

## STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME 2017



Making a positive difference  
for energy consumers

### PART 1 SUBMISSION ENTRY FORM

#### COMPANY DETAILS

Company: National Grid  
Licensee(s): Gas Transmission

Address: Warwick Technology Park  
Gallows Hill  
Warwick  
CV34 6DA

#### CONTACT DETAILS:

Name: Daisy Benson  
Title: Customer and Stakeholder Strategy Manager  
Email: Daisy.Benson@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 (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>A broad and <b>inclusive range of relevant stakeholders</b> have been engaged.</p>	<p><b>Inclusive approach to engagement</b></p> <p><b>Tailored approach to engagement</b></p> <p><b>Engaging with other network operators</b></p> <p><b>Constructive engagement</b></p> <p><b>Part 2</b></p>	<p>In 2017 we identified a need to do to adapt our approach to ensure it was meeting the needs of our diverse range of stakeholders. Page 6 sets out steps we have taken to make our engagement approach more inclusive.</p> <p>We tailor our engagement approach to the needs of our stakeholders – details of this can be found on page 6 alongside our core list of stakeholders that we engage with on an ongoing basis.</p> <p>We are active members of the Transmission Owners/System Operators Best Practice Working Group, see page 6 and the attached Appendix.</p> <p>Page 7 provides an update on our stakeholder advisory panel and how we are evolving our approach to strategic engagement to ensure it meets the needs of stakeholders.</p> <p>We have engaged with a broad range of relevant stakeholders in both our strategic and topic-based engagement programmes this year:</p> <ul style="list-style-type: none"> <li>• Engaging with other networks page 6</li> <li>• Details of stakeholders engaged with as part of our Shaping the Future of the Gas Transmission Network, page.12</li> <li>• Engaging consumer groups and consumers on energy bills, page14</li> <li>• Engaging gas transmission customers on a range of issues, page 16</li> <li>• Engaging current and future customers on Project CLoCC, page 16</li> <li>• Strategic engagement on the future of gas and decarbonisation, page 17</li> <li>• Engaging with key stakeholders during severe weather conditions, page 18</li> <li>• Engaging with stakeholders around our assets, page 18</li> <li>• Landowner engagement, Major project engagement, page 19</li> <li>• Engaging with partners on collaboration, page 20</li> </ul>
---	---	---

<p>The network company has used a <b>variety of appropriate mechanisms to inform and engage their stakeholders</b> – these have been <b>tailored to meet the needs of various stakeholder groups</b>, and are fit for purpose in allowing a detailed analysis of a breadth of stakeholder perspectives.</p>	<p><b>Tailored and inclusive approach to engagement</b></p> <p><b>Attitudinal Research and Stakeholder Surveys</b></p> <p><b>Part 2</b></p>	<p>We tailor our approach to engaging our broad range of stakeholders – see page 6 and 7 of Part 1 for a high-level overview</p> <p>We detail how we have used surveys, face to face interviews and other research mechanisms to engage stakeholders on a range of issues in Part 1, page 13</p> <p>We have provide details of the various tailored mechanisms we have used to inform and engage our stakeholders in Part 2:</p> <ul style="list-style-type: none"> <li>• Shaping the Gas Transmission Network of the future, page 12</li> <li>• Engaging consumers on affordability, page 14</li> <li>• Engaging gas transmission customers, page 15</li> <li>• Engaging stakeholders and future customers in Project CLoCC, page 16</li> <li>• Future of gas and decarbonisation, page 17</li> <li>• Engaging landowners, page 20</li> <li>• Engaging stakeholders on the River Humber Pipeline Project, page 20</li> </ul>
---	---	---

<p>The network company can demonstrate it is <b>acting on input / feedback</b> from stakeholders.</p>	<p><b>UK Transmission Customer and Stakeholder Engagement Strategy</b></p> <p><b>Embedding stakeholder engagement across our business</b></p> <p><b>A more inclusive approach to engagement</b></p> <p><b>Independent Healthcheck - AA1000SES</b></p> <p><b>Attitudinal Research</b></p> <p><b>Part 2 Case Studies</b></p>	<p>We review and refresh our engagement strategy regularly following feedback from stakeholders</p> <p>Our key areas of focus in 2018 are detailed on page 4</p> <p>We took active steps to further embed stakeholder engagement across our business in 2017 and 2018, see page 5.</p> <p>Following stakeholder feedback we revised our engagement strategy to ensure it takes greater account of hard to reach stakeholders, see page 6.</p> <p>The AccountAbility Healthcheck 2018 identified that we as an organisation had taken ‘a more active and mature approach to listening to stakeholders’: see page 10</p> <p>We have acted on feedback from consumers and other stakeholders gathered via attitudinal research (see page 8): the outputs of this research are detailed on page 11 and page 12 of Part 2</p> <p>Numerous examples of how we have acted on stakeholder feedback in 2017/18 can be found in Part 2. These are summarised at the start of Part 2</p>
---	--	---