

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION



Making a positive difference

ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Scottish and Southern
Electricity Networks

Licensee(s): Scottish Hydro Electric
Transmission plc

Address: Inveralmond House
200 Dunkeld Road
Perth

Postcode: PH1 3AQ

CONTACT DETAILS: (please complete)

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Title: Customer and Community Manager

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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: **10 South Colonnade, Canary Wharf, London, E14 4PU**

| MINIMUM REQUIREMENTS | | |
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| 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. | <p>AA1000 Stakeholder Engagement Standard (2015) Part 1 p9 ("Assurance and accreditation")</p> <p>External Assurance Part 1 p9 ("Assurance and accreditation")</p> | <p>We have in place a 6-point Stakeholder Engagement Strategy. Part 1 p5 ("Our current approach to engagement")</p> <p>Our strategy is structured on three levels – strategic, organisational and operational – and tailored appropriately to each issue. Part 1 p4 ("Why do our customer and stakeholder views matter to us?") and p6 ("How do we act on our customer and stakeholder views")</p> <p>We can demonstrate that our strategy is up to date and effective. Part 1 p9 ("Assurance and accreditation")</p> <p>Feedback from our AccountAbility assurance statement said <i>"The assessment indicated the strong leadership and involvement of SSEN's senior management in not only setting the stakeholder engagement vision and approach of the organisation, but also inputting to and reviewing strategic action plans, as well as supporting the need for stakeholder feedback to drive future efforts"</i>.</p> |

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| <p>A broad and inclusive range of stakeholders have been engaged.</p> | <p>AA1000 Stakeholder Engagement Standard (2015) Part 1 p9 ("Assurance and accreditation")</p> <p>External Assurance Part 1 p9 ("Assurance and accreditation")</p> | <p>Our list of customers and stakeholders is regularly reviewed to ensure our contacts remain appropriate and aligned to the activities we undertake.</p> <p>We have over 1500 customers and stakeholders representing 550 individual organisations. Part 1 p3 ("Who are our customers and stakeholders?")</p> <p>Engagement activity during 2017/18 Info-graphic on Part 1 p1, p2, p3 and p8</p> |
| <p>The network company has used 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>AA1000 Stakeholder Engagement Standard (2015) Part 1 p9 ("Assurance and accreditation")</p> <p>External Assurance Part 1 p9 ("Assurance and accreditation")</p> | <p>Within SHE Transmission we strongly and passionately believe in the importance of face-to-face communication, but also recognise that a mix of mechanisms is required to engage effectively and efficiently. It is important that we enable our customers and stakeholders the opportunity to engage in a manner that suits their individual circumstances.</p> <p>The range of adopted engagement mechanisms, and associated metrics, is illustrated in info-graphics on Part 1 p1, p2, p3 and p8.</p> |
| <p>The network company can demonstrate it is acting on input / feedback from stakeholders</p> | <p>AA1000 Stakeholder Engagement Standard (2015) Part 1 p9 ("Assurance and accreditation")</p> | <p>Examples of our three-level approach – strategic, organisational, operational - and research activities are highlighted on Part 1 p6.</p> <ul style="list-style-type: none"> • Strategic: Advisory Panels • Organisational: Informing Staff • Operational: Community Engagement • Research: Insight Analysis |

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| | | <p>In Part 1 Section 5 ("Engagement outcomes") we provide an overview of 3 case studies which highlight how SHE Transmission act on input / feedback from customers and stakeholders.</p> <ul style="list-style-type: none"> • Orkney Link Project • Future Energy Scenarios • Our Future approach to Engagement <p>More detail on each case study is provided in our Part 2 submission.</p> |
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