

HOW WE CAN HELP YOU WITH OFGEM'S RII0-ED1 STAKEHOLDER ENGAGEMENT AND CONSUMER VULNERABILITY INCENTIVES

OFWAT HAS CONFIRMED

"To ensure the ongoing delivery of an efficient network that embraces wider social and environmental objectives, electricity distribution network operators need to engage with a range of stakeholders...In particular, network companies have an important role to play in helping consumers in vulnerable situations."

Their assessment criteria include:

- A broad range of stakeholders, including seldom heard groups
- Appropriate mechanisms to engage and inform these stakeholders
- Demonstrable positive outcomes from stakeholder engagement
- Commitment to tackling social issues relevant to vulnerable consumers
- Full utilisation of partnerships to find solutions to these issues
- Improving the data held on vulnerable consumers and how this is used



OUR SERVICES



PUBLIC & STAKEHOLDER ENGAGEMENT



ECONOMIC ASSESSMENT MODELS



STRATEGY DEVELOPMENT



ONLINE COMMUNITY PLATFORMS



RESEARCH, ANALYSIS & REPORTING

OUR APPROACH



HIGH QUALITY RESEARCH



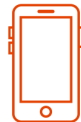
MEASURABLE ENGAGEMENT



INDEPENDENT



CRITICAL FRIEND



DIGITAL BY DEFAULT

OUR EXPERIENCE



Irish national electricity network EirGrid engagement strategy 2015



DECC energy efficiency workshops



Western Power Distribution stakeholder engagement strategy



Thames Water PR14 engagement strategy



Anglian Water PR14 engagement & research



Affinity Water PR14 customer research & engagement



ABOUT OPM GROUP

We are an independent employee-owned consultancy, skilled at consultation, engagement, research and evaluation. We are ISO 9001 and 27001 accredited for our quality and data management processes.

Our engagement team are experts in:

- Creative engagement process design
- Collaborative capacity building
- Project management
- Stakeholder and public event facilitation
- Local government engagement
- Communications and strategy support
- Robust research
- Dialogue and deliberative engagement
- Developing online communities and platforms

LOOKING FOR A TAILORED & INNOVATIVE APPROACH?

CONTACT ENGAGEMENT LEAD LUCY FARROW

lfarrow@opm.co.uk

www.opm.co.uk

@opmnetwork

Tel: 0207 239 7800

