

Keeping stakeholders involved

We engage with all stakeholders connected with our business. Our work with local schools and charities is vital to our ability to provide excellent service to our customers. We also want to know and understand our corporate and strategic stakeholders. These include government bodies and major infrastructure organisations and much of our work here is around preparation for the low carbon economy. We are proactive in seeking and understanding our customers; we work with them to co-design solutions, we personalise those solutions and treat people as individuals, and we don't just listen, we act on what they tell us.



Supporting the transition

We are leading the way in London and throughout our operating region to support organisations with the move to electric vehicles. We have made contact with some major organisations outside the utility industry such as Transport for London, Hertz, Stagecoach, Metroline, ARRIVA and UPS.

We wanted to see how we could help them during their transition to electric vehicles by sharing our expert knowledge. We ran a series of workshops that attendees told us they found useful and interesting and which gave them confidence to progress their plans for electric vehicles.

No. 2

We ranked second in the industry for our stakeholder engagement performance in 2015/16, as evaluated by the regulator Ofgem. This is a 29% improvement from our performance the previous year.

39,000

The number of stakeholders we engaged with in the year

Transport for London

“UK Power Networks has been very supportive in helping us plan our transition to low carbon emission transport. By organising a session with our bus operators, they have started to bridge the gap between new customers and the information they will need on their future electric requirements.”



Stakeholder engagement

continued

The year from April 2015 to March 2016 was a period of tremendous achievement for UK Power Networks. Customer satisfaction reached an all-time high. Reliability, as measured by the frequency and duration of power cuts, was our best ever. Safety measures, too, showed that we are continuing to accelerate improvements in this vital area.

We have achieved this success by keeping a laser-like focus on the following areas: safety, customer service and costs. We pride ourselves on leading innovation in our sector, and all the technology and new ways of working that we develop are designed to make the experience of our customers better, cheaper, greener, faster or easier, or to help us take better care of the safety and well-being of our employees and the general public. And sometimes they do more than one of these.

We are diligent about our role as a respected corporate citizen. We are working hard to earn our place at the heart of the society and the business community that we serve. That commitment includes the individuals and businesses that we support, the environment where we live and work, and the people who work for us, and their families.

Part of the fabric of our communities

We feel privileged to provide the service we do to the domestic and corporate communities in which we operate. We want to be fully immersed in those communities and to be welcome in them. So we do our best to listen carefully to what those communities tell us they need and want. We don't just listen. We act on suggestions from our stakeholders whenever we can. It's all part of being a respected corporate citizen and that is at the heart of our vision for UK Power Networks.

Local communities

We go out of our way to get to know the communities in which we work. In particular, we have developed strong links with parish councils in our more rural regions and these have led to some fruitful relationships that have helped us improve our service, particularly to vulnerable customers. Parish councils are known and trusted by the people they represent, so by getting to know them we are able to establish a channel through which people can learn about UK Power Networks and what we can do for them. Nine parish councils worked with us to let local people know about the Priority Services Register and what benefits there might be for them in signing up to it. We also join forces with the Red Cross throughout the region to establish what vulnerable people want and need in the event of a power cut. We work in partnership with the Red Cross locally to deliver emergency boxes for those who need them. These boxes contain useful items such as a torch, contact details and phones that work during power cuts.

Summary of our performance

Improvement since 2010/11



Lost time incidents improved by **80%**



Customer interruptions improved by **42%**



Customer minutes lost improved by **53%**



Customer satisfaction increased by **15%***

* Since 2011/12

Corporate stakeholders

We also engage with stakeholders at a corporate level across the region. Much of that engagement is around low carbon readiness and initiatives that we lead to enable businesses to enter the low carbon technology industry.

The government is a key stakeholder for UK Power Networks and government policy is driving unprecedented growth in renewable energy installations such as wind and solar farms. Electricity storage is another hot topic, closely linked to the increased use of electric vehicles and the completion of smart meter roll out by 2020. UK Power Networks is a key player at the forefront of shaping and driving these exciting developments.

Sustainability and the environment

As a responsible business, we play our part in reducing emissions and looking after the environment. As well as the technological innovations that we are developing as a distribution network operator, we also do our best to protect the environment where we work. Our sustainability projects aim to make UK Power Networks as fuel efficient and sustainable as we can be by reducing our Business Carbon Footprint (BCF). We are steadily increasing the efficiency of our buildings, through careful fuel use and the introduction of LED lighting. And we are closely monitoring the emissions and fuel consumption of our vehicle fleet. We are meeting our target of a 2% reduction in our BCF year on year. We also track how we manage waste and we are meeting our target of diverting at least 70% of our waste from landfill.

A good employer

Our role as an employer, at our head office and across the region, is central to our corporate citizenship. We are proud to feature in the Sunday Times Top 25 Best Big Companies to Work For and to hold the coveted Gold award from Investors in People. And when it comes to taking care of our environment, we empower and encourage our employees to get involved. Through our Employee Volunteering scheme, our employees can use two workdays a year to support a charity of their choice. Last year over 5,000 hours were spent working for charity and many of our employees got involved with our partnership with the Wildlife Trust.

Case study

Employee volunteering: Wildlife Trust

UK Power Networks has had a partnership since 2011 with the nine Wildlife Trusts in our region. Recently, we have helped the Sussex Wildlife Trust construct a new wildlife garden. We donated £10,000 to help fund the garden and we also spent time helping them to build it. To date, two work groups from UK Power Networks have each spent a day working on the garden.

