


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

STAKEHOLDER ENGAGEMENT AND CONSUMER VULNERABILITY INCENTIVE SCHEME	
<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: UK Power Networks Licensee(s): Eastern Power Networks plc; London Power Networks plc; and South Eastern Power Networks plc	Name: Julie Minns Title: Head of Customer Engagement Telephone: 07812 263679 Email: julie.minns@ukpowernetworks.co.uk

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
<p>The network company has comprehensive and up-to-date stakeholder engagement and consumer vulnerability strategies, which have been reviewed and revamped this year.</p>	<p>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1 submission, section 1, giving an overview of our Stakeholder Engagement strategy - Part 1, section 3, giving an overview of our Consumer Vulnerability strategy - Part 1, section 6, detailing the independent audit of our strategies - Part 1, section 6, detailing accreditations and recognition of our work <p>Our Stakeholder Engagement strategy can be found at: http://www.ukpowernetworks.co.uk/internet/en/have-your-say/events-consultations/reports-presentations/UK%20Power%20Networks%20Stakeholder%20Engagement%20strategy.pdf</p> <p>Our Consumer Vulnerability strategy can be found at: http://www.ukpowernetworks.co.uk/internet/en/have-your-say/events-consultations/reports-presentations/UK%20Power%20Networks%20Consumer%20Vulnerability%20Strategy.pdf</p> <p>Part 1, section 5, sets out comprehensive details of the activities and 187 outcomes achieved through our stakeholder engagement and consumer vulnerability work as a result of our strategies.</p> <p>AccountAbility carried out an independent audit of our Stakeholder Engagement and Consumer Vulnerability performance included structured interviews with stakeholders and on-site reviews of documentation, systems and processes, resulting in favourable feedback as set out in Part 1, section 6.</p> <p>BSI carried out a full audit of our stakeholder engagement and vulnerability strategy against the requirements of BS18477:2010 Inclusive service provision, and judged that UK Power Networks fully complied with the requirements of the standard as detailed in Part 1 section 6 and Part 3 section 6.</p>	<p>We have a comprehensive Stakeholder Engagement strategy that is aligned to the AA1000 Stakeholder Engagement Standard. Our strategy includes definitions of stakeholders, the broad range of stakeholder groups we engage with, the purpose of our engagement and the principles that guide it.</p> <p>It details the process that we follow, set out in our "engagement circle". We annually review our stakeholder engagement approach with our stakeholders and this year stakeholders endorsed our revised strategy.</p> <p>Relevant evidence is in:</p> <ul style="list-style-type: none"> - Part 1, sections 1, 3, 4, 5 and 6 - Part 2 (throughout) <p>Our Consumer Vulnerability strategy sets out our approach to consumer vulnerability and how it is informed by Ofgem's definition of Consumer Vulnerability.</p> <p>It includes the four aims of our consumer vulnerability strategy and the targets we set for 2016/17.</p> <p>Relevant evidence for this is in:</p> <ul style="list-style-type: none"> - Part 1, sections 3, 4 and 5 - Part 3, section 1 and 2, giving an overview of the strategy and how we have evolved it in 2016/17. <p>Our social role (part 3, introduction) sets our approach to corporate social responsibility, including our vulnerability strategy. 90% of stakeholders at our Spring Critical Friends Panels said they were confident they could explain our social role.</p>

<p>A broad and inclusive range of relevant stakeholders have been engaged. This specifically includes engaging with challenging or hard-to-reach stakeholders (eg community energy).</p>	<p>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1, section 2 detailing the geographical spread of our engagement activities, including activities in hard to reach communities - Part 1 sections 1 and 4 giving an overview of the stakeholder groups engaged - Part 1, sections 2 and 4, detailing the methods to engage a broad range of stakeholders - Part 2, section 1 providing comprehensive examples of the wide range of stakeholders we engage with and the outputs achieved through this - Part 2, section 2.3, detailing our work with community energy groups - Part 2, Section 3 and Part 3, section 3.3, detailing our engagement with hard to reach communities, including our ground breaking partnership with the London Sustainability Exchange to engage with the Muslim community - Part 1 section 6 and Part 3 section 6 detailing our compliance with the BSI standard for Inclusive Service provision (BS18477) 	<p>We reviewed our engagement strategy and programme in 2016/17 to add greater granularity and purpose to our engagement activities.</p> <p>In particular we have engaged with community energy representatives across our three networks; we established a new community energy hub in the East.</p> <p>We developed new partnerships to enable us to engage in rural and coastal communities; ran focus groups to understand the needs of small businesses and first time buyers; and deepened our engagement with other utilities and the fire service to widen our reach in deprived communities.</p> <p>Part 1, section 4, lists the wide range of stakeholder groups we have engaged.</p> <p>Part 1 Section 2 case study and Part 3, section 3.4 show how we engaged directly with customers living with dementia and ran a focus group to understand the needs of this particular group.</p>
<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>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1, section 2, showing the variety of targeted mechanisms we have used, and our methodology to determining which mechanism is appropriate for stakeholders. - Part 1, section 6, presenting the AccountAbility audit of our work - Part 2, setting out examples of how we engage and inform stakeholders through many different methods <p>AccountAbility noted in their audit: “UK Power Networks has demonstrated a notable improvement in the clarity of its stakeholder and customer engagement strategy.”</p>	<p>This year we reviewed our engagement strategy and programme to give greater definition and purpose to each engagement mechanism and better align our engagement with our business planning.</p> <p>94% of Stakeholders at our spring Critical Friends Panels endorsed our revised engagement strategy.</p> <p>Part 1, section 2, shows how we tailored our engagement according to the rationale for our engagement and the stakeholders’ knowledge of UK Power Networks.</p> <p>Methods used include critical friends panels, CEO panel (new for this year), forums, focus groups, face-to-face meetings, customer feedback, surveys, newsletters, social media and forums.</p>

<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1 sections 2 showing the 16 projects stakeholders prioritised for us to focus on in 2016/17 - Part 1, section 5, detailing the 158 actions taken in response to stakeholder feedback and outcomes delivered as a result of these actions - Part 2, section 2 detailing the projects undertaken in response to stakeholder feedback - Part 3, sections 3 to 5, detailing projects and partnerships to support vulnerable customers of our work for vulnerable customers driven by stakeholders' views and feedback 	<p>Our stakeholder engagement strategy includes our "engagement circle", showing our process, which includes recording feedback, assessing actions and delivering outcomes (Part 1, section 1). We have particularly focused our efforts on those activities that deliver clear benefits for our stakeholders. We have a process in place to capture and respond to stakeholder feedback, take this forward to define projects and then embed them in the business (Part 2, section 2).</p> <p>Through this we have shown 158 actions undertaken with outcomes for stakeholders delivering real benefits (Part 1, section 5).</p> <p>We have detailed many of our projects, throughout the business, that have responded to stakeholder feedback or worked in partnership with stakeholders to deliver new and innovative actions with clear, measurable benefits (Part 2, sections 2 and 3, and Part 3, sections 3 and 4).</p>
<p>The network company can demonstrate that stakeholder engagement has led to positive outcomes for stakeholders.</p>	<p>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1, section 5, detailing the 187 outcomes delivered as a result of acting on feedback from stakeholders - Part 2, showing specific outcomes for stakeholders from many activities - Part 3, showing specific outcomes for our vulnerable customers from many initiatives - Part 2 section 4 and Part 3 section 6, evaluating the value for money of our projects <p>AccountAbility noted in their audit: "Company Senior management fully grasp the notion and value of effective engagement as a core driver of sustainable business success. This is illustrated in the mature and structured approach....to seek customer and stakeholder input and advice in the development and improvement of company products and services."</p>	<p>All of our stakeholder engagement activity is geared around delivering benefits to our stakeholders, and in particular customers who are vulnerable. Our many examples and case studies, set out in Parts 2 and 3, all have defined outcomes recorded for them. Wherever possible we seek to measure and report outcomes, and as shown in Part 2 section 4 and Part 3 section 6, we seek to evaluate the value for money of our projects using willingness to pay research.</p> <p>Four key outcomes for this year are:</p> <ul style="list-style-type: none"> - We offer the lowest prices to our customers - We have the best employee safety record in the distribution industry - We were named Utility of the Year for the second consecutive year - We provide high levels of service, with 86% customer satisfaction