

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Scotia Gas Networks
Licensee(s): Scotland Gas Networks
Southern Gas Networks
Address: St Lawrence House
Station Approach
Horley, Surrey
Postcode: RH6 9HJ

CONTACT DETAILS: (please complete)

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THE RULES:

1. Refer to the accompanying guidance notes for your Stakeholder Engagement Incentive Scheme.
2. Fill out this entry form and attach it to your overview of evidence. The overview of evidence and all supplementary information should be referenced to this entry form.
3. Entry form should not exceed four A4 pages in total. Overview of evidence should not exceed ten A4 pages.
4. Complete applications must be received at Ofgem by **no later than 5pm on the final Friday in May, the year following the regulatory year in question.** They should be sent to connections@ofgem.gov.uk electronically, with a hard copy sent to:
Distribution Policy Team, Ofgem, 9 Millbank, London SW1P 3GE

MINIMUM REQUIREMENTS

Please provide supporting evidence and high level overview of how your company has met the minimum requirements set out below:	Evidence submitted within application (ie, evaluation, assurance report, survey, etc.)	Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/information within submission
<p>The network company has a comprehensive and up to date stakeholder engagement strategy, which sets out:</p> <ul style="list-style-type: none"> - how the network company keeps stakeholders informed about relevant issues, business activities, decision-making and other developments; - how the network company enables timely input and feedback from stakeholders via appropriate mechanisms to inform decision making. 	Assurance statement from PwC	Part One, page one: Details our independent assurance report from PwC including assurance of Part One of our submission for our stakeholder engagement improvements and activities for 2015/16. This demonstrates what we have written is a true and accurate reflection of the development of our Stakeholder Engagement strategy, and our engagement activities.
	Updated Stakeholder Engagement Strategy	Part One, page one: We provide an extract of our stakeholder strategy which underpins our key principles and approach to inclusive and tailored stakeholder engagement. Improvements to our strategy this year include development of a three-year strategy enabling us to tackle immediate and future issues, apply good governance, and embed stakeholder ethos within SGN.
	Statement from our external Stakeholder Advisory Panel	Part Two, page eleven: Our external Stakeholder Advisory Panel's role as a critical friend ensures the continuing development and delivery of our stakeholder engagement strategy.
	Working together workshops	Part one, page eight: We demonstrate some of the outputs from our national 'Moving forward together' workshops. A full copy of the report (found at www.sgn.co.uk/Publications/Stakeholder/) is an example of our response to stakeholder feedback. These workshops enabled us to inform stakeholders about relevant issues and, more importantly, give them the opportunity to provide feedback which influenced our company priorities for the upcoming year.
	Communication improvements	Part One, page two: Details the improvements we have made throughout the year to keep stakeholders informed and enable timely input and feedback. Improvements include our quarterly news bulletin and the formation of our new Stakeholder Relations directorate.
	Our improved governance structure	<p>Part One, page three: Details the improvements we have made to our governance structure, which influences our decision making and implementation of our strategy. This includes the formation of our Stakeholder Relations directorate, our new Gold Silver Bronze assessment methodology, and the tangible improvements made to our decision-making tool.</p> <p>Part One, Page three: Our decision-making tool has helped us to avoid £670,000 of costs associated with initiatives which would have provided limited stakeholder value.</p>
	Accreditation	Part One, page three: Details our submission was formed on AA1000 principles which is considered to be best-practice for stakeholder engagement. We have also achieved accreditation in ISO 9001, ISO14001, ISO55001 and PAS 55.
	Revised company strategy	<p>Part One, Page four and five: Details our company strategy and how stakeholder feedback influences our annual priorities. We listen to a diverse mix of stakeholders, act on feedback, inform them of decision-making and measure the benefits.</p> <p>Part One, page five: Demonstrates how our long-term strategy is informed from stakeholder feedback. Engagement was undertaken with DECC, Ofgem, House of Commons and House of Lords, MPs, Scottish Parliament, and the Energy & Climate Change Committee.</p>

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A broad and inclusive range of stakeholders have been engaged.	Improved stakeholder mapping approach	Part One, Page six: This year we developed a new approach to how we map our stakeholders. This can be found in 'knowing our stakeholders'. This shows our work to date and our ongoing commitment to identify and update who all our key stakeholders are and their level of influence/interest.
	Overview of key stakeholder groups	Part One, page seven: details how we categorise our stakeholders, how regularly we interact with them, and by what means.
	Stakeholder database	Part One, page six: demonstrates our commitment to keeping our stakeholder mapping up-to-date with the removal of 199 stakeholders, and 2,214 new stakeholders added. This also shows the increase of stakeholder activity undertaken this year. We now have a database of over 3,200 stakeholders which can be broken down by area of interest and influence. This is regularly reviewed and updated, and has led to the design of a new IT solution for this year to better manage our stakeholders needs.
	Examples of stakeholders we have engaged with	Part One, page six: In 'working together' details of our collaborative working with DNOs, Water Utilities, National Charities and other GDNs is shown Part One, page seven: In 'speed dating' we demonstrate our engagement with 34 MSPs and their advisors. Part One, page eight: details how we engaged with a broad range of stakeholders across our events in Edinburgh and London, plus our more local event in Portsmouth. Part One, page ten: demonstrates the interactions we have held with our multitude of stakeholders and the outputs these have delivered. Part Two, page two to ten: We have shown which stakeholders we have engaged with to help deliver our five priorities.
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	Our different communication channels	Part One, page seven: We provide examples of the engagement channels we utilise with our stakeholder groups, the frequency these channels occur, and which channels work with our stakeholder groups.
	Our approach to communication	Part One, page nine: Demonstrates the diversity of our two networks and the differing approaches we have to take to communication and engagement.
	Social media	Part One, page nine: We detail our continued commitment to embracing social media and the considerable improvements we've made in this area. We specifically target our 'local' stakeholders using social media and our increased efforts has seen us improve our reach by 80% this year.
	Examples of other mechanisms	Part One, page six to ten: details the wide ranging mechanisms we use to engage with our stakeholders from hosting and attending events, local engagement, social media, written communication, and face-to-face meetings.

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The network company can demonstrate it is acting on input / feedback from stakeholders.	Revised annual priorities	Part One, page four: details how our annual priorities are influenced from stakeholder feedback, including demonstrable changes to our five priorities this year.
	Working together document	Part One, page eight: details how stakeholder feedback from our national events has led to us delivering demonstrable benefits (found at www.sgn.co.uk/Publications/Stakeholder/)
	London collaboration Forum	Part One, page six and eight: Through our commitment to our stakeholders to help reduce road disruption, and in partnership with National Grid we delivered our first London Collaboration Forum, with the aim of 'Finding a better way for London'. The outputs from the forum have led to a consultation document detailing our combined commitments (found at www.sgn.co.uk/Publications/Stakeholder/)
	Help to heat	Part Two, page three: Details how our stakeholders told us they wanted to see us doing more to support customers in fuel poor homes. Acting on this feedback we influenced the scheme and increased our targets for the remaining price control period. Our increased figures were three times more than any other network.
	Our commitment to stakeholder feedback	Part One page ten: This table summarises some of the more meaningful outcomes we've delivered this year by working with or through engaging with our different stakeholder groups. Part two, page two to ten: We have shown that through engagement with a wide variety of stakeholders and acting on their feedback we have been able to deliver measurable value.