut), our customers who are more likely to suffer detriment, or substantially more detriment, than a typical customer.

Every year we review our vulnerability strategy with stakeholders to ensure it continues to evolve and reflect the changing nature of vulnerability. This year we paid particular attention to the role data plays in both the development and delivery of our vulnerability strategy. We recognise that the relationship between data and our strategy is symbiotic, with data shaping the direction of our strategy and its delivery through the provision of data-based insight and measurement, which then informs our planning.

Four pillars of UK Power Networks' Vulnerability Strategy



Each pillar is supported by objectives and targets, stakeholder and partnership maps and regular evaluation

Our role in tackling social issues relevant to vulnerable customers

We are committed to being the most socially responsible Distributed Network Operator, and recognise that our ability to tackle the social issues faced by customers in vulnerable circumstances requires us to look beyond energy issues.

- Our starting point is to reference statistical trends and socio-economic data, along with stakeholder and partner feedback to understand the different types of vulnerability in our society, and in particular in our regions.
For the first time in two years, UK consumers reported a worsening of their perception of their own financial situation in Quarter 2 2017. (Economic Well-being: April to June 2017 ONS.)
In our regions there are over 170,000 people currently receiving Universal Credit.
“There has been a big spike in foodbank demand since the introduction of Universal Credit.” Foodbank representative on CFP.

- We then look at data about vulnerability specific to the energy industry. Energy is almost 10% of overall expenditure for the poorest households.
In London 10.1% of households are in fuel poverty.
In the South East 9.4% of households are in fuel poverty.
In the East of England 7.8% of households are in fuel poverty.

CASE STUDY – Energy Efficiency Advice – MyBnk

We used the full spectrum of vulnerability data available to us, including data on schools’ pupil premium and household income to determine the schools where MyBnk would pilot its energy efficiency programme.



MyBnk targeted schools with high levels of pupil premium

- We then look closely at vulnerability issues that might directly impact our customers, specifically in relation to the services we provide.

CASE STUDY – Tailoring support to faith communities

Customer feedback identified that the advice we gave to customers about checking appliances after power was restored could not be followed by Orthodox Jews on the Shabbat as they are not permitted to touch electrical appliances. We therefore revised our customer service training.



We work with a number of different faith communities to understand their needs, including the Muslim community through Faith and Power

Four pillars of our consumer vulnerability strategy

1. Understanding vulnerability

To make use of the understanding and expertise of those who either have direct experience of different forms of vulnerability, or work closely with those who do, to build our understanding and enable us to tailor our service to meet their needs and/or provide additional support and services when required.

The richness of our engagement – with customers, politicians, the media and subject specialists – helps us understand that vulnerability is complex and multidimensional. A situation which might be comfortable for one resident might be a major issue for their neighbour. Our engagement, particularly in our forums and focus groups, is designed to increase our understanding of vulnerability.

2. Priority Services Register (PSR)

To reduce the impact of power cuts on customers who have a specific need or dependence on electricity by identifying those eligible for priority service.

The customers on our register have particular needs that are recognised as being exacerbated by a power cut. Therefore, it is essential that we know who they are and what needs they have so that we can develop services that will help them in the event of a power cut.

We also use the PSR to understand any communications needs that our customers may have to ensure we use the right channels to contact them.



Working with community partners to promote the PSR

3. Fuel poverty

To reduce the impact of energy bills for our customers who are financially vulnerable or living in fuel poverty, through targeted initiatives to provide energy efficiency and bill advice.

We regard those experiencing financial difficulty, specifically those in fuel poverty, as vulnerable. Furthermore, the causal link between poverty and ill health means that without help to reduce their fuel bills, these customers may develop health conditions that would further increase their vulnerability, and the need for our priority services.

We aim to make our customers aware of energy efficiency and wider money saving advice that might help them reduce their fuel bills, tackle debt, identify the best tariff for their needs and signpost benefits schemes that they may be entitled to.



We introduced SignLive for BSL users after attending Deaf Info 50 Plus

4. Hard-to-reach and seldom heard

To actively seek out those who are hard-to-reach (due to geography) or seldom heard because they experience barriers to accessing services or are under-represented in decision-making. To ensure their perspectives are reflected in our strategy and/or that they have the same access to the services we offer.

There is an inherent risk that the failure of mainstream methods of communication to reach these individuals and communities places this group at a disadvantage. We make a particular effort to identify and understand the needs of these groups, for example through our continuing work with the London Sustainability Exchange on engaging with the Muslim community and by organising a focus group on ‘rural and coastal vulnerability’.

Our PSR data strategy

Our ability to serve the most vulnerable customers depends on the accuracy of our data. Scam calling and mis-selling in recent years has left many people, especially customers in vulnerable circumstances, concerned about unsolicited calls. Our stakeholders have repeatedly told us that they did not want us to cold call customers on the PSR to check their details, because this could be mistaken for cold calling. We continue to follow that advice, however this year we asked stakeholders how we should enhance our process, and they told us they would like us to contact PSR customers by their preferred method of contact to check their details remain correct.

Actions we took to maintain the accuracy of our PSR data:

- ✓ Worked with carefully selected partners, to refer customers to our PSR, e.g. local councils, utilities.
- ✓ Used our interactive vulnerability mapping tool to target ways to increase awareness of our PSR, e.g. promoting the PSR on pharmacy bags.
- ✓ Purchased data against which to check the contact details on our PSR.
- ✓ Contacted PSR customers by their preferred contact method.
- 420,000 prescription bags distributed across 140 pharmacies.
- 83.46% of customer telephone numbers were valid, 16.54% of numbers were removed, 144,077 new telephone numbers added.
- ✓ The average age of our data on the PSR is 13 months.

Future Energy and vulnerability

This year we considered how our vulnerability strategy may be impacted by social isolation, living in a rural and coastal community and life changes. We also sought to increase our understanding of the implications Future Energy might have on our vulnerability strategy.

We considered adding a fifth pillar to our vulnerability strategy, to understand how Future Energy might change vulnerability. We discussed this with stakeholders and concluded that it is covered by the first pillar of our strategy, but we will continue to explore this issue.

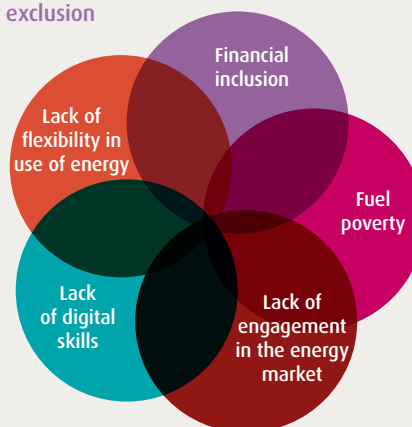
In the context of Future Energy we examined with stakeholders whether four types of personal circumstance, knowledge and skills might combine with aspects of Future Energy to limit an individual's ability to engage with the new energy market.

We identified which forms of vulnerability might interact with our Future Energy plans and make some of our customers 'significantly less able to represent their interests in the energy market'. Through research and engagement we identified the following themes: financial exclusion, fuel poverty, lack of digital skills, and lack of engagement in the energy market.

We brought this subject to our CEO Panel who endorsed that these four areas were relevant and added the lack of flexibility in use of electricity as a fifth area.

We have committed to commission research to understand how these five issues might broaden the circumstances that give rise to vulnerability, and what implications these might have for the service we provide.

Categories of exclusion



Our partnership strategy

Our strategy is to work with a wide range of partners to overcome limitations in our understanding of vulnerability and our ability to directly meet the needs of our customers in vulnerable situations. Working together we are able to provide effective support to our customers in vulnerable circumstances by utilising the expertise, knowledge, services and reach of our partners.

Partnerships both inform and then deliver our vulnerability strategy. They enable us to identify gaps in our understanding, build our knowledge and shape the services to customers in vulnerable circumstances – either together or by enhancing existing services.

In 2017/18 we reviewed all of our existing partnerships, mapping them against the four pillars of our vulnerability strategy to ensure they aligned to and delivered against them. The starting point for this was for us to set challenging targets for ourselves so we can fully understand what we want to deliver through our vulnerability strategy over the next three years. We were then able to review which partners could deliver the work required to meet those targets. This not only helped us to set targets for our partners to ensure the efficacy of the partnership but also to make sure we were working with the most appropriate partners.

CASE STUDY – MyBnk – enhancing an existing service to support vulnerable young adults leaving care

Our partnership strategy is about maximising the value of working together for both parties. Therefore we aim to identify programmes and networks that are already in place and enhance them where we can. The Money House programme was already being run by MyBnk when we partnered with them to deliver an energy efficiency programme into schools. However, although the Money House supported young adults moving from residential care to independent living, there was minimal advice on the management of energy bills and nothing on smart meters. We worked with MyBnk to design an energy savings programme that could slot into their existing programme, and improve the outcomes for the young people going through the Money House.

60 young people went through the Money House programme.



MyBnk's Money House gives young people the skills they need to live independently

How we evolved our vulnerability strategy in 2017/18

1. Understanding vulnerability

- We ran focus groups on social isolation, the needs of older people living with dementia and customers who have experienced a life change.

2. Priority Services Register

We focused our work on two areas:

- Increasing the number of customers registered against specific needs codes that have been under-represented when compared against the percentage of the population in that category.
- Leading a joint DNO project to predict changes in the PSR over the next decade.

Part 3 of our submission explains how we have developed these areas and the impact this has had on customers and stakeholders.

3. Fuel poverty

- Providing advice to 100,000 customers including 2,000 customers face to face
- Piloting a schools' and young adults, programme on energy efficiency with leading financial capability charity MyBnk.

4. Hard-to-reach and seldom heard

- We engaged with the deaf and hard of hearing community to increase our understanding of the communication preferences of this group of customers, and introduced Sign Live for British Sign Language (BSL) users.
- Extended the Faith and Power programme to 15 mosques and into parts of the South East region.



We are recruiting a new generation of engineers



Our network is the most reliable



We engaged 134,479 young people on safety

04

Acting on feedback to deliver outcomes

This table summarises the outputs from our engagement, the 225 actions we took in response to those outputs and the 212 outcomes these delivered to customers and stakeholders. There are additional outcomes throughout parts 2 and 3 of the submission, identified by this icon:

Source	What stakeholders told us	Actions	Action we took	Outcome/benefit to customers
Future ready grid				
Forum	Accelerate Active Network Management rollout	1	Flexible Distribution Generation (FDG) rolled out across all regions	138 MW+ of FDG connected; FDG has saved customers £76m
Various	Consider impact of future energy on vulnerability	2-3	CEO Panel & Partners Forum discussed potential changes in vulnerability	Identified 5 new vulnerability issues; commissioning research to understand role in addressing these
Forum	Help customers to understand Distributed Energy Resources opportunities/choices	4-5	Information on DER opportunities on new website; Repowering London held workshops on solar energy; published A-Z of Future Energy	4 workshops held by Repowering London ; 1st DNO A-Z of Future Energy
Bespoke	Help customers understand future energy	6	Published A-Z of Future Energy for customers	Easy to understand non-technical information for customers
Bespoke	Help customers understand smart meters	7	Included smart meter information in new A-Z guide	Published 1st DNO A-Z of Future Energy
Bespoke	Help stakeholders understand smart meters	8	Hosted briefing visit for BEIS Smart Metering team	Increased Government understanding of engaging hard to reach customers in the smart meter roll-out
Forum	Don't limit your vulnerability work to fuel poverty	9	'Life Change' focus group identified new forms of vulnerability to consider	Partnered with Wavelength who work with refugees, ex-homeless, domestic violence survivors & ex-offenders
Various	Increase awareness about future energy	10	Discussed Future Energy at Local Government Forum	New Councillor FAQ includes Future Energy advice
CFPs	Increase awareness about future energy	11-13	Engaged stakeholders at 3 Roadshows	90% agreed with Future Energy Strategy
CFPs	Increase awareness about future energy	14	Multi-channel engagement on Future Energy strategy	32 consultation responses; 89% increase in stakeholder understanding of Future Energy; 89% said UKPN were a thought leader on DSO
Forum	Increase Local Authorities' knowledge of EV	15-16	Distributed EV Guide for Local Authorities (LA); shared LA EV guide with WPD	Over 1,000 guides distributed; WPD based their LA EV guide on ours
Forum	Increase Local Authorities' knowledge of EV	17-18	Established dedicated EV email address for LAs & responded to 156 email enquiries	Improved support to councils on EV charger rollout
Various	Increase Local Authorities' understanding of EVs	19	Presented EV strategy at Local Government forum	100% of stakeholders said EV was important
Customer	Make smart meter installation easier for customers	20	Piloted joint appointment booking service with supplier	Customer satisfaction of installation increased from 85% to 90%
Forum	Open up flexibility markets	21	Developed & ran UK's 1st flexibility tender	35.4 MW of flexibility services offered; capacity delivered at lower cost to customers than traditional reinforcement
Forum	Provide FDG customers with real-time information on ANM events	22	Co-designed new web portal with & for FDG customers	202 customers engaged; simplified process/saved time for customers
Various	Support Community Energy	23-24	Developed a Community Hub; co-founded Local Energy East	Improved revenues for local generators which should lower customer bills
CFPs	Support low carbon transition	25	Ran Future Energy session at DER Forum	4.51 GW of renewable energy now connected on our network
Forum	Provide customers with more choice & flexibility	26	Provided a greater level of choice & flexibility	171 MW battery storage connected including the UK's biggest battery
Bespoke	Prioritise engagement with fleet/freight community on EV	27-28	Presented at LoCity & held bilateral meetings	Produced EV guide for fleet operators; over 300 distributed
Various	Facilitate the uptake of EV	29	Established multi-million pound 'EV' strategy	Informed a portfolio of vehicle to grid projects worth £25m
CFP	Collaborate with Government to increase knowledge of EVs	30	Hosted briefing visit for 20 OLEV employees	Increased Government understanding of impact of EV
Various	Support Community Energy	31	Met with Community Energy England	Learning will inform new Community Energy advice page
CFP	Learn from international good practice on EVs	32-33	Engaged with Dutch DNOs & EV companies	Updated our EV Engineering Design Standard; agreement with Zapmap to use their data to refine our forecasting
CFPs	Prioritise public transport providers for EV engagement	34	Collaborated with the bus operators to support electrification of bus garages	1st full year of operation of 1st bus garage saved 900 tonnes of CO ₂ emissions; 2 new bus garages electrified
CFPs	Prioritise public transport providers for EV engagement	35-36	Produced a new guide & held a stakeholder event on electrifying taxis	66% of stakeholders wanted further events; estimated 71% reduction in network upgrade from using smart charging for taxis
Roadshows	Help to improve air quality in London	37	Dedicated team supported the rollout of rapid chargers for taxis	Connected 75 rapid charging posts across London
Improved & inclusive customer service				
Bespoke	70% of customers use mobile/tablet in a power cut	38	New website designed to be mobile compatible	Website customer satisfaction increased from 67% to 98%
Focus group	Base service for vulnerable customers on personal need	39	Changed process for sending emergency box to blind customers	PSR customer satisfaction increased from 8.93 to 9.23
Roadshows	Business customers require different information in a power cut	40	Introduced specific messaging for business customers	Broad measure score for Customer Interceptions 8.82
Customer	EGS payments claim forms should be online	41	Made forms available online	1,100 customers sent link in Storm David; claims processing reduced by 5 days; costs reduced by £1 per customer
CEO Panel	Corporate Social Responsibility should be business KPI	42-43	Added Most Socially Responsible to business targets & BITC benchmarked performance	BITC ranked UK Power Networks (UKPN) as a 1.5 star company
Roadshows	Help customers & councils identify where street furniture faults have been reported	44	Developed UK's 1st street light fault map showing reported faults & date of repair	Map visited more than 14,000 times since its launch at end of November
Roadshows	Help customers understand how power is restored in major events	45	Published new power restoration video	New video advice on power restoration
Forum	Make it easier to apply for a new connection	46-47	New web process allows connection customers to apply online & download a PDF of the application form	35,750 new connection applications made
Focus group	Ensure staff are trained to talk to people in vulnerable circumstances	48	Provided extensive vulnerability training programme to customer facing staff	Delivered 4,269 hours of vulnerability training
Roadshows	Ensure your PSR is up-to-date	49	Ran extensive data cleansing programme	1,463,140 telephone numbers checked; 83.46% of numbers validated; 16.54% of numbers removed; 144,077 new telephone numbers added; all PSR customers contacted if not contacted in the last 13 months
Forum	Minimise mobile battery use when viewing power cut website	50-51	Reduced the data size of website; provided list (less data) option for power cut information	Reduced energy from mobile battery required to view website
Roadshows	Mobile coverage is limited, use offline channels to communicate in power cuts	52-53	Storm prepare advice issued to local media & stakeholders so advice could be shared on the ground	35 radio updates; 4,500 councillors; 2,500 parish councils & 169 MPs contacted in Storm David; 2,686 stakeholders contacted in 'Beast from East'
Roadshows	On the ground support in power cuts is important	54	Continued to deploy Customer Champions in power cuts	Customer champions employed 759 times during outages
Customer	Avoid planned maintenance shut downs in winter	55	Revised policy so only urgent shutdowns take place in winter	2,906 winter shutdowns in 2017/18, versus 3,303 in 2016/17
Roadshows	Prioritise welfare support to vulnerable customers in major event	56	Moved generator despatch pilot scheme to BAU	94 generators despatched to customers in Storm David
Roadshows	Provide ETR by region, if individual job ETRs unknown, in major incidents	57	Ran pilot to provide region ETR in Storm David	11% decrease in calls to contact centre during Storm David
Various	Provide inclusive information for people with learning disabilities	58-59	Explored inclusivity with stakeholders, including bespoke session with Mind	1st DNO to produce information in easy read format; retained BSI accreditation
Customer	SMS updates should include summary from sign-up point	60	1st SMS to customer summarises power cut & response	Supply Interruption customer satisfaction increased to 8.82
Roadshows	Social media is an important channel for some customers	61	Increased support for Facebook Messenger	Interactions increased by 60%, but average response time reduced by 50%
Focus group	Some customers rely solely on electricity	62	Off gas data is included in vulnerability map	Used off gas data to plan our welfare support for outages
Roadshows	Consider vulnerable people when planning outages	63	Operational staff access our vulnerability mapping tool to decide whether to work live	80% of our tree trimming clearance is now cleared live
Focus group	Take-aways don't deliver in my rural community	64	Increased support from our Community Support Vehicles	During Storm David they supplied 2.7k meals
Focus group	Video is an important tool to reach young people	65	Developed a video on energy savings advice	In the first 5 days the video had over 400 views
Focus group	Poor access/inclusivity can increase isolation	66-68	Produced to easy read guidance; launched SignLive for BSL users; made forms compatible with Browsealoud	Maintained BSI 18477:2010 accreditation for inclusive service provision
Market research	Make your website usable by people with visual impairments	69-70	Changed colours & font sizes to make them compatible with screen readers	On track to receive AA rating from AbilityNet for our redesigned website
Roadshows	Your website should be improved	71	Co-designed & tested the new website with over 250 customers	Customer satisfaction score increased from 67% to 98%; website on track for Plain English accreditation; use of website increased from 1.6 to 3.2 million
Bespoke	Your website should be easy to use	72-74	Set up a Digital Customer Testing Panel; adopted best practice from outside our industry; added 'tracker' function similar to online deliveries	Website customer satisfaction score increased from 67% to 98%
Bespoke	Your website should be easy to use	75-77	Prioritised information on ETRs, location, number of customers affected, based on feedback	Website satisfaction score increased from 67% to 98%
CFPs	Produce summary of annual performance by DNO	78	Produced regional summaries	Easier to understand performance reports for stakeholders
Forum	Improve pre-application support for street furniture connections	79	Introduced a highway services 'Ask the expert' service	29 surgeries held this year, satisfaction rating 9.52
Forum	Reduce lead times associated with unmetered connections	80	Workshop held; improvement actions identified, shared & agreed with customers	Improved process for emergency/transfer connections
Forum	Improve the communication around connections & outage management	81	Shared guidance & standards for high priority no-supply/faults related to street lighting	89% customer satisfaction achieved for the delivery of works in independent customer survey
Focus group	Keep customers informed in a power cut	82-83	Increased number of text & voice messages to customers in a power cut	Storm David: 30,365 Proactive PSR messages; 56,545 Proactive customer messages; 50,099 voice/SMS updates

Source	What stakeholders told us	Actions	Action we took	Outcome/benefit to customers
Forums	Work with other utilities	84	Co-produced the Dementia Friendly Utilities Guide	Consistent approach to customer service for people with dementia
Roadshows	Provide multiple channels for customers to contact you	85-87	Customer channels increased to 22	Increased customer satisfaction score to 8.74/10
Improving reliability				
Customer	Make it easier to find cable plans	88	Ran customer trial on plan provision on new web based portal	100% increase in the number of plans being accessed; 40% reduction in damage
Roadshows	Network reliability should be the 1st priority	89-90	Added APRS to an extra 1,164 locations & introduced control to 712 secondary substations	CMLs reduced from 45.7 to 33.6 and CI reduced from 48 to 38.3 over the past 5 years
Various	Network reliability should be the 1st priority	91	Piloted low voltage reclosing devices in place of fuses	40 units deployed in London area CMLs 16.7 & CIs 14.2 for London
Various	Network reliability should be the 1st priority	92	Used network performance data to prioritise asset replacement	CMLs 16.7 & CIs 14.2 for London
Various	Work with other utilities	93	Worked with Thames Water to reduce the number of cable strikes	Cable strikes by Thames Water have reduced by 38% in two years
Various	Network reliability should be the 1st Priority	94	Cabinet Office undertook organisational resilience review	UKPN organisational resilience improved to level 4
Keeping customers safe				
Roadshows	Farmers were concerned about overhead lines	95	Led DNO joint 'Look up Look out' campaign	Press coverage = 4 TV broadcasts of interviews with our Head of Safety; articles in Farmers Weekly & Your Horse
Roadshows	Safety is a priority	96	Targeted communications at high risk sectors	Distributed, 5,766 'Think Before you Dig' cab stickers/leaflets; injuries to public decreased from 294 to 232
Roadshows	Safety is a priority	97	Led award winning DNO joint 'Look up Look out' campaign	4 TV broadcast interviews; article in Farmers Weekly & Your Horse
Roadshows	Safety is a priority	98	Continued farm safety campaign	5,993 people engaged through SHADS agricultural college talks & public safety events
Roadshows	Safety is a priority	99	Specialist team now deal with calls on low or grounded power lines	Control engineers identify location of downed line & cut power during call
Roadshows	Safety is a priority	100	Ran a large scale multi channel public safety campaign	350k people engaged with safety messages
Roadshows	School children should be educated on safety & electricity	101	Continued children's safety programme	548 young people engaged at school; 35k students at youth events; 98k visits to 'Power Up' youth website
Safeguarding the environment				
CFPs	Consider electrifying your own fleet	102	Piloting use of EV in fleet	Estimated 16,000kg of CO ₂ reduction PA from pilot
Roadshows	Consider your impact on the environment	103	Removed disposable coffee cups from offices	Reduced disposable cups sent to landfill by 400 a month
CFPs	Focus on fly tipping & littering around sub-stations	104	Inspected 55,000 sites	480 tonnes of vegetation removed; 200 tonnes of trees cut; 500 anti-fly tipping signs installed; several dummy CCTV cameras installed
CFPs	Supporting low carbon energy transition is important	105	Consulted on Future Energy Strategy	79% of stakeholders believe we are supporting low carbon transition
Roadshows	Consider your impact on the environment	106	Added more bird diverters to protect birds	300 bird diverters installed to reduce cable strike
Customer	Increase tree clearing in Painshill Park to open up an important vista	107	Increased the level of clearing we undertook	Opened up a viewing point in the park
Roadshows	Consider your impact on the environment	108	Installed NoiseTrap panels on substation	Reduced noise levels from that of a noisy restaurant to that of a library
Skilled & engaged staff				
CEO Panel	Compare performance against companies other than DNOs	109	Undertook benchmarking to compare us to non energy companies	Only utility in the top 25 best companies to work for; 2nd Investors in People gold accreditation
CFPs	How will you recruit the workforce of the future?	110	We have 8 trained STEMnet ambassadors engaging in schools	Our ambassadors attended & presented at 5 events in the first 4 months since the STEMnet initiative began
CFPs	How will you recruit the workforce of the future?	111	Attended Student Pride recruitment fair	Over 1,000 LGBT students attended fair increasing diversity of our talent pool
Improving customer & stakeholder awareness				
Forum	Develop a Councillors FAQ	112	FAQs developed with feedback from councillors	100% of councillors surveyed said FAQ was useful
Roadshows	Make your vulnerability map available to partners	113	Held webinar sessions on using our vulnerability map	Vulnerability map shared with 7 stakeholders
Bespoke	MPs' staff don't always know who UKPN is	114-117	Developed a casework guide for MPs' offices; Held 'lunch & learns' for MPs' researchers	82% of MPs' researchers said the guide would be useful; understanding of UKPN increased from 41% to 84%
CFP/Focus group	UK Power Networks should help partners promote their other services	118	Logos on partners page now link to partner websites	Increased use of partner network to tackle relevant social issues beyond energy
Extra help in a power cut				
CFPs	Collaborate with community organisations	119-124	Participated in 6 community information sharing events	Expanded community based advice delivery
Forum	Consider other hard-to-reach people	125	Partnered with a women's refuge to offer advice	Promoted advice with Lighthouse women's aid
Roadshows	Contact PSR customers by preferred channel to update records	126	Contacted all PSR customers not contacted in last 13 months	176,664 records updated & deleted. PSR customer satisfaction score 9.23
Focus group	Customers in rural areas often buy frozen food in bulk	127-128	Added information on fridges/freezers to resilience advice; prioritised this advice on new website	Resilience advice sent to 435,436 new PSR customers
CEO Panel	Don't limit your vulnerability work to fuel poverty	129-130	Ran focus groups on social isolation & life changes	Provided advice via befriending services on charity website
Focus group	Mobile/broadband poor in some remote communities	131	Explored how we could use mobile coverage data	Mobile coverage now considered when planning welfare
Various	GP surgeries are good place to promote the PSR	132-133	PSR advertised on waiting room digital screen; PSR registration sessions in GP surgeries	Shared PSR information in 40 GP surgeries
CFPs	Housing associations are a key stakeholder	134	Collaborated with Orwall housing association	Promotion of our PSR & energy efficiency leaflet
Customer	Orthodox Jewish customers cannot touch electrical appliances during Shabbat	135	Discussed what advice would help this specific customer group	Tailored advice for customers of specific faith
Focus group	Libraries are important contact point in hard to reach areas	136	Identified libraries in rural communities with high levels of deprivation	PSR information shared with 166 libraries/community hubs
Forum	Make every contact with PSR customers count	137	All PSR customers given energy efficiency advice	1,444,386 PSR customers received energy efficiency advice
Roadshows	More people should be aware of the PSR	138	PSR advertised on 420,000 prescription bags across 140 pharmacies	15% increase in PSR registrations
Roadshows	More people should know what UKPN does	139-140	Increased media/social media & number of engagement events	Awareness of UKPN has increased from 54% to 70%
Focus group	Older people may need persuasion to sign up to the PSR	141-143	Attended 10 'Age well' events; promoted PSR at UKPN retired staff lunches; worked with Lambeth Age UK	70 sign retired UKPN staff registered on PSR; 15% increase in registrations against pensionable age
Roadshows	Prioritise welfare support to vulnerable customers in major events	144	Doubled the number of Community Support Vehicles during major events	Community vehicles supported 56,052 customers
Roadshows	Promote PSR with parish councils	145-146	Distributed parish council kits at Roadshows & attended parish council meetings	95 parish council kits distributed; 13% of new PSR registrations from councils and parish councils
CEO Panel	Social isolation should be considered	147-149	Discussed social isolation at focus group, Partners Forum & Roadshows	Equipped befriending charities to provide advice
Roadshows	Support carers as well as the vulnerable people they support	150	Ran PSR/energy efficiency training with Suffolk Family Carers	Provided resilience advice to over 270 family carers; 136 emergency boxes & 416 energy efficiency booklets. 251 new PSR registrations
CFPs	Use British Red Cross new community volunteers	151	Approached contract manager from BRC to understand the role & agreed next steps	Working on a programme to train community volunteers on PSR & energy savings
Roadshows	Use different channels to promote PSR	152-154	Explained the PSR at the MPs' researcher 'lunch & learns'	88% said their MP would promote the PSR on their websites
Customer	Use of glow stick in the emergency box is unclear	155	Discussed the Emergency Box at the Partners Forum	Glow stick replaced by a room temperature guide
Focus group	Customers with dementia need familiar objects in a power cut	156	Discussed alternative torches with the partners	Replaced current torch with a freestanding LED torch
Forum	Work with faith groups	157-158	Shared PSR information with churches; continued 'Faith & Power'	12 dioceses & 10 churches received PSR information; 15 mosques supported by Faith & Power
CFPs	Work with Fire & Rescue Services	159	Partnered with Essex Fire Services	104 direct referrals to the PSR; increased awareness of the PSR
Forum	Work with other utilities	160-162	Data sharing agreements with Thames Water, Cadent & SGN	Total PSR referrals = 1,283
Forum	Work with other utilities	161	Developed a Dementia Friends Managers' training kit	Provided Dementia Friends training to 9 other utilities
CFPs	Make better connections with health care services	163-164	Partnered with NEA to supply winter warm boxes to people leaving hospital & registering them on PSR	35 packs supplied at Ipswich hospital
Reducing energy bills				
Focus group	Train community groups that support hard to reach groups	165-178	Fuel poverty training delivered to 14 community groups	Improved reach to hard-to-reach/seldom heard customers
CFPs	Universal Credit has increased foodbank demand & financial vulnerability	179-188	Supported energy support desk in 10 food banks	182 people received face-to-face energy advice
Forum	Use children's pester power to deliver energy efficiency advice to parents	189-194	Piloted MyBnk energy efficiency advice in 6 schools in areas of high levels of deprivation	257 children received advice; 50% pledged to turn off lights; 1% of income of fuel poor householder saved if all 5 tips followed
CFPs	Clarify role in tackling fuel poverty	195	Set targets for energy efficiency advice	Provided energy efficiency advice to 738,889 customers; face-to-face advice to 4,702; resulting in £232,014 of customer savings
Focus group	Use offline channels in areas with limited broadband access	196	Outreach with Rural Coffee Caravan	3,990 people provided bill & energy efficiency advice
CFPs	Continue to develop programmes on fuel poverty (FP)	197-199	Increased number of FP partnership programmes	Customer savings: £289,208 (Citizen's Advice Referral Scheme = £78,102, Repowering London = £46,024, CES = £86,736, LxS = £21,152 MyBnk = £28,597)
CFPs	Tenants in private sector may be vulnerable	200-214	Ran 15 energy efficiency sessions at resident association meetings	225 attended, 13 home energy audits including energy bill checking, resolution of billing issues, energy efficiency advice & installation of energy efficiency measures
Various	Work with other utilities	215	Agreed joint KPIs on sharing utilities booklet on safety & energy efficiency advice	40,209 booklets sent to PSR customers; details of utility guide included in over 10,000 newsletters to stakeholders
Various	Support to vulnerable consumers	216-225	10 further actions in part 3 arising from our engagement	24 outcomes delivered with benefits to vulnerable consumers

05

Evaluating our stakeholder engagement



8.74
customer satisfaction
(Ofgem Broad Measure)

92%
BITC score for stakeholder
engagement

64%
increase in stakeholder
understanding of UK Power
Networks

Stakeholder evaluation

We ask stakeholders to evaluate our engagement.

Feedback	CFP	Roadshows	Cross Utilities Forum	Partners Forum	Rural and coastal focus group	Local Government forum
% Positive	95	97	100	97	100	96

“I found the UK Power Networks Local Government Forum very interesting, particularly hearing about how the electricity network is changing to improve reliability and how smart technology could benefit local residents. Sevenoaks District Councillor.”

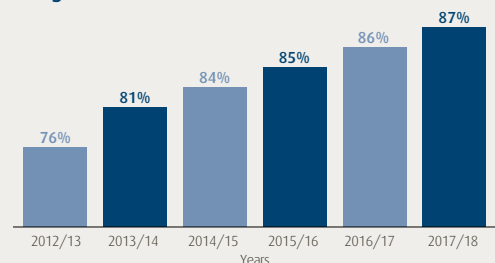
Customer satisfaction

Effective stakeholder engagement is critical to our ability to understand and meet the expectations of our customers. Customer satisfaction, as measured by Ofgem's Broad Measure, is therefore a useful indicator of how effectively we are listening to and acting on the feedback from our stakeholders to improve the service we deliver to all of our customers.

We have increased customer satisfaction by 11 percentage points since 2012/13.

“I'm writing to thank you for brilliant helpful customer service. From my first contact with your customer service department your team has been absolutely wonderful. All calls returned, sympathetic hearing, helpful response at a very busy time of year (Easter). I just can't praise you highly enough. My experience with utility companies is generally dismal but UK Power Networks have been amazing! Thank you! Customer.”

Ofgem Broad Measure of Customer Satisfaction



Independent audit



We engaged AccountAbility to provide an independent assurance review of our Stakeholder Engagement and Consumer Vulnerability performance against AA1000 AccountAbility Principles (AA1000AP, 2008) and the AccountAbility Stakeholder Engagement Standard (2015). AccountAbility reviewed relevant documentation, management systems and processes, and interviewed managers responsible for stakeholder and customer engagement, vulnerability and other internal and external stakeholders.

Extract from AccountAbility Audit

“UK Power Networks has a coherent stakeholder engagement strategy, which is underpinned by (AA1000AP, 2008) and the AA1000 Stakeholder Engagement Standard (2015). The strategy remains largely unchanged from 2017, but has been strengthened by a more formalised process of integrating stakeholder engagement outputs and insights into the business planning cycle, which in turn is formally connected to the engagement strategy process. The strong involvement from senior management underlines the importance of the stakeholder management and engagement process to the business. It sets a positive example, and drives culture and behavioural expectations for the whole of the company. Furthermore, the opportunity to engage directly with and gain access to senior management at UK Power Networks is well received and appreciated by external stakeholders.”

Accreditations



We retained British Standard Institution (BSI) accreditation for inclusive service provision in 2018. The accreditation is awarded in recognition for the extra services we provide to vulnerable customers, including those with mobility problems or other health conditions.

BSI inspectors assessed our services and visited several of the company's offices to audit the way employees help vulnerable customers, and how we manage our Priority Services Register.

“By achieving verification against BS 18477, UK Power Networks has demonstrated that they have the relevant policies and procedures, training plans and fair and accessible practices in place when dealing with consumers. Identifying and responding to consumer vulnerability is important for any organisation dealing with the public and we're delighted to have supported the team with this achievement.”



We were pleased to again retain Action on Hearing Loss accreditation: “Louder than Words.”

Louder than Words™ is a nationally recognised accreditation for organisations striving to offer excellent levels of service and accessibility for customers and employees who are deaf or have a hearing loss.



Dementia Friendly Over 3,000 of our staff have completed Dementia awareness training.



Award for Diversity and Inclusiveness Recognition for our work demonstrating diversity and inclusion in engineering.



Ability Net on track to achieve an AA website accessibility rating.



QCF Customer Service 150 customer services staff passed their QCF qualifications in Customer Service.



Organisational Resilience The Cabinet Office Emergency Planning College assessed our organisational resilience to be level 4 across all areas against BS65000. Level 4 is the highest level appropriate to a DNO.



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