

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Wales & West Utilities
Licensee(s): Wales & West Utilities
Address: Wales & West House,
Spooners Close,
Celtic Springs,
Coedkernew,
Newport,
Postcode: NP10 8FZ

CONTACT DETAILS: (please complete)

Name: Steven J Edwards
Title: Director of Regulation
Telephone: 02920 278836 or 07976 727786
Email: Steven.J.Edwards@wwutilities.co.uk

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. 	<table border="1"> <thead> <tr> <th>Page</th><th>Ref</th><th>Section</th></tr> </thead> <tbody> <tr> <td>CEO intro</td><td></td><td>How we engage with our stakeholders</td></tr> <tr> <td>Page 2</td><td></td><td>Overview of our engagement strategy</td></tr> <tr> <td>Page 3</td><td></td><td>2015/16 updates</td></tr> <tr> <td>Page 4</td><td></td><td>Acting on feedback</td></tr> <tr> <td>Page 7</td><td></td><td>Measuring and evaluating benefits</td></tr> <tr> <td>Page 10</td><td></td><td>Audit, evaluation and accreditation</td></tr> <tr> <td>Page 11</td><td></td><td>Awards and recognition</td></tr> </tbody> </table>	Page	Ref	Section	CEO intro		How we engage with our stakeholders	Page 2		Overview of our engagement strategy	Page 3		2015/16 updates	Page 4		Acting on feedback	Page 7		Measuring and evaluating benefits	Page 10		Audit, evaluation and accreditation	Page 11		Awards and recognition	<p>As per the guidance received from Jack Amber on May 4th 2016 we will not be providing supporting evidence. We can provide further evidence as required. Please do not hesitate to contact me.</p> <p>We will be submitting a collaborative appendix that outlines key collaborations that have led to valued stakeholder outcomes.</p> <p>We have also listened to the feedback from the 2014/15 panel and attempted to “shorten” and simplify this year’s submission (including this application form). For this submission we have specifically:</p> <ul style="list-style-type: none"> • Focussed Part 1 on key developments and evolutions of our stakeholder strategy. Each year, we evolve our Strategy and aim not to repeat points previously covered • Part 2 is focussed on some real key case studies to demonstrate how our stakeholder engagement is shaping our current and future business • Our submission has been through the WWU Data Assurance Governance (DAG) process
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<p>A broad and inclusive range of stakeholders have been engaged.</p>	<table border="1"> <thead> <tr> <th>Page</th><th>Ref</th><th>Section</th></tr> </thead> <tbody> <tr> <td colspan="2">CEO intro</td><td>How we engage with our stakeholders</td></tr> <tr> <td>Page 2</td><td></td><td>Overview of our engagement strategy</td></tr> <tr> <td>Page 3</td><td></td><td>2015/16 updates</td></tr> </tbody> </table>	Page	Ref	Section	CEO intro		How we engage with our stakeholders	Page 2		Overview of our engagement strategy	Page 3		2015/16 updates	<ul style="list-style-type: none"> • The overview of our engagement strategy of Part 1 contains a table that shows how we segment stakeholder groups and also how we utilise a broad range of stakeholders with a variety of engagement channels to influence all aspects of our business • We utilise a vulnerable customer panel which plays a valuable role in shaping our vulnerable customer strategy • Part 2 of our submission provides clear case studies to highlight how different stakeholder groups are engaged in business 												
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<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>	<table><tr><th>Page</th><th>Ref</th><th>Section</th></tr><tr><td>CEO intro</td><td></td><td>How we engage with our stakeholders</td></tr><tr><td>Page 2</td><td></td><td>Overview of our engagement strategy</td></tr><tr><td>Page 3</td><td></td><td>2015/16 updates</td></tr><tr><td>Page 4</td><td></td><td>Acting on feedback</td></tr><tr><td>Page 7</td><td></td><td>Measuring and evaluating benefits</td></tr><tr><td>Page 10</td><td></td><td>Audit, evaluation and accreditation</td></tr><tr><td>Page 11</td><td></td><td>Awards and recognition</td></tr></table>	Page	Ref	Section	CEO intro		How we engage with our stakeholders	Page 2		Overview of our engagement strategy	Page 3		2015/16 updates	Page 4		Acting on feedback	Page 7		Measuring and evaluating benefits	Page 10		Audit, evaluation and accreditation	Page 11		Awards and recognition	<ul style="list-style-type: none">The overview section within Part 1 contains a summary table to show how targeted engagement is aligned to issues relevant to the various segments of stakeholders. The table shows how we facilitate timely input and feedback via appropriate mechanisms to inform decision makingWe utilise a range of quantitative and qualitative measurement and evaluation tools and techniques to continually monitor and measure effectiveness and efficiency of all aspects our performance. This is summarised within the “Measuring and evaluating benefits” sectionIndependent audit and evaluation is a key measure of progress and level of performance. We include a small number of independent performance evaluation charts from the Institute of Customer Service. We also provide evidence of the relevant accreditations that support our business ambitionStrategic and targeted collaborations such as our “Fuel Poor hubs” enable us to effectively and efficiently extend our reach to hard to reach groups. This is covered in Part 2 “Focus on fuel poverty”
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<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<table><tr><th>Page</th><th>Ref</th><th>Section</th></tr><tr><td>CEO intro</td><td></td><td>How we engage with our stakeholders</td></tr></table>	Page	Ref	Section	CEO intro		How we engage with our stakeholders	<ul style="list-style-type: none">Our stakeholder engagement seeks ways to improve all services. Part 2 of this document includes case studies on actions implemented following stakeholder engagementPart 1 includes a section “Acting on feedback”. Within this section we have put in a summary table “acting on feedback”																		
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	Page 2	Overview of our engagement strategy	<p>that shows how 2015/16 stakeholder input is influencing current and future business activities</p> <ul style="list-style-type: none"> • We utilise a range of quantitative and qualitative measurement and evaluation tools to continually monitor and measure effectiveness and efficiency of all aspects our performance • Independent audit and evaluation is a useful measure of progress and level of performance. We include a small number of independent performance evaluation charts from the Institute of Customer Service. We also provide evidence of the relevant accreditations that support our business ambition
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