


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

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME 2017-18	
<div><p>Making a positive difference for energy consumers</p></div> <div>PART 1 SUBMISSION ENTRY FORM</div>	
COMPANY DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: National Grid Licensee(s): Electricity Transmission Address: Warwick Technology Park Gallows Hill Warwick CV34 6DA	Name: Hêdd Roberts Title: Head of Customer & Stakeholder, Electricity Transmission Owner Email: Hedd.Roberts@nationalgrid.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 (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 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>UK Transmission Stakeholder Engagement Strategy</p> <p>Accountability independent audit – AA1000SES</p>	<p>We have updated our UK Transmission engagement strategy a copy of which has been submitted with our submission as an additional document. Please also see page 2 of our submission for details on our engagement strategy.</p> <p>This year we have embedded our strategy further within our business. Our refreshed engagement strategy remains centred around the AA1000SES principles with the aim of:</p> <ul style="list-style-type: none"> - Creating a consistent approach to engagement across the Electricity Transmission Owner business, - Focusing on the outcomes of our engagement so we are delivering what our stakeholders (and we) need from it, - Making sure the benefits of our engagement are clear, measurable and deliver value to consumers, - Incorporating outcomes of engagement into business decisions and clearly communicating how we have made decisions; and - Making sure we commit to continually improving how we engage. <p>With specific regard to ‘how the network company keeps stakeholders informed about relevant issues, business activities, decision making and other developments’ and ‘How the network company enables timely input and feedback from stakeholders via appropriate mechanisms to inform decision making’ please refer to pages 6-10 of our engagement strategy, which explains the process we follow based on AA1000SES to meet this. For example:</p> <ul style="list-style-type: none"> - Be inclusive with our stakeholders and make it as easy as possible for them to engage with us (engagement will be inclusive. No-one will be excluded due to a particular barrier, including lack of knowledge). - Brief stakeholders so they are appropriately informed in advance (all stakeholders can equally take part in the process from a position of knowledge). - Report on our stakeholder engagement (stakeholders are aware of our range of engagement activities so have greater opportunities to take part, provide feedback and understand how we are acting on what they tell us) <p>A further change to our overall strategy for 2017/18 has been to create more alignment between the engagement we do and our stakeholders’ priorities (see page 3 of our submission). We have confirmed what our stakeholders want us to prioritise, and have started to reflect their feedback into our business plans. Part two of our submission provides examples of how we have engaged on the stakeholder priority areas.</p> <p>We have made efforts across the Electricity Transmission business to focus more on our stakeholders and to make them a greater part of our decision-making process. This has been endorsed and driven by our senior leadership team from our CEO downwards and incorporated in our engagement strategy (see page 2 of our submission) which is much more closely linked to our stakeholders and our role as a company. We are also using immersion, the Net Promoter System and satisfaction surveys to listen and act on stakeholder feedback (please see page 9 of our submission). The independent health check carried out by Accountability has reported that our updated stakeholder engagement strategy is aligned more closely to our organisation’s overall strategy and stakeholder engagement vision and commitment (please see page 5 in our submission).</p>
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<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 of stakeholder perspectives.</p>	<p>UK Transmission Stakeholder Engagement Strategy</p> <p>Stakeholder websites: Talking Networks and Connecting</p> <p>Stakeholder Engagement Workshops</p> <p>Accountability independent audit - AA1000SES</p> <p>Part 2 case studies</p>	<p>Due to the nature of the industry we are in, it's important that we not only engage with a wide range of stakeholders, but we need to have a consistent approach that works for them and meets their needs. Our engagement strategy is based around the themes of AA1000SES. Before beginning any engagement process we make sure its purpose and desired outcomes are aligned to one or more of our stakeholder priorities. Our engagement plans start by identifying who needs to be engaged and what their level of knowledge and interest is.</p> <p>We continue to use our traditional engagement methods of workshops, seminars, publications, online consultation and meetings whilst adopting new approaches such as vehicle events, immersion sessions and the Net Promoter System (NPS). We use both our dedicated stakeholder website, Talking Networks and our Connecting Website to share news and encourage industry debate. Some examples of how we tailor our engagement can be found in the table on page 7 of our submission.</p> <p>As an example, as part of our annual stakeholder engagement programme, we held three workshops during July 2017, and ran an online consultation for those who were unable to attend our workshops (please see pages 8 and 13). The aim of these workshops and the consultation was to listen to our stakeholders, establish their priorities and shape the topics for our future engagement. In Autumn 2017, we also commissioned further research with over 2,000 household consumers to understand their priorities (please see page 7). To support this the external health check completed by Accountability reported that we have a more active and mature approach to listening to our stakeholders with good evidence of integrating outputs and learnings back into the business.</p> <p>Part 2 of our submission also provides examples of informing and engaging with stakeholders through different mechanisms.</p>
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The network company can demonstrate it is acting on input / feedback from stakeholders.	UK Transmission Stakeholder Engagement Strategy	Feedback from stakeholders helps us establish if we are delivering what our stakeholders need, and to the standard they expect. It also informs our future strategy so we can make better business decisions. This year we have broadened our processes for gaining insights from our stakeholders, for example, using immersion events, the Net Promoter System, revised capability training, director meetings with key stakeholders, satisfaction surveys and continued review of our Stakeholder Advisory Panel satisfaction survey (see pages 9 and 10 of our submission).
	Satisfaction Survey (2017/18)	Having processes in place to bring feedback from stakeholders into the business is just one part of the equation; we recognise the importance of then acting on the feedback we receive (please see page 10 of our submission).
	Accountability independent audit - AA1000SES	One of the founding principles for AA1000SES, the standard we are aligned to, is acting on feedback. The independent health check has concluded that we as a transmission business have reached an advanced level of stakeholder engagement performance management and measurement. The introduction of the Net Promoter System and immersion has added value by providing stakeholders with the opportunity to provide feedback on our engagement process and helping us to ensure that this feedback is acted on. An example of this is our work with e.on and their domestic customers (please see page 7 of our submission). There has also been a steady increase of positive feedback and acknowledgement of the value and quality of our stakeholder efforts and activities (please see our satisfaction survey on page 10).
	Part 2 Case Studies	Part two of our submission provides examples of how we have acted on feedback. For example from our Electricity Transmission Owner workshops we have established our stakeholder priorities and an example of this is to reflect their views within our current and future business plans (please see page 13).