



NETWORKS

# Stakeholder Engagement Report 2024

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## Foreword

Welcome to ESB Networks' Stakeholder Engagement Report for 2024, which describes the meaningful and substantive engagement we have had with our stakeholders over the past year. Its aim is to assess how we have delivered against our planned engagement strategy and activities for 2024 to achieve strong outcomes for our customers and stakeholders.



In January 2023, we launched in collaboration with our stakeholders, our [Networks for Net Zero Strategy](#) which outlines our commitment to making the country's goal of net zero by 2050 a reality. Over the course of 2024, we have developed our Price Review 6 (PR6) investment proposals for the period 2026 to 2030 which outlines ESB Networks' proposed investment in response to the Commission for Regulation of Utilities (CRU) PR6 Strategy Paper, which was published in April 2024.

We are developing the distribution network and supporting systems to meet the changing needs of our customers and stakeholders, as we enable decarbonisation of the Irish economy and society. Our strategy is structured around three strategic objectives: Decarbonised Electricity, Empowered Customers, and Resilient Infrastructure. The Strategy underpins an energy transition that will enable electricity customers to adopt new technologies, products, and services in the decades ahead, changing how they generate, store, and consume electricity. ESB Networks recognises that stakeholder engagement is key to helping ESB Networks deliver the low carbon transition.

The transition to a net zero future will have a significant impact on our customers' day-to-day lives and success will not be achieved without ongoing active customer and stakeholder participation, engagement, and support. Progress can only be achieved through continued collaboration with our customers, stakeholders, and business partners so that we deliver a clean electric future together. We at ESB Networks are committed to playing our part.

In this report we look back at our stakeholder engagement performance in 2024, depicting how it has helped inform our plans and delivered activities aimed at ensuring that the network is prepared to meet the changing needs of our customers and stakeholders and to achieving our vision for a clean electric future. We demonstrate how we are committed to continually improving our engagement performance, how engagement is integral to our day-to-day operations and is at the heart of everything we do at ESB Networks.

We are committed to being fully transparent with our approach to stakeholder engagement and so we want to hear from you, our stakeholders, with your views of how we engaged in 2024. We welcome your ongoing constructive feedback which will help us develop and refine our engagement now and into the future. Your comments may be submitted directly to [stakeholder@esbnetworks.ie](mailto:stakeholder@esbnetworks.ie)

A handwritten signature in dark ink, reading "Nicholas Tarrant".

**Nicholas Tarrant**

Managing Director, ESB Networks

## Report Purpose and Summary

**The purpose of this report is to assess how ESB Networks has delivered against our engagement strategy and activities for 2024, in order to deliver strong outcomes for our customers and stakeholders and support the delivery of our Networks for Net Zero Strategy targets and ambitions.**

### Background

ESB Networks (as Distribution System Operator (DSO)) and EirGrid (as Transmission System Operator (TSO)) have an incentive with the Commission for Regulation of Utilities (CRU) for stakeholder engagement under the Price Review 5 (PR5) Incentive and Reporting Framework. The objective of this incentive, as stated by the CRU, is to promote cultures within System Operators (SO's) that put stakeholders (i.e., customers, generators, and local communities) at the centre of what the network companies do. This is to ensure that the System Operators deliver high quality outcomes for energy customers and the wider public.

The incentive is evaluated on an annual basis by a CRU-appointed panel, consisting of a range of electricity sector stakeholders – the Networks Stakeholder Engagement Evaluation Panel (NSEEP).

Following the Panel's consideration, a score is agreed by the Panel. This score will input into the calculation of the incentive allowance applied to the system operators as part of the annual allowed network revenues for the system operators.

In this report we describe the vast engagement we have had with our stakeholders over the past year. We demonstrate how we are committed to continually improving our engagement performance, how engagement is integral to our day-to-day operations, now and into the future and is at the heart of everything we do at ESB Networks.





In **Section 1** of this report, we describe our engagement strategy for 2024, which has been framed by our [Networks for Net Zero strategy](#) which we published in January 2023. Our strategy is based on our core role of having a safe and reliable network but also delivering the very ambitious targets as set out in the Government's published Climate Action Plan.

We tailor our engagement approach to our broad stakeholder base which is constantly changing given the pace of change that is taking place across the energy sector. We continually review and improve our engagement methodology as we benchmark our systems and processes against international best-in-class practice in this field.

ESB Networks recognise that engagement is essential for the successful management of our business and as a strategic priority, it is led by the Senior Leadership team and is seen as a vital activity at every level of the organisation.

We demonstrate how we are listening to our stakeholders and conclude Section 1 with a summary of how ESB Networks is responding to feedback received on our engagement performance from the Electricity Networks Stakeholder Engagement Evaluation Panel (NSEEP).

Some key improvements to our engagement strategy based on stakeholder feedback include:

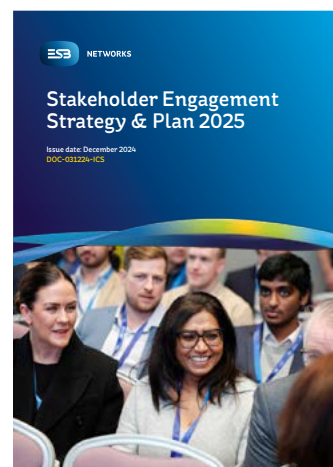
**We have improved** our two-way communications through enhanced face-to-face meetings with our customers and stakeholders, and through additional channels and points of contact. ESB Networks continues to increase its prominent presence at industry events, both nationally and internationally. We strive to support and empower our customers and stakeholders by allowing our teams and subject matter experts to answer queries and provide the necessary advice, guidance, and dialogue to a broad range of customers and industry stakeholders. The quality of our engagement strategy was recognised when ESB Networks was awarded 'Most Engaging Solar Ireland 2024 Team', voted for by attendees and industry peers at the Irish Solar Energy Association (ISEA), 'Solar Ireland 2024' Annual Conference.

**We continue to expand** our engagement metrics which are linked to the delivery of our Networks for Net Zero Strategy. This strategy outlines our commitment to futureproofing Ireland's electricity network and making the country's goal of Net Zero by 2050 a reality.

**We consult and publish** our engagement strategy and plans as per the CRU NSEE Panel recommendations.

[Link](#) to ESB Networks Stakeholder Engagement Strategy and Plan 2025.

This year we have also provided a Glossary of Abbreviations to help explain the technical terms used throughout the report. This is in response to feedback from our stakeholders that we ensure all our reporting is accessible in plain English.



In **Section 2** of this report, we provide some evidence of how we have implemented our engagement strategy in 2024.

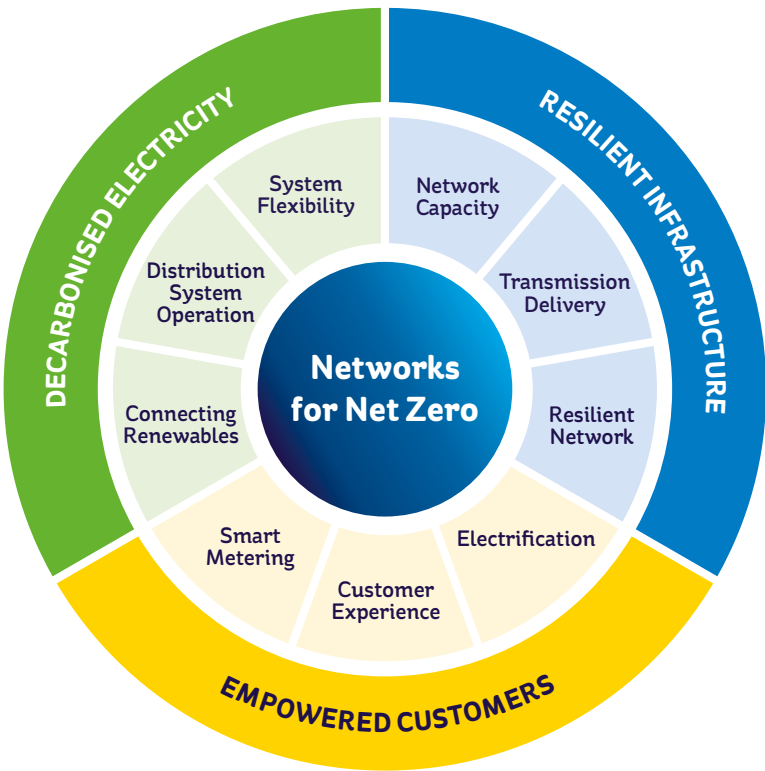
“By creating the space and time to collaborate and truly listen to understand the needs, experiences, and perspectives of others, we create the catalyst for innovation, identifying areas where innovation can help overcome shared barriers and unlock new opportunities. By harnessing the collective power of many, we can tackle complex challenges and create groundbreaking advancements that would be impossible to achieve alone,”

Jacinta Ryan  
Transformation Director ESB Networks



In **Section 3** of this report, we describe the effectiveness of our engagement strategy in terms of how it helped support the delivery of our Networks for Net Zero Strategy in 2024.

**Our Engagement Metrics Framework 2024** is presented in terms of our three strategic objectives, Decarbonised Electricity, Resilient Infrastructure, and Empowered Customers, and for each focus area it captures our 2024 high level engagement objectives, delivered engagements, and the effectiveness measured in terms of successful outcomes.



Some key examples of the effectiveness of our engagement in 2024 include;

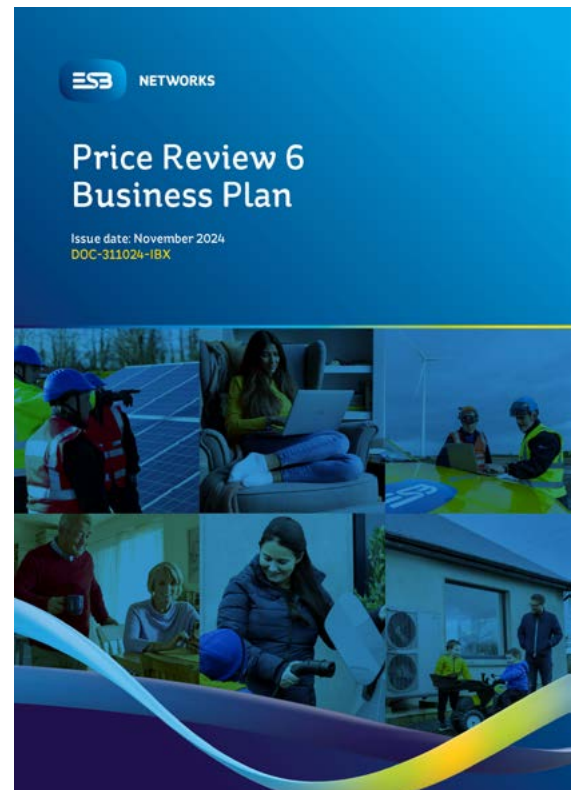
### Price Review 6 Submission

We prepared our business and investment plans for the price review period that runs from 2026 to 2030 setting out a programme of work to support the economy, housing and climate action. In developing our PR6 business plan, we formally engaged extensively with stakeholders, communities and customers throughout Ireland. This engagement included a stakeholder consultation paper in which we invited feedback, and a stakeholder webinar, attended by participants representing 34 individual industry groups. The webinar provided a summary of our proposed investment approach and was followed by a Questions and Answers (Q&A) segment. The consultation was also supported by an information video featuring our Managing Director, Nicholas Tarrant and was posted on various social media sites.

The overall engagement process to develop this plan included engaging and participating on bilateral meetings, industry presentations, customer research and focus groups. These gave us insights into stakeholder and customers priorities and issues including those of capacity, flexibility, innovation, safety and electrification as well as priorities of having a reliable electricity supply, access to renewable energy and being able to better control their (customer) costs.

Based on the vast stakeholder and customer engagement, research and feedback received in 2024, we designed a plan that sought to balance stakeholder priorities, investing in infrastructure to maintain reliable electricity supplies, enable housing targets and support the delivery of the Climate Action Plan, while also ensuring that projects are delivered as cost effectively as possible.

The Business Plan was submitted in November. This plan was also published on our website, with the objective of enhancing transparency around our planning approach. This approach ensures that we put customers and stakeholders at the heart of our business planning.





## Connecting Renewables

In 2024, ESB Networks engaged on multiple stakeholder engagement fronts and provided informative webinars and customer clinics and improved online tools such as capacity heat maps, generator cost tool, and capacity workbooks. These engagements and supporting tools and processes sought to provide clarity and additional support with various connection processes including Enduring Connection Policy (ECP), Micro, Mini and Small-Scale Generation. Stakeholder engagement took place at all stages of the connection journey such as in pre application, offer processing, design phase through to energisation. Our stakeholder/customer engagement improvement activities saw ESB Networks undertake quarterly engagements with all major customers.

We conducted formal lessons learned reviews for projects not delivered to the stakeholder/ customers' satisfaction and applied data from independent surveys to design improvement plans. As part of our commitment to continuous improvement and stakeholder and customer satisfaction, ESB Networks has implemented a robust stakeholder/customer engagement strategy during the project close-out phase. We conduct close-out surveys two weeks after energisation to gather valuable feedback from our customers.

In our most recent survey, we achieved a response rate of 58%, with 13 out of 23 customers providing their insights. This feedback is instrumental in refining our processes and enhancing our service delivery. We are actively using this data to identify areas for improvement, streamline our operations, and ensure that future projects meet and exceed customer expectations. By incorporating stakeholder/customer feedback into our operational framework, we aim to deliver more efficient and stakeholder/customer-centric solutions.





### **National Networks, Local Connections (NN,LC) Programme**

The NN,LC programme unlocks the benefits of a more flexible distribution system for our customers. In 2024, ESB Networks invited its stakeholders to input to the design and development of new Demand Flexibility Products, by publishing two consultations on its Demand Flexibility Product (including two public webinars) to inform design and development of our Demand Flexibility Product.

The Demand Flexibility Product (DFP) is being introduced to manage the challenges facing the electricity system with the aim of addressing congestion management on the distribution network. ESB Networks has engaged extensively with stakeholders via public webinars on the Demand Flexibility Product and two separate publications which sought feedback from external stakeholders on the design of the DFP. The most recent consultation which closed in December 2024 sought industry views on a number of elements of the DFP design.

ESB Networks published five strategies via our call for input process in Q3 2024 seeking stakeholder input. Responses to our call for input informed development of our Flexibility Multi-Year Plan 2025-2029.

### **Innovation**

Collaboration is central to the success of ESB Networks' innovation programme. Engaging with stakeholders ensures projects address real-world challenges and incorporate diverse perspectives. To meet the needs of customers and support national policy objectives, including the delivery of the Climate Action Plan (CAP) targets for 2030 –we work closely with a wide range of stakeholders, including academic institutions, government bodies, customers, industry trade associations, energy suppliers, and newer industry participants such as demand-side units and battery storage providers.



Our engagement activities extend nationally and internationally. Over the past year, we have collaborated with a wide range of industry bodies and research institutions, contributing to their programmes of work and integrating insights from other organisations into our own operations. Collaborative programmes, such as the Free Electrons global accelerator programme, allow us to explore technology offerings and services from over one thousand start-ups around the world, and identify new opportunities to trial and implement solutions within ESB Networks.

One of the highlights for Innovation in 2024, was hosting the “Innovation for Net Zero” Forum, which was attended by over 100 stakeholders.

We will continue to seek opportunities to host or participate in events as sponsor or speakers and publish findings and outcomes from our pilot projects. These initiatives will allow us to interact with stakeholders from industry, policy, and academia to share insights and shape our strategic direction and co-create solutions to shared challenges.

### Citizen Energy Roadshow

ESB Networks presented at five Citizen Energy Roadshows in 2024. The objective was to engage attendees on the suite of flexibility, Smart Metering Programme, DMSO and other initiatives being progressed by ESB Networks and to address customer queries on same. These important stakeholder engagements demonstrate the close ongoing collaboration between the DSO and TSO.



### National Smart Metering Programme (NSMP)

ESB Networks is leading a national programme to replace electricity meters in homes, farms and businesses with next generation smart meters. This programme is a key enabler of the Government's Climate Action Plan. By the end of 2024, nearly 1.9 million smart meters were replaced and are on track to exceed the European Union (EU) target to have 80% smart meters installed by June 2025. ESB Networks engaged extensively with stakeholders and customers through public information and advertising campaigns to ensure the smooth rollout of the smart metering programme.

Campaigns to promote the benefits and opportunities for customers arising from smart meters are ongoing. Over one in five customers with a smart meter is now availing of a smart meter tariff or service. ESB Networks also led industry forums and working groups to ensure alignment with supplier system and process development and provided ongoing support for supplier queries throughout the national smart metering programme to ensure its success.

Consumer surveys conducted throughout the programme demonstrate that customer awareness is rising, and that sentiment towards the programme is positive. This is further supported by the average 95% customer satisfaction rating of the meter exchange process.



## Network Capacity

Network capacity is the ability of the electricity network to increase the flow of electricity to serve increasing electricity needs of existing customers and for new customers connecting to the network. The capacity on the network must be sufficient to meet peak system demand and address local constraints so that electricity can flow smoothly around the network. Distribution network capacity plays a critical role in enabling and empowering all our customers to decarbonise their energy consumption, as we deliver the electricity network for Ireland's clean electric future. As part of our ongoing collaboration and communication with our stakeholders, a consultation was conducted in Q1 and Q2 2024. Feedback from stakeholders in this consultation was used to guide the pathways we explore, to add distribution network capacity to the electricity system. ESB Networks also engaged with EirGrid as they review feedback on their consultation 'Tomorrow's Energy Scenarios'. This ongoing close coordination of the Distribution System Operation (DSO) and Transmission System Operator (TSO) activities remains vital to securing a net zero ready electricity network.

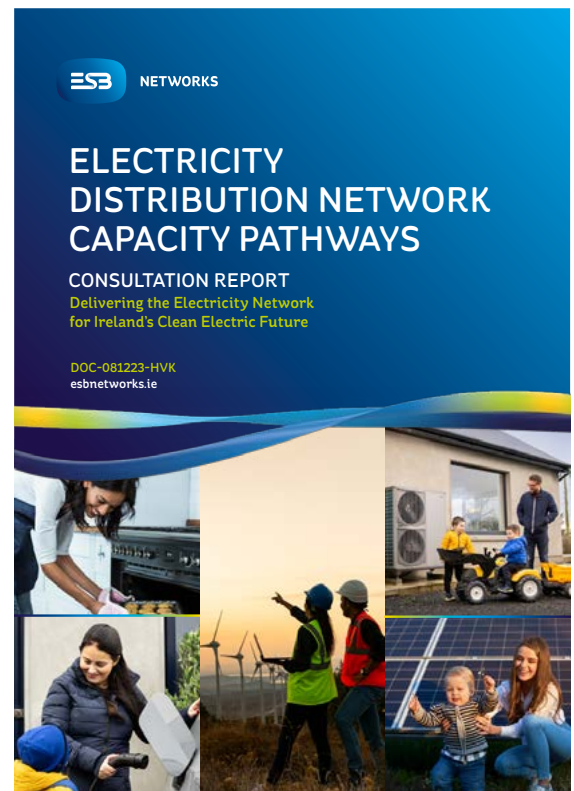
ESB Networks engaged with EirGrid, local authorities, industry, and various stakeholders through information webinars on our published ["Electricity Distribution Network Capacity Pathways"](#) consultation report, that addresses our plans to absorb electrification of the system, connect renewables to decarbonise electricity and provide capacity for new demand driven by increase in population and the growth of the economy.

We published the Network Capacity Workbooks for Demand in 2024.

## Availability Capacity Heatmap

At ESB Networks we are committed to improving the experience of our customers. As part of this commitment, we developed our interactive availability capacity heatmap. It contains capacity information on all our 3-phase LV, MV and HV DSO substations. It provides an interface that enables the easy identification of potential transformer capacity in the vicinity of a customer's site.

ESB Networks refreshed the Capacity Heatmap online tool in Q2 and Q4 2024. The Capacity Heatmap provides indicative available capacity for new demand and generation connections. It empowers customers to have a better understanding as to where to connect, enabling the easy identification of potential capacity in the vicinity of the customer site.





To conclude **Section 4**, the Appendices list in tabular form, the details and timings of our delivered engagement activities, such as ESB Networks led consultations, publications, and pathways to engage (including meetings, forums, working groups, events, and webinars), delivered over 2024.

Finally, we hope that this report provides you with an overview of the comprehensive engagement we have had with our many stakeholders throughout the course of 2024 and that it demonstrates the broad depth and reach of our engagement activity.

Stakeholder engagement is embedded in our business as it continues to play a crucial role in supporting the delivery of our Networks for Net Zero Strategy targets and ambitions.

We would like to take this opportunity to thank all our stakeholders for taking the time to continue to engage with us and for providing valuable feedback on all our business activities throughout 2024. We look forward to working closely with all our customers and stakeholders as we deliver the electricity network for Ireland's clean, electric future and subsequent enduring benefits for current and future generations.





# 1

## Strategy



ESB Networks - Who we are

ESB Networks provide the electricity infrastructure that transports electricity to all customers in Ireland, through both the distribution and the transmission systems. We have served our customers for almost 100 years and have provided the electrical infrastructure on which our society has developed.

ESB Networks work to meet the needs of all Irish electricity customers, providing universal affordable access to the electricity system. We deliver and manage the performance of a network of almost 157,000 kilometers (km's) of overhead networks, 26,000 km of underground cables, over 800 high voltage substations, significant amounts of connected generation (including renewable generation connected to the distribution and transmission systems) and serving 2.5 million demand customers.

To support the delivery of a safe and reliable distribution system, we undertake all the functions related to asset management, planning, construction, maintenance, and operation of the medium, and low voltage distribution network. ESB Networks also build and maintain the high voltage transmission system.

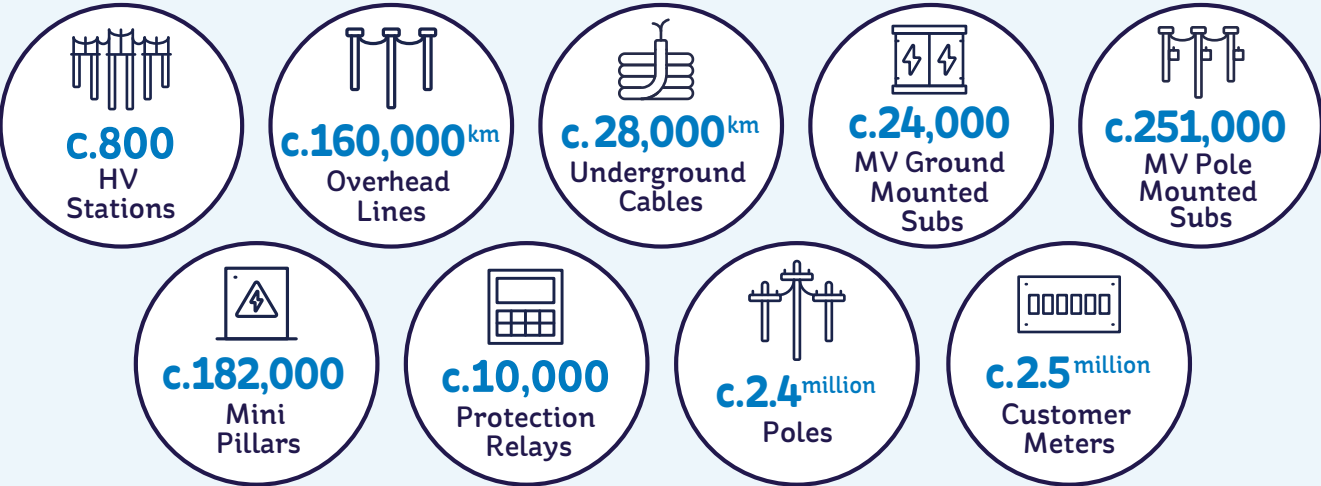
We also deliver a range of services to the Republic of Ireland (RoI) Retail Electricity Market servicing over 2.5 million customers. We manage relationships with market participants and provide data in a timely and accurate fashion on a daily basis.

ESB Networks supports the electricity retail market through the ringfenced meter registration system operator (MRSO) and retail market design service (RMDS) and underpins the wholesale single electricity market through the provision of aggregated electricity meter data.

ESB Networks place customer service at the center of our operations, providing services to all electricity customers regardless of their supplier. Our staff and approved contractors throughout the country, strive for excellence in all interactions with customers, while also supporting them in participating in the energy market and transitioning towards low carbon technologies.

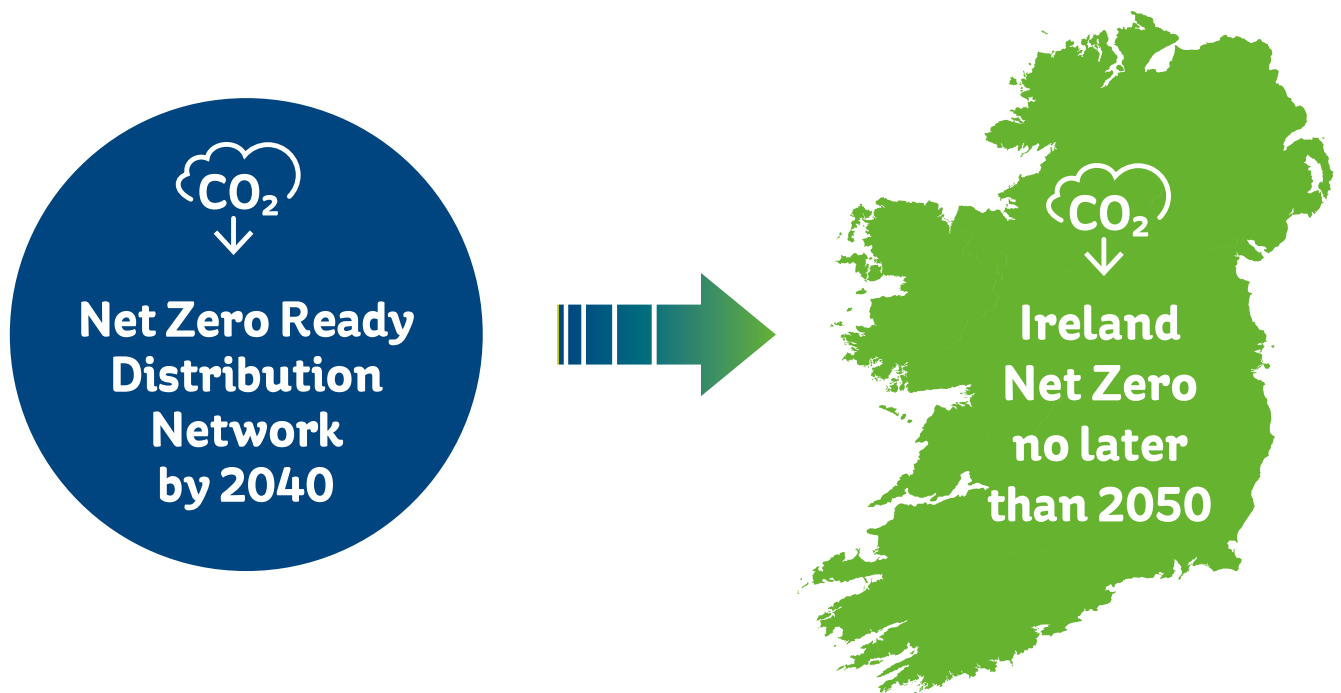


Our Network



## Our Networks for Net Zero Strategy

Our Networks for Net Zero Strategy outlines ESB Networks' role in facilitating the implementation of the Irish government's Climate Action Plan 2023, with a view to achieving Ireland's net zero target by 2050. The Strategy aims to develop a flexible and intelligent digital electricity network that will serve as a foundation for a clean electric future in Ireland by 2040.

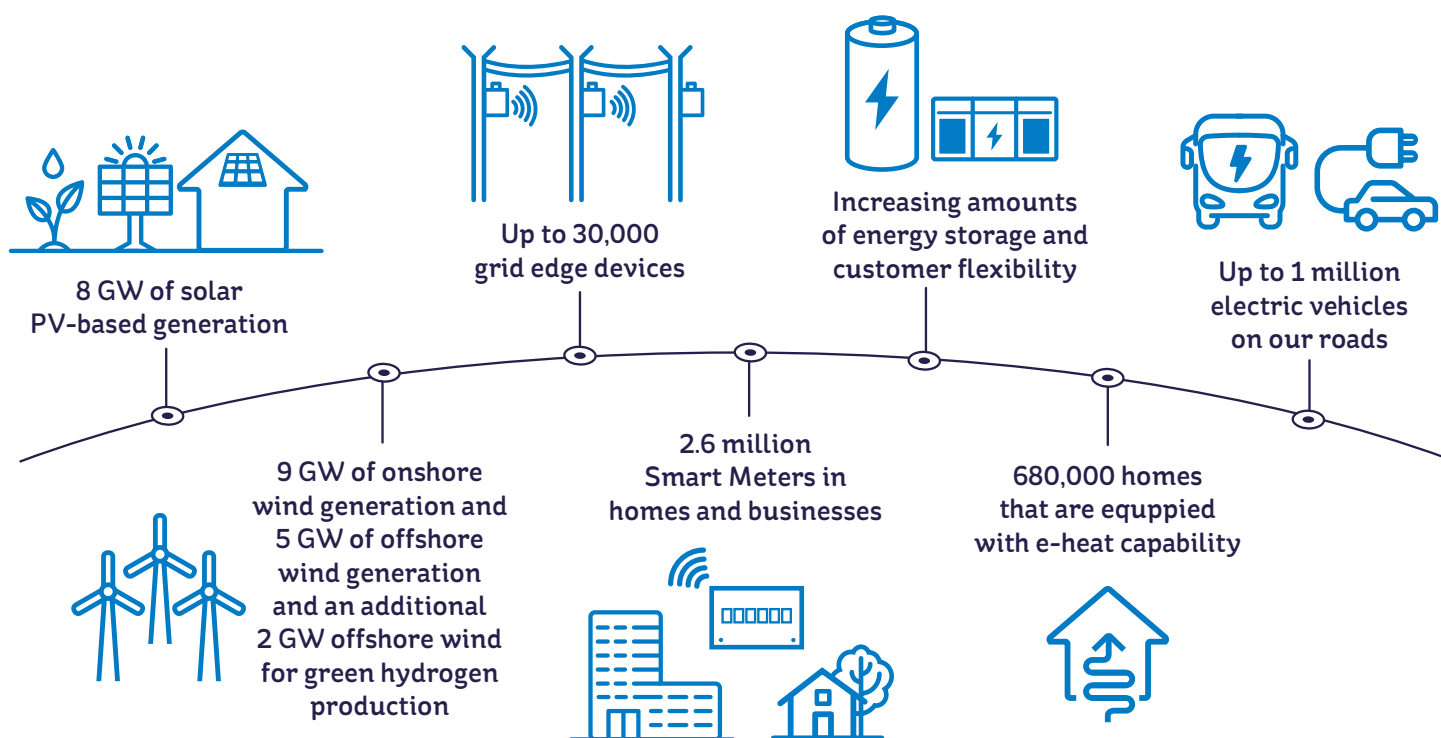


Our purpose at ESB Networks has always been to connect and distribute electricity - safely, securely, and affordably. Acknowledging the central role that electricity plays in climate action, our purpose has evolved to deliver a clean electric future through the electrification of heat, transport, and industry, as well as connecting renewable generation at scale to the electricity network. This means delivering our role to help the targets for 2025 and 2030 as set out in the government's Climate Action Plan.

Our Strategy sets out to deliver the targets defined in the government's Climate Action Plan for 2025 and 2030. It also sets out a clear objective to develop a digital electricity network that is flexible and smart and will provide a foundation for a clean electric future in Ireland by 2040. This means having a net zero-ready distribution network by 2040 to enable Ireland's achievement of net zero no later than 2050. This will be an important milestone on the journey to Ireland being net zero no later than 2050.

The work we do under our primary roles of Distribution System Operation (DSO), Distribution Asset Owner (DAO), and onshore Transmission Asset Owner (TAO) is essential and on the critical path to achieve this objective.

## ESB Networks' vision for our network by 2030 is seen below:



Delivering this is going to require a transformation of our network, our systems, and our approach. The sustainable social and economic development of communities, businesses, Ireland's climate action response, and transition to net zero are all dependent on ESB Networks delivering our purpose through to 2030 and beyond.

For our customers, electricity will continue to provide a safe, secure, and reliable energy source and it will also present new opportunities to take part in the energy transition through self-generation and storage, demand management, energy efficiency opportunities, and selling electricity by exporting back on to the electricity network. As customers engage with new opportunities, and as renewable energy connections increase, managing the network will become more complex.

We have introduced a 'Build Once for 2040' concept that will ensure that the distribution network and supporting services such as demand management are designed and developed to meet the anticipated needs of customers in 2040 and to deliver a clean electric future. This will eliminate the need for repeated, costly, and resource intensive interventions on the network.

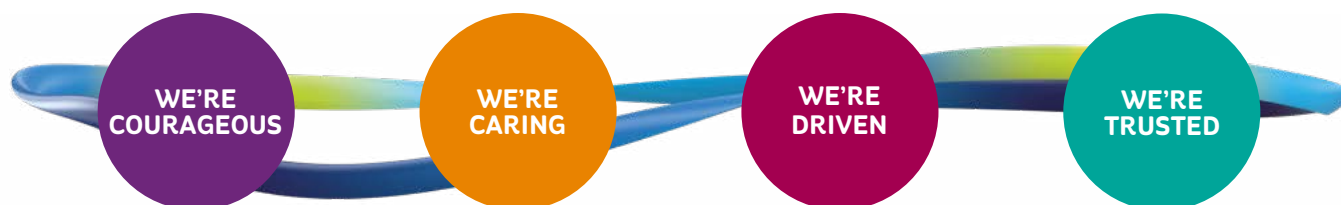
Essentially, where possible, we will deploy solutions today which are scalable to meet the needs of customers and stakeholders in 2040.

At ESB Networks, we understand that we have been entrusted with the responsibility to play a vital role in Ireland's energy future, and we know we cannot do this alone. Through delivering our Networks for Net Zero Strategy in collaboration with all our stakeholders, we will ensure that the network is prepared to meet the changing and evolving needs of our customers in a clean electric future.



## Our Values

Our vision is to enable the clean electric future together with our stakeholders and customers who will be at the heart of this transformation. The delivery of this is underpinned by Our Values of being Courageous, Caring, Driven and Trusted.



Each of us is prepared to challenge the way we've always done things, stand up for what we feel is right and try better ways of working.

We're putting stakeholders' current and future needs at the heart of what we do and we keep ourselves and others safe and healthy.

We bring passion and persistence to what we do every day, innovating and collaborating with our stakeholders to meet the challenges and opportunities ahead.

We each play our part, taking ownership of our responsibilities, seeing the job through and protecting our own health and safety, as well as others'.



Our Stakeholders

Our stakeholders are the individuals, groups of individuals, communities or organisations that affect, or could be affected by, our activities, products or services and associated performance. Given our central role in the electricity industry connecting over 2.5 million homes, farms, communities, and businesses around the country, we have a very broad range of stakeholders.

Since considerable changes are taking place within the energy sector at an unprecedented scale, we are fully aware that who we engage with and how is constantly changing. Therefore, while we undertake an annual mapping exercise of our stakeholders to identify new groups in consideration of changing priorities, the segmentation wheel below is a working example of how we are looking to improve the granularity of our stakeholder mapping through further subgrouping and segmentation. This will enable us to be even more purpose driven in how we conduct our engagement activities and help to ensure that we are driving inclusive engagement by not leaving any stakeholder group behind.



## Our Engagement Methodology

Our approach to stakeholder engagement is informed by international best practice in this field. Our principles and methodology of engagement are guided by the AA1000 Stakeholder Engagement Standard<sup>1</sup>, which is used by many leading organisations and network operators. The following principles underpin all our activities when engaging with our customers and stakeholders.

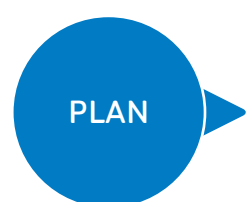
### Principles of engagement

<b>INCLUSIVITY</b> <ul style="list-style-type: none"><li>• Give people a say in the issues that impact them.</li><li>• We will engage widely with our customers and stakeholders.</li></ul>	<b>MATERIALITY</b> <ul style="list-style-type: none"><li>• Identify and be clear about the issues that matter.</li><li>• We will focus on the most relevant and significant issues that affect our customers, stakeholders, and our business.</li></ul>
<b>RESPONSIVENESS</b> <ul style="list-style-type: none"><li>• Act transparently on material issues.</li><li>• We will communicate and be transparent on the engagement process.</li></ul>	<b>IMPACT</b> <ul style="list-style-type: none"><li>• Engagement should positively impact customers, stakeholders, and the business.</li><li>• We will monitor, measure, and be accountable for the impact of our engagement activity.</li></ul>



<sup>1</sup> AA1000 Stakeholder Engagement Standard (2015) and AA1000 Stakeholder Engagement Principles (2018) available at: <https://www.accountability.org/standards/>

We use a structured and systematic approach to engaging with our customers and stakeholders. This involves a cycle of planning, action, reporting, review, and improvement.

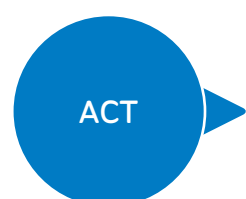


**Purpose:** We plan our activities to ensure effective stakeholder engagement.

**Action:** Define the purpose of engagement. Identify and understand stakeholders (mapping), and tailor engagement to meet the needs of the relevant stakeholders.

**Tools and processes:** *Embedded* - Each year we consult and publish our engagement plans across our business focus areas.

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**Purpose:** We implement our planned engagement activities to listen effectively to our stakeholders. Reporting on stakeholder concerns and comments to better understand and act upon their concerns.

**Action:** Brief stakeholders in advance and establish ground rules for engagement. Carry out effective engagement practice and ensure consistent approach to gathering data. Analyse and consider all feedback which is collected and develop an action plan which sets out how we will respond to engagement outputs. Communicate outputs and action plan with stakeholders.

**Tools and processes:** *Embedded* - All our delivery focus areas incorporate stakeholder engagement into their plans. Our established stakeholder engagement governance process sees these activities from conception through to delivery.

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**Purpose:** We publicly report on our stakeholder engagement to show how engagement is informing our actions.

**Action:** Use a number of channels to communicate the outcomes of our engagement with customers and stakeholders.

**Tools and processes:** *Embedded* - We publish our Stakeholder Newsletters highlighting key activities and events to keep our stakeholders informed.





## REVIEW

**Purpose:** We review and evaluate the success of our engagement to continually improve our process.

**Action:** Monitor and evaluate the quality of engagement, both overall and for individual engagements.

**Tools and processes:** **Enhanced** - Our stakeholder engagement steering group have representatives from across all of ESB Networks' delivery areas. We hold each other to account to ensure we are delivering for our stakeholders.

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## IMPROVE

**Purpose:** We review feedback from customers and stakeholders to incorporate lessons learned into future engagement planning.

**Action:** Continually improve our engagement through identifying and acting on specific improvements.

**Tools and processes:** **New** - We are trialing an enhanced Metrics Framework into our business.

## How We Identify Our Stakeholders

When we look to engage with customers and stakeholders on a topic and involve them in the decision-making process, we first need to assess who we should engage and why. It's important that we can justify and fully explain to our customers and stakeholders the need for the proposed initiative, and the benefits to them that will come as a result. We then look to ascertain which groups will either be most impacted or are likely to have the greatest interest in the proposed activity. For example, while customers will be directly impacted by the roll-out of smart meters, other key stakeholders such as electricity suppliers, housing associations, and charities are also likely to be identified as key stakeholders as they will be directly or indirectly impacted by the rollout. We undertake an annual mapping exercise of our stakeholders to identify new groups considering changing priorities.

We also annually review and refresh our central database of individual stakeholders. Business engagement leads present annually on their topic-specific key stakeholders through our steering group governance mechanism, highlighting where there is strong coverage on subject matters and where there are gaps which need addressing to ensure fair representation of our engagement activities.

We recognise the considerable changes which are taking place within the energy sector at an unprecedented scale and are fully aware that who we engage with and how, is constantly changing. Recent global events have highlighted even more clearly the need to help customers in vulnerable circumstances. Our annual review of stakeholders, in combination with working with the relevant partners, will ensure that vulnerable groups' voices are heard and that they will not be left behind in the transition to a net zero future.

### Tailoring Our Engagement

We assign a level of knowledge and interest to each stakeholder group across each of our strategic engagement areas. Awareness of knowledge levels of each stakeholder group allows us to better tailor engagement to specific stakeholder groups, such as the engagement method, and the appropriate use of technical language.

This approach helps us to answer questions around how different customer and stakeholder groups could influence our decision-making and how best to involve them. Different levels of stakeholder engagement are appropriate, depending on the purpose, materiality, desired outcome, timeframe, resources, and level of interest.

The level of engagement that is appropriate is considered during the planning phase. This involves an assessment of the materiality of the subject matter of engagement, both for our stakeholders and our business, and includes an evaluation of potential impact and risk. Issues of major significance involving high levels of investment, impact, and risk will warrant greater levels of engagement.

Where the issue has lower significance and less impact, the provision of information may be more appropriate. In each case, we will discuss our approach with our stakeholders. While we acknowledge that not all stakeholders can be experts on any one thing, or indeed all the topics of strategic engagement, we are committed to informing and educating our customers and stakeholders to empower them to engage effectively with us on the topics that matter to them.

For example, prior to consultations with stakeholders with limited knowledge on the subject matter at hand, we run supplementary webinars to support customers in the transition from being ‘informed’ by ESB Networks, to being ‘involved’ with engagement and fostering a two- way dialogue with them. Continued engagement with stakeholders allows them to have more knowledge of a topic of engagement, and therefore more of an impact on the decision-making process with time.

Description of typical Stakeholder	Increasing knowledge of interest in our activities	Example of Stakeholder Groups
Those who have shared interests with us and who work and share knowledge with us to achieve our objectives	EXPERT	Government, Regulator, TSO, electricity suppliers, academic partners, and industry representatives
Those who interact fairly regularly with us, are aware of our role and have an interest in our activities	GOOD	Local Authorities, builders, developers, and landowners
Those who are aware of us but have limited knowledge of our business and activities	SOME	Domestic customers, SMEs
Those who may not be aware of us but are impacted by our decisions and actions	LIMITED	Future customers, vulnerable customers

Here we set out each of the different approaches and associated mechanisms we use for engagement, based on the knowledge levels of the audience.

Approach	Purpose	Mechanisms
INFORM	Provide information to educate and improve stakeholders' knowledge on a topic	Informative webinars, website, social media, emails, leaflets/ newsletter, adverts, research
CONSULT	Listen to and obtain feedback from stakeholders	Surveys, focus groups, public meetings and webinars
INVOLVE	Facilitate two-way dialogue and work directly with stakeholders to understand and consider aspirations and concerns	Bilaterals, conferences, workshops, consultations, forums and webinars
COLLABORATE	Identify preferred solutions and incorporate recommendations	Panels, working groups, partnerships



## Why We Engage

For ESB Networks, engaging with our customers and stakeholders is crucial to how we shape the future of our business and the electricity network. It helps us develop new initiatives which benefit the communities and industry we serve, as well as improving and enhancing existing ones. It shapes our business planning and strategic priorities and informs the decision-making process. Engagement with wider industry nationally and internationally, accelerates innovation within the business and the energy sector through shared learnings and ideas.

<b>SERVICES</b> To enable customers and stakeholders to shape our existing and upcoming services.	<b>ACCOUNTABILITY ON DELIVERY</b> For our customers and stakeholders to hold us to account on our promises and to drive continuous improvement.	<b>FUTURE PLANNING</b> For our customers and stakeholders to support us in delivering in the long term.
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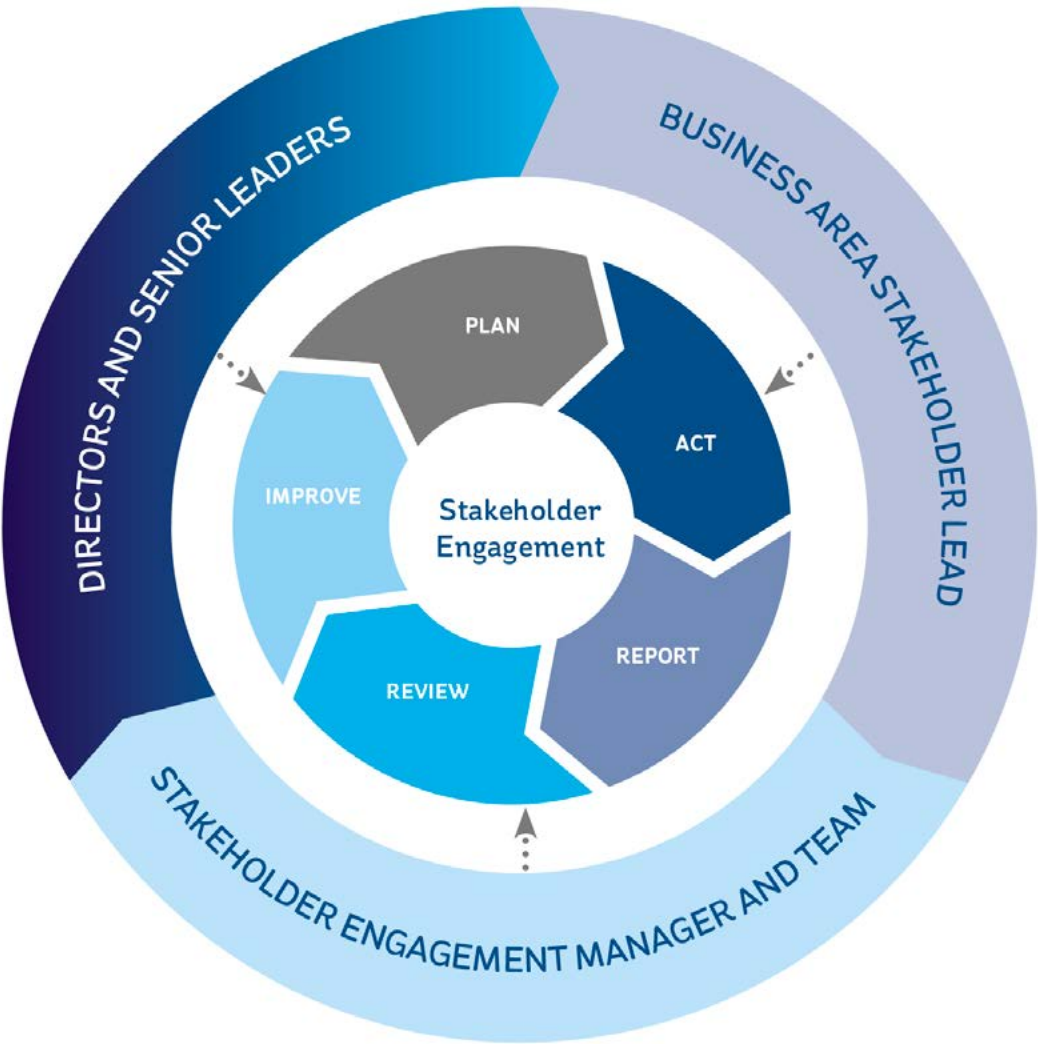


## Engagement is at the Heart of Our Operations

We recognise that effective stakeholder engagement is essential for the successful management of our business. As a strategic priority, it is led by the Managing Director and the Senior Leadership team and is seen as a vital activity at every level of the organisation.

An internal stakeholder engagement steering group made up of stakeholder leads from across the business meets regularly to discuss planned engagement activities, review stakeholder feedback, and agree proposed improvements and adjustments based on recommendations.

This group, which is led by the Stakeholder Engagement Team provides overall direction to the stakeholder engagement strategy for ESB Networks. Stakeholder engagement forms a core element of our business processes and remains embedded in our business culture and is seen as the role and responsibility of every employee within the organisation. Our strategically important delivery initiatives, such as our national smart metering programme, the National Networks, Local Connections programme, are shaping and informing how we undertake engagement across all our activities, from day-to-day service areas such-as maintaining the network and customer service through to our flagship innovation programmes to prepare the net zero network of the future. The following diagram depicts the Stakeholder Engagement Process Flowchart. Its purpose is to illustrate the steps involved in engaging with stakeholders to gather feedback and inform business planning.



## Improving Our Engagement – Listening to and Acting on Feedback

We are committed to continuously improving our approach to engagement to deliver meaningful outcomes for all our customers, stakeholders, and our business.

The following summarises how ESB Networks, is responding to and acting upon key feedback received from our stakeholders, on our engagement performance.

The following feedback is referenced in the CRU Network System Operators Electricity Networks Stakeholder Engagement Evaluation Panel, NSEEP [report published January 2025](#).



3



#### Stakeholder said

The Panel highlighted that the DSO should provide as much information as possible for upcoming consultations, for example when does the consultation open and close, and to be mindful of other ongoing consultations within the industry.

#### We did

We are publishing a list of our annual consultations to be led by ESB Networks as part of our annual publications and separately update these lists quarterly on our website. In addition, we have introduced a dedicated consultations page on our website which features a traffic light system to record when consultations open and close.

#### Next steps

We recognise that there are many other industry consultations that both industry and ESB Networks are required to respond to throughout the year. We will endeavour to be mindful of these timescales and facilitate the granting of extensions to consultation periods where feasible and appropriate.

4



#### Stakeholder said

DSO provided heat maps should be updated frequently. Currently it is bi-annual which may be insufficient.

#### We did

Continuing to improve the Capacity Heat Map tools on the website for both generation and demand connections. "How to use" video guide being well received. Committed to updating on quarterly basis going forward with improved data modelling and automation.

#### Next steps

Capacity Heat Maps to be published quarterly.



5

#### Stakeholder said

There is a continued need for trialling of the metrics framework and a focus for delivering the metrics on the value delivery for stakeholders and the consumer. There is a need to broaden National Smart Metering Programme (NSMP) metrics. In addition, more clarity should be provided for the achievements of the NSMP.

As it was recommended last year, the DSO should continue the development and roll out of an enduring metrics framework for stakeholders.

#### We did

Have sought clarification and further discussion with regard specific metrics that the panel finds lacking or insufficient, and any recommendations for improvement

#### Next steps

ESB Networks will endeavor to meet the requirements after further clarification and understanding of the Panel's request.



6

#### Stakeholder said

Following publication of the Close-out Reports by the CRU, the relevant Strategy should be consulted upon, finalised and published by ESB Networks by January each year.

#### We did

ESB Networks published its "Stakeholder Engagement Strategy & Plan 2025" in December 2024, for 6-week public consultation ending 31st January 2025.

#### Next steps

There was one response to the Consultation. On review of the feedback, the decision was made that the Stakeholder Engagement Strategy & Plan 2025 did not require re-publishing after the consultation period ending 31st January 2025.





7



### Stakeholder said

While the DSO is working to improve the ESB Networks website, there are additional adjustments that can be made for the benefit of stakeholders.

- The consultation sections require further improvement to help stakeholders to respond to ongoing consultations.
- It would be beneficial if the following were improved: accessibility, notification, subscription and consultation / publications library for responses and replies.
- The stakeholder newsletters should become easier to locate on the website.
- The registration for stakeholder updates should be easier to locate.
- Improvements to the website should be accelerated where possible given the panel has made recommendations for this to be improved.

### We did

We have addressed the NSEEP feedback in the design of our new website. New dedicated 'Publications & Consultations' area and new stakeholder pages with a subscription service all accessible from ESB Networks' website homepage.

### Next steps

The newly enhanced ESB Networks' Website launched Q1 2025 and meet the requirements and recommendations as set out by the Panel.

8



### Stakeholder said

The strategy and Engagement Metrics Framework do not clearly identify areas where significant improvements are needed, focus is on the positive. This suggests a positive bias across the metrics framework which could impact the effectiveness. It would be beneficial if issues or failed initiatives/lessons learned were briefly outlined to highlight all efforts ESB Networks is engaging during the process.

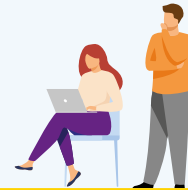
### We did

ESB Networks is actively demonstrating how feedback and failed initiatives/lessons learned are being understood and using the learnings to improve our processes and systems to the benefit of our customers and stakeholders. An example of this is highlighted in the case study in Section 2 of this report.

### Next steps

ESB Networks are actively reviewing our key customer journeys, the pain points and identifying initiatives to improve transparency in our processes, systems and effective communications.

9



#### Stakeholder said

The DSO should include evidence that they approached the strategy in a cost-effective manner. There is currently no detail regarding costs in the strategy.

#### We did

ESB Networks puts the Customer at the heart of everything it does, our focus is to serve all electricity customers regardless of their electricity supplier. The purpose of our Stakeholder Engagement Strategy is to help support the cost-efficient delivery of ESB Networks' Networks for Net Zero Strategy.

We have outlined in the Smart Metering and Online Account case study the benefits and cost saving initiatives that may be availed from the Online Account, Rewards and Smart Meter benefits in regards tariffs. Setting up the Online account is free to all electricity customers regardless of their supplier. Networks Online Account Delivered smart PAYG services. Facilitated access to near real-time consumption data from the meter. ESB Networks is constantly innovating to drive efficiencies by adopting digital and data to reduce costs for our customers. We are also providing informative webinars/customer clinics and improve online tools (capacity heat maps, generator cost tool, capacity workbooks) to provide clarity and support with various connection processes including ECP, micro, mini and small-scale generation. These tools help customers manage their costs.



#### Next steps

ESB Networks will continue to engage with our stakeholders to deliver its Networks for Net Zero Strategy which outlines our commitment to future proofing Ireland's electricity network and underpins an energy transition that will enable all electricity customers to adopt new technologies, products and services.

10

**Stakeholder said**

The Panel noted that the strategy demonstrated that cooperation between the DSO and TSO has improved.

The Panels recommends that the partnership is reported to stakeholders in a balanced manner and to include challenges facing the partnership and plans to address the challenges.

**We did**

ESB Networks partnered with EirGrid and SEAI and engaged with stakeholders at EirGrid's Energy Citizens' Roadshow in five roadshow events in Clare, Limerick, Wexford, Roscommon, and Kerry. Partnered with Clare County Council, Limerick County, Wexford County Council, Roscommon County Council and the Dingle Hub group as panelists at these events.

Together ESB Networks and EirGrid, with input from stakeholders, will develop the planned activities for PR5 DSO/TSO Joint Incentive Multi-Year Plan 2025 - 2029 incentive in detail for 2025, 2026 and 2027 and the planned activities at a high level for 2028 and 2029.

Tri-Party Forum which meets on a quarterly basis to discuss challenges, improvements, lessons learned and best practices.

**Next steps**

ESB Networks are delighted to partner again with EirGrid and SEAI in 2025 to support of the Energy Citizen's Roadshow.

11



### Stakeholder said

The Panel recommends that ESB Networks continues ongoing engagement, and collaboration will be key to ensure enduring solutions that support the fast and cost-effective connection of renewables. It is recognised that stakeholder engagement is key to helping ESB Networks deliver the low carbon transition.

### We did

Engagement with our stakeholders and industry partners is critical to the delivery of our Networks for Net Zero Strategy and ultimately the Governments Climate Action Targets. Stakeholder Engagement remains a critical business priority.

Continuous customer and stakeholder engagement on ECP2.4 process to optimise connection offers continued during 2024.

Three-way EirGrid, customer and ESB Networks meetings took place quarterly engagement with key industry bodies (WEI, ISEA, ESI, and SEAI) to ensure processes were understood and developed to enable achievement of CAP23 deliverables.

Participated in the National Planning Forum, to help support the new Planning Act with the formation of national guidelines to support ESB Networks and the electricity industry.

Provided informative webinars/customer clinics and improve online tools (capacity heat maps, generator cost tool, capacity workbooks) to provide clarity and support with various connection processes including ECP, micro, mini and small-scale generation.

Quarterly engagements were undertaken with all major customers. Formal lessons learned reviews were undertaken for projects not delivered to the customers' satisfaction and applied data from independent surveys to design improvement plans.



### Next steps

ESB Networks will endeavor to continue its dedicated and vast engagement and in collaboration with its partners and stakeholders into the future in an open and transparent way to ensure that enduring solutions support the fast and cost-effective connection of renewables.





# 2

## Implementation Engagement Channels and Initiatives Delivered



## Delivering against our Stakeholder Engagement Strategy and Plan 2024

In this section we describe how we have delivered against our strategy and plans for 2024, taking into consideration both feedback and delivered actions and outcomes for our stakeholders and business alike.

In December 2023 we published for consultation with our stakeholders 'ESB Networks Stakeholder Engagement Strategy & Plan 2024'. This plan gave a high-level overview of our key areas of engagement focus, and, in the appendix, we provided details of key planned engagement initiatives over 2024.

We keep our plans under continual review, to ensure they reflect any required changes throughout the year. We have also listed these engagement channels as delivered in our appendices.

### Appendix 1

ESB Networks led Consultations delivered in 2024.

### Appendix 2

ESB Networks Publications delivered in 2024.

### Appendix 3

ESB Networks pathways to Engagement in 2024.

Note, the timings referred to in this document, that is, Q1, Q2, Q3 and Q4, relate to quarters of the calendar year.

**Q1** January, February, and March

**Q2** April, May and June

**Q3** July, August and September

**Q4** October, November and December



# Case Studies

## Case study: Price Review 6

### Strategic Context:

ESB Networks invests in the electricity network on behalf of all customers. This investment is approved and overseen by the Commission of Regulation of Utilities in five-year periods, called Price reviews.

In 2024 we prepared our business and investment plans for the price review period that runs from 2026 to 2030 setting out a programme of work to support the economy, housing and climate action.

### Stakeholder Said

The plan is crucial to supporting the transformational changes required over the period to ensure a more secure and sustainable energy future for individuals and communities across Ireland supporting Irelands energy transition around the electrification of heat, transport and industry and to achieving resiliency in our Network.

### We Did

Our aim was to complete this plan in collaboration with our customers and stakeholders through our engagement approach of Inform, Consult, Involve and Collaborate. We wanted to ensure we put customers at the heart of business planning and decision making, when developing our business plan for PR6. We engaged extensively with customers and stakeholders through bilateral meetings, presentations, independent market research, and our [PR6 Stakeholder Consultation Paper](#), to understand their evolving needs and expectations.

Number Completed	Engagement Mechanisms
34	Industry Representatives attend webinar
25	Stakeholder responses
10	Face-to-Face Groups (120 Participants)
4	Online SME/Large Business Interviews
1,138	Customers interviews
8	In depth Stakeholders e.g. County Council
4	Contractor Meetings
11	Bilateral meetings
10	Industry conferences

Through this process, we have gained insights into the priorities of our customers and stakeholders, which are reflected throughout our business plan.

Large customers and stakeholders have highlighted their dependence on the availability of network capacity to connect houses, support electrification, and deliver renewable projects. They want assurance that the capacity they need can be delivered efficiently, and at an appropriate pace and scale. They emphasise the need for rapid infrastructure delivery and support anticipatory investment.

Our domestic customers have told us that having access to reliable electricity supply, renewable energy and tools to better manage their costs are important to them. However, while approximately 70% have indicated that they would pay some additional weekly amount for those benefits, around 30% are opposed to taking on additional costs. Business customers were also resistant to taking on more costs, with SMEs indicating that they cannot absorb higher electricity costs right now, as they are already struggling with rising expenses across the board.

We have carefully considered these insights and perspectives in developing our investment proposals and have sought to strike an appropriate balance in our Plan that addresses the needs of all of our stakeholders and customers.

We engaged extensively with customers and stakeholders to their input on a range of issues including capacity, flexibility, innovation, safety, and electrification.

How we did this:

- **In-depth face to face interviews**
- **Informative webinars**
- **Website**
- **Social media**
- **Research**
- **Focus groups**
- **Bilaterals**
- **Conferences**
- **Forums**
- **Consultations**





## Focus Groups and Bilaterals

The following are highlights of the varied engagement held throughout 2024 in relation to our Business Plan.

- A consultation period was held initially until the 30th of August 2024 and then extended to the 13th of September 2024.
- A dedicated engagement portal was set up through social media channels [PR6Engagement@esb.ie](mailto:PR6Engagement@esb.ie).
- Informational video featuring our Managing Director, Nicholas Tarrant, was published on social media inviting stakeholder participation and engagement and advised pathways of how to formally engage with us.
- A supporting webinar took place on the 23rd of August 2024, facilitated by senior managers and a panel of subject matter experts were on hand to present and field questions and accept feedback from the stakeholders attending. Attended by 57 stakeholders representing 34 individual industry groups and facilitated Questions and Answers.

Figure below shows the Organisations that attended our stakeholder consultation webinar.



We presented at a number of industry events on our plans for PR6, including:

- Construction Industry Federation Annual Conference
- Energy Transition Summit
- Irish Solar Energy Association (ISEA), Annual Solar Conference
- Cybersecurity Conference
- National Infrastructure Symposium

Figure below depicts Organisations that responded to our stakeholder consultation



The following table depicts highlights of the varied engagements held throughout 2024 in relation to our Business Plan.

Stakeholder Groups	2024
Northern Ireland Electricity Networks	January 2024
EirGrid	January to December 2024
Northern Power Grid	March 2024
ESB Networks Contractor Group	June 2024
Contractor Interviews (B&A)	July 2024
Industry Interviews (B&A)	July 2024
ESB Networks Webinar PR6 Investment Plan	August 2024
Energy Transition Summit	September 2024
ESRI	September 2024
Irish Home Builders Assoc.	August 2024
SEAI	October 2024
Innovation Conference	November 2024
Bord Gáis Energy	December 2024

### **Customer research:**

Ipsos B&A conducted a comprehensive customer research program using:

- Face to face, in depth interviews
- Online focus groups
- Quantitative research surveys with the general public
- In-depth interviews with stakeholder representatives

### **Emerging Stakeholder and Customer Themes:**

1. Having a reliable electricity supply and avoidance of power cuts
2. Having access to renewable energy
3. Active and empowered customers with the ability to embrace new technologies to help manage energy costs

### **How we integrated Customer and Stakeholder feedback into our Business Plan.**

We considered all the feedback received and, where possible, addressed the issues and priorities raised by stakeholders and customers into the PR6 plans.

The Business Plan was submitted in November. This plan was also published on our website, with the objective of enhancing transparency around our planning approach.

### **Next Steps**

ESB Networks will continue to have extensive engagement with CRU, their consultants, and other stakeholders to understand the contents of our submission and to clarify proposals. This process will continue into Q1 2025.

Stakeholder Engagement remains a key element of the project with the publication of the PR6 Business Plan on the ESB Networks Website and subsequent internal and external engagements planned in the future.

## Case study: Smart Metering and ESB Networks Online Account

### Strategic Context

ESB Networks is responsible for building and operating Ireland's electricity network ensuring all 2.5 million electricity customers are connected to a safe, resilient network underpinned by an excellent customer service and experience. Our "Networks for Net Zero" strategy launched in 2023.

Central to this initiative is the "Empowered Customers" strategic objective to support the customer's transition to net zero. Our goal is to empower customers around how they consume, generate, trade and store electricity.

ESB Networks strive to innovate and deliver a best-in-class service experience to all its customers. Engaging with, listening to and responding to our customer and stakeholder needs, are at the heart of everything we do.



### Stakeholder Said

Over 2024, ESB Networks engaged with a vast range of customers and stakeholders in regards our Business Plan and other engagement regarding smart metering with stakeholders such as CRU, DECC, SEAI and other electricity suppliers.

As part of the feedback and engagement with our stakeholders, we listened to you when you asked for more personalisation, communication and greater clarity over your electricity usage.

Our customers and stakeholders looked for increased interaction and communication particularly in the areas of education, usage, insights, cost saving strategies, and transparency regarding price increases.

### We Did

We sought to actively empower customers by providing greater clarity on customer's electricity usage, provide and signpost insights and promote how customers might realise cost saving strategies. ESB Networks is adopting digital and data opportunities and leveraging it to improve services and benefits for our customers, to achieve faster delivery or to reduce costs and to improve productivity.

One such digital opportunity is where ESB Networks developed and delivered enhanced capabilities in the ESB Networks Online Account, smart metering capability and smart metering functionality. "My Energy Consumption" shows the updated graphs to display import data day, night, and peak information. See [Manage My Meter](#).



The ESB Networks website and Online Account is a superb educational resource and where all ESB Networks customers, regardless of their electricity supplier, can get better informed at a time that suits them, 24/7, 365 days a year.

Using these portals, allows customers and stakeholders a dedicated channel to reach out, interact and be informed at a time that is convenient for them. The capability and functionality allows customers to self-direct how and when they use their energy and even to applying and paying online for a new connection.

Using smart meters and associated smart meter technology, is helping all our customers to become more energy efficient and environmentally friendly as we work towards a low-carbon future. Smart meters are helping to facilitate the development of Ireland's growing renewable generation, smart grids and the electrification of transport and heat. Smart meters are key to the delivery of a digitally enabled electricity network, which will accommodate even higher levels of renewable energy and support the electrification of transport and heating. By year end 2024, 1.9 million customers had smart meters installed. This now includes over 165,000 Day/Night meter exchanges.

Smart meters have transformed how electricity is measured and managed; it has reduced the need for estimated bills and provides customers with greater information about their electricity usage. A smart meter works for you, by providing insights to your electricity usage through your [ESB Networks Online Account](#) giving you more control over your use and bills. This information can also help you make informed choices as to the best tariff that suits your electricity needs. Smart meter customers are benefitting from the new technology. Electricity supply companies are also now offering new smart services to customers who have a smart meter installed.

Over 90,000 customers have signed up to the upgraded My Energy Consumption application in their ESB Networks Online Account. The Customer Online Account is free and available to all electricity customers, regardless of their supplier. The upgraded My Energy Consumption application provides energy consumption usage data in Day/Night/Peak format enabling customers to make more informed choices on their consumption and to avail of the developing range of smart tariffs and plans which are being offered by electricity supply companies.

### Outcomes and Next Steps

We published on our website

- **How to view your usage data**
- **Troubleshooting MPRN**
- **Tips were published, "How to make the most of your smart meter" including information on tariffs, electricity consumption and how to access data.**
- **A [video](#) outlining how you can access your smart meter data was published.**
- **Delivered new services to applicable smart meter customers including the new Pay-As-You-Go Service (Smart PAYG).**
- **We carry out quarterly customer sentiment and satisfaction surveys for the Smart Metering Programme and we are using customer feedback and stakeholder engagement to continually improve to benefit our stakeholders and customers.**

## Case study: Lessons Learned

### Strategic Context

A large renewables TSO project was energised in 2024. Following the Close Out phase of this project a Lessons Learned exercise was carried out with the customer/project sponsor. Several areas were identified for improvement post energisation.

### Stakeholder Said

The stakeholder identified several gaps in the project management lifecycle/process with ESB Networks. The customer was unhappy with several areas throughout the journey. The customer sought follow up actions/improvements as a result of the gaps identified. These gaps included areas pertaining to planning, managing and monitoring effective project communications and communicating project schedules, risks and issues.

### We Did

ESB Networks initiated a Lessons Learned Process as part of the close out process of the project post energisation.

In Q1 2024, ESB Networks held a Major Customer Improvement Focus Day/workshop with the intention to transform our customer service delivery while activating our ambition to empower our customers.

During that Focus Day, the customer attended and presented feedback on their project experience with ESB Networks. The customer presented key findings on their project lifecycle in partnership with ESB Networks.

ESB Networks then reviewed the key customer's journey, the pain points, and identified initiatives to improve our processes, systems, roles, responsibilities, and communications techniques, including how and when ESB Networks and the customer should communicate in regards frequency of project updates, milestones and critical paths.

ESB Networks developed for future projects:

- **Major Customer Charter**
- **More effective project communication processes**
- **Endeavour to supply detailed programme schedules from start to finish at the beginning**
- **Early engagement**
- **Provide quarterly updates**

## Next Steps

### Ongoing Improvement Process Plan

ESB Networks are developing a high-level project program and confirming an agreed timeline with the customers on a project-by-project basis.

A Work Breakdown Structure (WBS) at a high level, is planned/proposed to be given to the customer in a timely fashion and regularly communicated with in regards project updates using the agreed communication channel.



# 3

## Effectiveness Engagement Metrics





## Introduction

The focus of our engagement in 2024 was to support the delivery of our Networks for Net Zero Strategy, which is framed by the Government's Climate Action Plan. It outlines our commitment to making the country's goal of net zero by 2050 a reality. Over the course of 2024, we have developed our PR6 investment proposals for the period 2026 to 2030 which outlines ESB Networks' proposed investment in response to Commission for Regulation of Utilities (CRU) Price Review Six Strategy Paper, which was published in April 2024.

In this section, we describe the effectiveness of our engagement strategy in terms of how it helped support the delivery of our Networks for Net Zero Strategy in 2024.

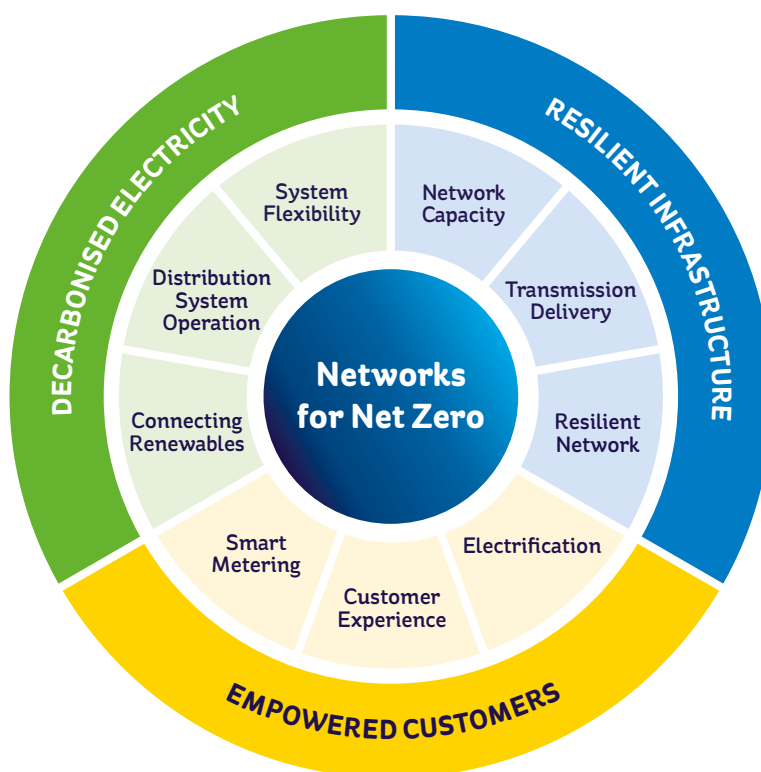
We continue to develop our engagement metrics framework in response to feedback from our stakeholders who have asked for:

- **Stakeholder engagement plans need to be identified within the context of the 2040 strategy to show the short term and annual engagement activities contribute to the delivery of the Net Zero strategy.**
- **There is a continued need for trialling of the metrics framework and a focus for delivering the metrics on the value delivery for stakeholders and the consumer.**
- **Identify areas where significant improvements are needed.**

Our engagement framework is presented in terms of our three strategic objectives:

**Decarbonised Electricity,  
Resilient Infrastructure, and  
Empowered Customers.**

For each focus area it captures our 2024 high level engagement objectives, delivered engagements, and the effectiveness measured in terms of successful outcomes.



### **1. Decarbonised Electricity**

This objective reflects our commitment to support Ireland in achieving net zero through enabling the connection of renewable generation to decarbonise electricity. The energy transition and the roll out of new technologies means that the way we manage the network will change materially in the future. Thus, as the electricity system transitions towards a smarter, sustainable model, the operation and management of these new resources will require a digital network that is flexible and smart.

Our 2030 targets include connecting 9 GW onshore wind, 8 GW solar, and at least 5 GW of offshore wind by 2030 (and an additional 2 GW offshore wind for green hydrogen production), managing up to 30% of all electricity demand flexibly by 2030, and the delivery of a smart distribution system through the National Networks, Local Connections programme and the connection of renewable generation to enable up to 80% of decarbonised electricity.

### **2. Resilient Infrastructure**

This objective recognises that the transition to a low-carbon future powered by clean electricity requires a network that is resilient to the impacts of climate change and disruptive events such as storms and cyber threats. It also recognises we need to build capacity to connect the renewable generation to our network that will generate the clean electricity. In addition, we need to provide network capacity for the demand associated with significant population growth, new housing developments, economic growth, as well as a significant increase in demand due to the electrification of heat, transport, and industry.

Our 2030 targets include delivering network capacity based on demand growth and decarbonisation of electricity, delivery of a Transmission Development Plan, and reduction of unplanned Customer Minutes Lost (CML) to less than 60 per annum.

### **3. Empowered Customers**

This objective reflects our commitment to working alongside customers and communities, supporting them to achieve net zero. We will use data and digital technologies to deliver convenient and personalised customer experiences. We will also develop insight-driven services to meet diverse and evolving customer needs. ESB Networks will put in place solutions for our networks customers to enable the electrification of heat and transport. We will make it easy for customers and communities to participate in markets for flexibility and make active choices in their use of energy.

Our 2030 targets include deliver the network capacity for 680,000 heat pumps and one million electric vehicles, (including public charging infrastructure), delivery of >90% customer satisfaction, and customers in control of their energy journey.

## ESB Networks for Net Zero Action Plan to 2030

2023

- Streamline the connection process of low-carbon technologies
- Develop pre-screening process for public charging infrastructure
- Develop current charging infrastructure capacity map
- Develop Low Carbon Technology register
- Advanced Metering Infrastructure to underpin demand reduction and flexibility services
- Biannual updates for network capacity map
- Recruit 300 additional staff
- Invest circa €1bn
- Develop 'Build Once for 2040' concept
- Develop a policy proposal to launch Renewable Hub substations
- Further develop smart solutions to increase utilisation of the Network
- Transition Micro/Mini/SSG pilots to business as usual
- Share localised emissions and electricity systems insights and product roadmaps with customers
- Commence nationwide rollout of local flexibility markets with early adopters
- Publish Distribution Network Capacity Paper
- Introduce community energy dashboards
- Launch Beat the Peak Carbon Reduction product suite
- Comply with Renewable Energy Directive II (RED II) Article 16

2024

- Substantially complete the national rollout of 2.4 million smart meters
- Finalise Price Review 6 (PR6) submission
- Consult on investment proposals for delivering on the carbon reduction targets for 2030
- Grow digital services on our Customer Portal to improve customer experience (Digital with a Human Touch)
- Adopt 'Build Once for 2040' concept
- Implement an enhanced emissions reporting framework for electricity emissions for large energy users
- Publish the Distribution Network Development Plan (EU Electricity Directive)
- Deliver Renewable Hubs
- Grow customer participation (all customer segments) in local flexibility markets
- Collaborate on the adoption of proposed smart consumer energy technology standards

2025

- Deliver >83% customer satisfaction rating
- Streamline connections/outage customer journeys
- >60% of all customer engagements will be digital
- Deliver 100% of our Public Safety programme
- Safely complete the PR5 programme
- 50% of all ESB Networks buildings at BER B
- Integrate Carbon Emission Assessment as part of all infrastructure capital investments
- All procurement will be green-compliant
- >80% on time closure of all external audit findings
- Deliver up to 5 GW of solar and 6 GW of onshore wind connections
- Deploy the DSO tools and capabilities to manage and deliver 15-20% system flexibility
- Deliver 50% distribution system visibility
- Together with customers and stakeholders, launch roadmap to scale to 15-20% by 2025, and 20-30% by 2030 flexibility targets
- Deliver network capacity for 215,000 HPs and up to 196,000 EVs, including public charging infrastructure
- CML <76.6 CI <109.6
- Deliver PR5 Transmission Development Plan

2030

- Deliver >90% customer satisfaction rating
- Use smart meter data to optimise smart solutions for network operations and development
- >80% of all customer engagements will be digital
- Safely complete the PR6 work programme
- 80% of LDV vehicles (<3,500kg) purchased will be electric
- All ESB Networks buildings at least at BER B standard
- Reduce ESB Networks building CO2 emissions at least 51% against 2018 baseline
- Deploy core telecommunications infrastructure (using SmartGrid Spectrum) by 2026
- ESB Networks – digital utility
- Deliver additional Bulk Supply Point (BSP) capacity in Dublin area
- Enable distribution customers to participate in wholesale electricity markets
- Convert 80% of 10 kV network to 20 kV
- Deliver 8 GW of solar, 9 GW of onshore wind and at least 5 GW of offshore wind connections
- Manage local electricity markets
- Deliver 99% of the distribution system visibility
- Deliver the transmission projects on the east coast, to enable the development of offshore wind projects in line with integrated transmission programme
- Enhance our Climate Adaptability Framework and harden the network to be more resilient to the extreme weather events
- Deliver network capacity for 680,000 HPs and up to 1 million EVs, including public charging infrastructure



## OUR ENGAGEMENT METRICS FRAMEWORK 2024

### Decarbonised Electricity

#### Focus Area: Connecting Renewables

Our Net Zero Targets	Engagement Objectives	Delivered Engagements	Success Outcome / Metric
<p><b>Continue to connect renewable generation customers to our networks in a safe, timely and cost-efficient manner to meet the 2030 CAP23 renewable targets and any revised targets for 2025.</b></p> <p><b>Connect additional renewable generation to decarbonise up to 50% of electricity.</b></p> <p><b>Deliver up to 5 GW of solar and 6 GW of onshore wind connections by 2025.</b></p> <p><b>Share network insights with customers and enhance engagement through digitalisation of systems and processes</b></p>	<p>Significantly increase our customer engagement to provide guidance on different pathways for connecting renewables.</p> <p>Reflect our stakeholders' needs in our response to regulated consultations on Renewable Hubs, Flexibility, Private Wires, Hybrid Solutions, and Timed Connections.</p> <p>Increase transparency for industry on the availability of network capacity when developing renewable projects.</p> <p>Address customer journey pain points by understanding customer connection experiences from post project delivery lessons learned and independent research.</p> <p>Support Community Led Energy projects connecting to the distribution system.</p>	<p>Continuous customer engagement on ECP2.4 process to optimise connection offers continued during 2024.</p> <p>Three-way EirGrid, customer and ESB Networks meetings took place and quarterly engagement with key industry bodies (WEI, ISEA, ESI, and SEAI) to ensure processes were understood and developed to enable achievement of CAP deliverables.</p> <p>Participated in the National Planning Forum, to help support the new Planning Act with the formation of national guidelines to support ESB Networks and the electricity industry.</p> <p>Provided informative webinars/ customer clinics and improved online tools (capacity heat maps, generator cost tool, capacity workbooks) to provide clarity and support with various connection processes including ECP, micro, mini and small-scale generation.</p> <p>Quarterly engagements were undertaken with all major customers. Formal lessons learned reviews were undertaken for projects not delivered to the customers' satisfaction and applied data from independent surveys to design improvement plans.</p>	<p><b>Customers were issued with a project communication pack within 60 days of payment of second stage payment. Pack included:</b></p> <ul style="list-style-type: none"> <li>• Project implementation plan</li> <li>• Project programme</li> <li>• Project organisation chart and contact details.</li> </ul> <p><b>Customer packs were ongoing throughout 2024 with a 60% completion rate. Updates, improvements, and refinements to this process were ongoing throughout 2024.</b></p> <p><b>Scaled up processing of NC6, NC7 and NC8 applications to approx. 45K p.a. In 2024 this was exceeded and total connections in this category by year end was 46,800.</b></p> <p><b>Identified three key areas in the customer journey for improvement in 2024, Greater Communication, Customer Programs, and Enhanced collaboration (see case study in Section 2 of this report).</b></p>

## OUR ENGAGEMENT METRICS FRAMEWORK 2024

### Decarbonised Electricity

#### Focus Area: Distribution Markets & System Operation

Our Net Zero Targets	Engagement Objectives	Delivered Engagements	Success Outcome / Metric
<p><b>Deliver a smart distribution system through the National Networks, Local Connections (NN,LC) programme.</b></p> <p><b>Launch a range of policy and plans to deliver smart solutions, optimised planning, and local markets for the future DSO.</b></p>	<p>Gain external insights into proposals/plans for NN,LC programme.</p> <p>Take a customer-centric approach to provide support to all our customers as they adopt new and innovative technologies on their decarbonisation journey.</p>	<p><b><i>DMSO transition</i></b> ESB Networks successfully undertook a series of external engagements over the course of Q2 and Q3 2024 to brief our key external stakeholders on the DMSO transition.</p> <p><b><i>Advisory Council</i></b> ESB Networks continued to engage with our Advisory Council over the course of 2024 with briefings provided on the suite of flexibility initiatives and propositions being delivered by the National Network, Local Connections programme within the DMSO. Presentations and meeting minutes continue to be made available on the ESB Networks website.</p> <p><b><i>Call for Input &amp; Multi-Year Plans</i></b> ESB Networks issued a call for input for external stakeholder feedback on development of our Flexibility Multi-Year Plan 2025-2029 submitted to CRU in Q3 2024.</p> <p><b><i>TSO engagement – Joint System Operator Programme</i></b> ESB Networks continued to partner with the TSO (EirGrid) via our Joint System Operator Programme on the suite of joint actions agreed as part of our TSO/DSO Multi-Year Plan.</p>	<p>ESB Networks held bilateral meetings with CRU, DECC and EirGrid regarding the DMSO transition. Briefings were also provided to key industry groups such as the NN, LC Advisory Council, the Industry Liaison Group on the National Smart Metering Programme, and the Industry Governance Group. Following feedback received at the IGG briefing, a more detailed breakdown on the DMSO structure was provided to stakeholders.</p> <p>ESB Networks hosted two Advisory Council meetings in Q2 and Q3 2024, seeking input on a range of our NN,LC initiatives for example Beat the Peak, XLEU Biomethane Lighthouse, the Demand Flexibility Product, etc.</p> <p>ESB Networks published five strategies via our call for input process in Q3 2024 seeking stakeholder input. Responses to our call for input informed development of our Flexibility Multi-Year Plan 2025-2029 submitted to CRU in Q3 2024. ESB Networks also published two consultations on its Demand Flexibility Product (including two public webinars) to inform design and development of our Demand Flexibility Product, recommendations paper to be delivered in 2025.</p> <p>Shared localised emissions and electricity systems insights and product roadmaps to give customers and emerging flexibility providers line of sight of the potential to reduce carbon.</p>

## OUR ENGAGEMENT METRICS FRAMEWORK 2024

### Decarbonised Electricity

#### Focus Area: System Flexibility

Our Net Zero Targets	Engagement Objectives	Delivered Engagements	Success Outcome / Metric
<p><b>Manage 15-20% of all electricity demand flexibly.</b></p> <p><b>Our planned approach for realising 15-20% flexible demand is to deliver a scaled rollout, maintaining our evidence-based and discovery-led values. We are publishing the potential for flexibility services and storage nationwide, to inform the developing storage and demand side flexibility markets of the investment potential.</b></p> <p><b>Our published call for input consultation, “Scenarios for 15-20% Flexible System Demand” outlines the roadmap for delivering flexibility services and features the following strategic proposals:</b></p> <ul style="list-style-type: none"> <li>• <b>Market Design</b></li> <li>• <b>Power Systems Requirements</b></li> <li>• <b>Commercial and Domestic Customer</b></li> <li>• <b>Behind the Meter Infrastructure</b></li> <li>• <b>15-20% Flexible System Demand</b></li> </ul>	<p>Inform, drive awareness, and potentially support stakeholders in adopting flexible demand products and services in partnership with industry and other public sector bodies.</p> <p>Help customers and communities understand flexible demand and ESB Networks' flexible connections and support the adoption of market- based flexibility products for all.</p> <p>Support our colleagues in EirGrid and show how the DSO/TSO work in collaboration to support communities.</p> <p>Collaborate with industry on the adoption of proposed smart consumer energy technology standards (e.g., smart inverters and smart chargers) at a national level.</p> <p>Establish a DSO/ supplier and DSO energy company partnership and transition model.</p> <p>Ensure proposed policies and technical standards are at the right pace and scale for industry to engage.</p> <p>Ensure vulnerable customers representative groups are engaged and relevant outreach designed to ensure no one is left behind on this energy transition.</p>	<p>Awareness, education, and engagement activity, in partnership with industry and other public sector bodies.</p> <p>Launch a school's programme to introduce the concept of flexible demand.</p> <p>Create a central hub on the ESB Networks website to support all customers to understand flexible demand.</p> <p>ESB Networks engaged extensively with CRU and other key stakeholders on development of the CRU's National Energy Demand Strategy throughout 2024.</p> <p>Joint engagement with EirGrid at the Citizens Energy Forum and the roadshows throughout the year at community townhalls across Ireland.</p> <p>DMSO Blueprint and draft roadmaps</p> <p>ESB Networks commenced external engagement on our DMSO Blueprint and draft roadmaps with CRU and DECC in Q4 2024 including four bilateral meetings with CRU and a tripartite briefing with both CRU and DECC.</p> <p>Non-Domestic customer engagement via mixed research methodology.</p> <p>Engaged with key stakeholders on Behind the Meter proposals.</p> <p>Engaged with community stakeholders on market design for community-based flexibility participation.</p> <p>Engaged with organisations representing vulnerable customers.</p>	<p><b>ESB Networks participated in three NEDS governance group meetings over the course of 2024 and continue to progress the 13 actions assigned to ESB Networks under the NEDS.</b></p> <p><b>ESB Networks presented at five Citizen Energy Roadshows in 2024 to engage attendees on the suite of flexibility and other initiatives being progressed by ESB Networks and to address customer queries on same.</b></p> <p><b>ESB Networks commenced external engagement on its Blueprint and draft roadmaps with both CRU and DECC to reflect feedback from both CRU and DECC in its draft roadmaps.</b></p> <p><b>Customer participation in local flexibility markets, including through industry partnerships, collaboratively building, and sharing learnings and insights.</b></p> <p><b>Enhanced reputation, adoption of products and services, and engagement around flexible demand concept.</b></p> <p><b>Provided ‘flexible demand’ area on the website to provide customer/industry engagement evidenced through incremental increased traffic.</b></p>

## OUR ENGAGEMENT METRICS FRAMEWORK 2024

### Resilient Infrastructure

#### Focus Area: Network Capacity

Our Net Zero Targets	Engagement Objectives	Delivered Engagements	Success Outcome / Metric
<b>Deliver the network capacity for 2025 AFIR, DART+ and public transport charging, demand growth, and renewables connection according to the government's Climate Action Plan. Develop 'Build Once for 2040' concept</b>	<p>Adopt 'Build Once for 2040' concept to provide adequate capacity for decarbonised society and develop Advance Infrastructure Policy.</p> <p>Seek feedback on the electricity distribution network capacity requirement ESB Networks are predicting on the distribution system to deliver on the targets set in the government's Climate Action Plan.</p>	<p>Engaged with our contractors to increase the pace at which the remaining 10 kV network is converted to 20 kV. This will result in a 60% increased capacity on our MV network from current levels.</p> <p>Worked closely with EirGrid to plan and deliver a large programme of transmission works for 2030, especially the work required for delivery of onshore facilities to connect offshore wind generation.</p> <p>Engaged with EirGrid, local authorities, industry, and various stakeholders through information webinars on our published "Electricity Distribution Network Capacity Pathways" consultation report, that addresses our current plans to absorb electrification of the system, connect renewables to decarbonise electricity, and provide capacity for new demand driven by the increase in population and the growth of the economy.</p> <p>Engaged with TII and ZEVI on various support schemes available for public charging infrastructure.</p> <p>Engaged with Irish Rail to establish the needs for electrification of rail network.</p> <p>Engaged with the industry and the regulator to process two changes to Distribution System Security and Planning Standards that have the potential to add 1.5 GW of capacity for renewable generation to the distribution system.</p> <p>Provided feedback on the Draft Revision of the National Planning Framework.</p>	<p><b>Distribution Network Development Plan as required by the EU Electricity Directive 33 will be published in 2025.</b></p> <p><b>Published the Network Capacity Workbooks for Demand. Distribution Network Headroom Report as required by the EU Electricity Directive 33, in 2024.</b></p> <p><b>Processed and published two changes to the Distribution System Security and Planning Standards that have the potential to add 1.5 GW of capacity for renewable generation to the distribution system.</b></p>



OUR ENGAGEMENT METRICS FRAMEWORK 2024  
Resilient Infrastructure

Focus Area: Transmission Delivery

Our Net Zero Targets	Engagement Objectives	Delivered Engagements	Success Outcome / Metric
<b>Deliver The Transmission Development Plan and the pipeline of projects in collaboration with EirGrid.</b>	<p>Work closely with EirGrid to plan and deliver a large programme of transmission works for 2030, especially work required to deliver onshore facilities to connect offshore wind generation.</p> <p>Work with EirGrid to maximise availability of transmission outages and utilise available outage time efficiently to complete required construction works.</p>	<p>Evolved the strategic ESB Networks/ EirGrid relationship through collaboration on our joint ESB Networks/EirGrid working groups and committees.</p> <ul style="list-style-type: none"><li>• Operational Services</li><li>• Network Delivery</li><li>• Maintenance Policy and Standards</li><li>• Procurement Strategy</li><li>• TSO-DSO</li><li>• Health and Safety</li><li>• External Engagement</li><li>• Joint Monthly Project Management Office</li><li>• Joint Quarterly Executive Board Meetings</li></ul> <p>EirGrid and ESB Networks Outage Transformation Programme and coordination teams</p> <p>Early &amp; pipeline engagement forums (monthly)</p>	<b>Deliver the PR5 Transmission Development Plan by end of 2025 - ongoing.</b>

OUR ENGAGEMENT METRICS FRAMEWORK 2024  
Resilient Infrastructure

Focus Area: Resilient Network

Our Net Zero Targets	Engagement Objectives	Delivered Engagements	Success Outcome / Metric
<p><b>Deliver a ‘smart’ resilient network of the future with a reduction in unplanned Customer Minutes. Lost below 60 per annum by 2030.</b></p> <p><b>Reduce unplanned Customer Interruptions below 80 per annum by 2030.</b></p>	<p>Develop operating control architecture through operations technology to deliver against the government's Climate Action Plan requirements.</p> <p>Enhance our Climate Adaptability Framework and harden the network to be more resilient to the extreme weather events.</p> <p>Further develop an asset health approach for assets that supports investment decisions, targeting assets to deliver a future network (capacity challenge and electrification) and enhance security of supply.</p>	<p>Continued partnerships with other utilities, DNOs, Original Equipment Manufacturers (OEMs) and expert groups including CEATI/ENA/EPRI to foster shared learnings and experiences as we build on proven solutions and partner for new solutions.</p> <p>Engagement with expert groups such as Met Éireann and the Environmental Protection Agency (EPA) to gather evidence-based data.</p> <p>Engaged with partners to deliver purpose-built telecommunications network by the end of 2026 to provide resilience, stability, and security of our electrical networks.</p>	<p><b>Customer Minutes Lost was 117.47</b></p> <p><b>Unplanned Customer Interruptions was 137.86.</b></p>

## OUR ENGAGEMENT METRICS FRAMEWORK 2024

## Empowered Customers

## Focus Area: Electrification

Our Net Zero Targets	Engagement Objectives	Delivered Engagements	Success Outcome / Metric
<p><b>Develop 'Build Once for 2040' concept to strengthen our network to accommodate electrification of heat and transport, and to accommodate public charging infrastructure at LV, MV, and HV level.</b></p> <p><b>We will engage and empower our customer to electrify.</b></p> <p><b>Our electrification strategic commitments relate to ensuring network readiness, developing ESB Networks' policies, standards, guides etc., that will support and enable electrification.</b></p>	<p>Collaborate with our stakeholders to ensure a whole of system approach is used to optimally develop national heat, transport, and energy infrastructure.</p> <p>Review our connection agreements and terms and conditions to ensure their suitability for customers adopting electrified heat and transport and/or other LCT uptake, and to seek opportunity to provide cost savings to customers.</p> <p>Develop processes, systems, and designs to streamline the connection process of low-carbon technologies to the distribution system.</p> <p>Engage with electric vehicle charge point developers and operators to better understand their experiences in relation to access and continued use of the electricity distribution network.</p>	<p>We are delivering on the electrification commitments in our N4NZ strategy, ensuring our commitments are delivered. We consult on and update strategy as appropriate, using insights from research, customer interaction and international developments to inform updates. The ways we are delivering include the development and/or advancement of solutions to support acceleration of e-transport and support of e-transport customers, as well as e-heat and other emergent LCTs.</p> <p>Significantly in 2024 we achieved a step-change in the momentum and extensivity of our electrification stakeholder engagement, underscored by examples that included: extensive stakeholder engagement with the delivery of:</p> <ul style="list-style-type: none"> <li>• Facilitation of electrification customer 121's</li> <li>• Direct support &amp; presentations slots across fora relating to ZEV and TII - that target multiple stakeholders that include CPOs, Regional &amp; Local Authorities, Government agencies, SEAI, and the wider industry.</li> <li>• EU Mission Cities (Cork &amp; Dublin) programme, engaging and supporting as they work to progress their strategy that will underpin their approach of the Mission City goals.</li> <li>• Direct stakeholder engagement with Irish Rail (Cork Delivery) was established at a senior level to work with &amp; gain detailed understanding and insights into their development plans and associated electricity needs to 2030. Plans include significant step change in electrification, new and enhanced routes, as well as greater regional balance.</li> <li>• Ongoing proactive engagement with ZEV on all relevant matters, supporting Assurance Board participation, attendance and participation in ZEV Progress Group, active in numerous ZEV WG (working group)s and providing ongoing support with presentations at ZEV-organized external stakeholder workshops, held nationally throughout the year.</li> </ul>	<p><b>ESB Networks supported our customers and stakeholders with clear information and guidance in relation to the installation and connection of heat pumps and recharging infrastructure to the distribution system. ESB Networks continue to support network readiness that will enable 215,000 HPs, 196,000 EVs, and 180 MW of public EV charging infrastructure by 2025.</b></p>

OUR ENGAGEMENT METRICS FRAMEWORK 2024  
Empowered Customers

Focus Area: Electrification continued

Our Net Zero Targets	Engagement Objectives	Delivered Engagements continued	Success Outcome / Metric
		<ul style="list-style-type: none"><li>Ongoing senior engagements with TII. These monthly bilateral engagements deal with a number of aspects ongoing for TII and the newly established AFPO (Alternative Fuel Programme Office) including shared land (access to sites) exploration.</li></ul> <p>We helped to shape and support in the development &amp; outcomes of electrification-related policy &amp; national consultations, for example:</p> <p>ESB Networks consultation response to AFIR drafted Policy FW, which will be implemented by Government from 2025 onwards.</p> <p>We work directly with ZEVI to shape, contribute to and inform their draft strategies from grid standpoint &amp; considerations - including in 2024 the Residential &amp; LA charging strategy (now finalized), and Data Strategy</p> <p>ESB Networks commissioned specific expertise on the relevance and basis for anticipatory investment in grid infrastructure. Findings/insights used in PR6 submission to CRU.</p> <p>ESB Networks commissioned peer utility comparative analysis, on uptake and impact of LCT.</p>	



OUR ENGAGEMENT METRICS FRAMEWORK 2024  
Empowered Customers

Focus Area: Customer Experience

Our Net Zero Targets	Engagement Objectives	Delivered Engagements	Success Outcome / Metric
CSAT	Customer Improvement Action Plans	Comprehensive customer focus workshops across all regions in 2024 to focus on CSAT in each region. A programme of key workstreams which focus on voltage, new connections, complaints and referrals, outages, communications and training developed and the implementation plan for 2024 was delivered.	<b>Delivered 78% customer satisfaction by end 2024</b>
ESATRAT Targets	Contact Centre of the Future Roadmap	The roadmap developed was based on comprehensive customer insights and programmes of work across organisation structure, systems, and technology are integral to delivery of this.	<b>Delivered &gt;90% customer service metrics</b> Key areas implemented in 2024 included, implementing system upgrades and developed new tools such as our Contact Centre Knowledge Base ‘Solve; which ensures consistent and correct and up to date information is given to our customers.  Substantial progress was made on a new customer referrals and complaints tool which streamlined and provides governance and oversight on how ESB Networks manage customer queries and complaints, which is due to be completed in 2025. Our new webchat tool was progressed and is 75% complete in 2024, with a forecast go-live in Q2 ‘25. This will create more choice for customers on their preference for how they make contact with ESB Networks.  The contact centre achieved a 91% outcome in 2024 on our ESATRAT, which is our Contact Centre SLA with CRU.

OUR ENGAGEMENT METRICS FRAMEWORK 2024  
Empowered Customers

Focus Area: Customer Experience

Our Net Zero Targets	Engagement Objectives	Delivered Engagements	Success Outcome / Metric
Grow digital services on our customer portal to improve customer experience.	<p>Streamline connections, services, and outage customer journeys to increase customer satisfaction rating above 90% by 2030.</p> <p>Empower customers with information and tips to manage their energy consumption via marketing – online portal, Beat the Peak, Smart Meter Services, etc.</p> <p>Customer service-focused website.</p>	<p>Delivered new services on the customer portal – outage notifications SMS texts being sent for planned outages expanded new connections online application forms, new services including 24/7 online payments service on the Online Portal etc.</p> <p>Continued to improve our customer operational KPIs and customer service targets with improved digital processes and single points of contact for new connections business customers.</p> <p>Map out future customer personas, needs, and services, and grow our awareness campaigns and participation in pilots and low-carbon schemes to support our customers on their journey to net zero. By centralizing LCT hardware pre-approval this has reduced the burden on customers, and we have digitized all LCT applications to the grid.</p> <p>Delivered general public safety advertising campaigns and targeted safety campaigns for schools, construction, and farming.</p>	<p>90% of all new connections applications are submitted online.</p> <p>65% of all customers impacted by planned outages are digitally notified.</p> <p>&gt; 60% of all customer interactions to be digital by the end of 2025.</p> <p>Beat the Peak initiative moved from pilot phase into full launch and provides an opportunity for all domestic customers to participate in a flexibility service.</p>

OUR ENGAGEMENT METRICS FRAMEWORK 2024  
Empowered Customers

Focus Area: Smart Metering

Our Net Zero Targets	Engagement Objectives	Delivered Engagements	Success Outcome / Metric
<p><b>Substantially complete the smart meter installation programme by early 2025.</b></p> <p><b>Provide access to smart meter data in accordance with the Smart Meter Data Access Code (being progressed by CRU).</b></p> <p><b>Provide enhancements to the ESB Networks online account.</b></p> <p><b>Implement the infrastructure to support Supplier smart Pay As You Go (PAYG) services.</b></p> <p><b>Enabling the in-home channel which provides near real time data from the smart meter into the home by end of 2024.</b></p>	<p>Maintained trust in ESB Networks and customer acceptance of the meter exchange programme.</p> <p>Developed communications to encourage more customers to utilise their smart meter data through the ESB Networks Online Account. This information enables them to reduce their energy usage and carbon footprint and choose a Time of Use tariff that suits their lifestyle.</p> <p>In response to customer feedback implemented enhancements to 'My Energy Consumption' of the Online Account including additional smart meter information (e.g. (Day/Night/Peak usage) and supported this with three educational videos.</p>	<p>Continued to run the NSMP's multi-channel engagement programme via direct communications with customers whose meters are scheduled to be replaced, and public advertising in support of the ongoing national rollout in print, radio, social, and digital media channels.</p> <p>Provided briefings to stakeholders and attended conferences such as EirGrid Energy Roadshows. Responded proactively to media requests and queries about the program successful working relationship with regulatory and industry authorities and market participants, including ongoing engagement with electricity suppliers, through regular meetings of the programme' s industry forum, including the stakeholder steering group, industry liaison group, and communications and engagement working group.</p>	<p><b>Maintained 90% customer satisfaction rate with the meter installation experience.</b></p> <p><b>Continued to deliver the smart meter infrastructure that facilitates customer participation in flexibility and energy sharing.</b></p> <p><b>Provided customers with easily accessible information on the electricity they have used or exported via their smart meter. Through enhancements to ESB Networks Online Account</b></p> <p><b>Delivered smart PAYG services.</b></p> <p><b>Facilitated access to near real-time consumption data from the meter.</b></p>

## OUR ENGAGEMENT METRICS FRAMEWORK 2024

### Foundational Capabilities

#### Focus Area: Price Review 6 (PR6)

Our Net Zero Targets	Engagement Objectives	Delivered Engagements	Success Outcome/ Metric
<b>Finalise Price Review 6 Submission.</b>	<p>Proactive engagement with the CRU and their consultants to help deliver an optimal outcome for the customer, CRU and ESB Networks in 2025.</p> <p>Bring stakeholders and interested parties on the journey as we work to agree an appropriate determination outcome and plan for 2026 to 2030.</p>	<p><b>Stakeholder consultation paper:</b> In July, we published our ESB Networks Investment Plan Approach for Price Review 6 (DOC-280624-HYT) stakeholder consultation paper inviting feedback from stakeholders on our investment approach to developing and delivering our PR6 plan.</p> <p><b>Stakeholder webinar:</b> Following the publication of our stakeholder consultation paper, we invited stakeholders to attend a webinar on 23 August where we provided a summary of our proposed investment approach, and invited questions through an open Q&amp;A. The webinar was attended by 57 stakeholders representing 34 individual industry groups.</p> <p><b>Bilateral meetings:</b> Bilateral meetings took place with a wide range of customers and stakeholder groups, including the ESRI, Department of Housing, Irish Ports Association, SEAI, and the Irish Home Builders Association. We also engaged with a number of UK distribution network organisations and are working very closely with EirGrid on an ongoing basis in relation to the development of our plan.</p> <p><b>Industry presentations:</b> We have presented at a number of industry events on our plans for PR6, including:</p> <ul style="list-style-type: none"> <li>• Construction Industry Federation, Annual Conference at Croke Park, Sept 24th</li> <li>• Energy Transition Summit at Croke Park, Sept 26th</li> <li>• ISEA, Annual Solar Conference at the RDS, Oct 1st</li> <li>• Cybersecurity Conference at Croke Park, October 15th</li> <li>• National Infrastructure Symposium at TUD, Grangegorman, Oct 14th</li> </ul>	<p><b>Stakeholder Consultation paper and webinar – July and August 2024.</b> We received 26 responses to our Investment Plan Approach for PR6 Stakeholder Consultation published on 12 July.</p> <p><b>Including a compilation of perspectives, evidence, and other material to support PR6 proposition.</b></p> <p><b>To ensure that we put customers and stakeholders at the heart of our business planning, we established an internal process for integrating the feedback from our customer research and stakeholder consultation into our business planning process.</b></p> <p><b>Published the ESB Networks PR6 Business Plan - Q4 2024.</b></p>



OUR ENGAGEMENT METRICS FRAMEWORK 2024

Foundational Capabilities

Focus Area: Price Review 6 (PR6) continued

Our Net Zero Targets	Engagement Objectives	Delivered Engagements continued	Success Outcome/ Metric
		<p>Customer research: A comprehensive programme of customer research was carried out by Ipsos B&amp;A, an external market research agency. This included focus groups with representative groups of customers, stakeholders, and the general public across a range of demographics, including medically vulnerable groups and people at risk of fuel poverty. It also included quantitative research surveys with the general public and in-depth interviews with stakeholder representatives.</p> <p>ESB Networks PR6 Business Plan: In December, we published our ESB Networks PR6 Business Plan, covering the period 2026 to 2030. It addresses the strategic objectives and outcomes identified by the CRU in their PR6 Strategy Paper as well as our own long term vision for the network, as set out in our Networks for Net Zero Strategy.</p>	

# 4

## Appendices



# Appendix 1

CONSULTATIONS  
ESB Networks Consultations Delivered in 2024

Consultation Title	Delivered Consultations	Mechanism	Timing
Electricity Distribution Network Capacity Pathways Consultation Report- Accessible	As part of our ongoing collaboration and communication with our stakeholders, we sought views on this Report and used feedback to guide the pathways we explore to add distribution network capacity to the electricity system.	ESB Networks Consultation	Q1 2024
Electricity Distribution Network Capacity Pathways Consultation Report	To ensure stakeholders understand the consultation process involved, as well as ask any questions they have, regarding their response to the ten questions proposed in the Consultation Report.	Webinar	Q1 2024
ESB Networks Stakeholder Engagement Strategy & Plan 2024	Seek feedback on ESB Networks proposed engagement strategy and plans for 2024.	ESB Networks Consultation	Q1 2024
Innovation 2024: Innovating to Deliver Networks for Net Zero	Consultation to share information and garner feedback on ESB Networks' innovation strategy, projects, and activities.	ESB Networks Consultation	Q1 2024
ESB Networks Report on Stakeholder Engagement in 2023	Describe and capture our stakeholder engagement approach and activities during 2023 and seek stakeholder views and feedback on our engagement performance for 2023.	ESB Networks Consultation	Q1 and Q2 2024
Investment Plan for Price Review 6 (PR6) Stakeholder Consultation	Document will translate the 2040 Networks for Net Zero Strategy into a High-Level Business Plan and sought guidance to ensure that ESB Networks delivers the most effective, deliverable and affordable submission possible to CRU for PR6.	ESB Networks Consultation	Q3 2024
ESB Networks Call for Input on DSO PR5 Incentives Multi-Year Plan 2025 - 2029	ESB Networks published its Call for Input seeking external stakeholder feedback to inform development of its multi-year plans. The Call for Input was published in Q3 2024 with responses received informing development of our multi-year plans which were submitted to CRU in Q4 2024.	ESB Networks Consultation	Q3 2024

# Appendix 1

CONSULTATIONS continued  
ESB Networks Consultations Delivered in 2024

Consultation Title	Delivered Consultations	Mechanism	Timing
Demand Flexibility Product Proposal Consultations	<p>ESB Networks invited stakeholders to respond to this Consultation Document titled “Demand Flexibility Product Proposal”. ESB Networks sought views from industry on its proposed plan to procure up to 500MW of medium-term flexibility products.</p> <p>2nd consultation: seeking stakeholder views on specific arrangements of the demand flexibility product. Includes day in the life examples of a flexible service asset, the incentives regime, details on the sharing factor, contract termination, proposal for tendering of locations, early energisation, off ramp clause and procurement phasing. The second consultation paper was supplemented with an external public webinar hosted by ESB Networks on its second consultation paper.</p>	ESB Networks Consultation and Webinars	Q1 2024 (first Q4 2024 (second consultation paper and webinar) consultation paper)
Joint TSO and TAO Electricity Transmission Performance Report 2023	Seek Stakeholder feedback on TSO and TAO Investment Planning and Delivery Report 2023.	ESB Networks/ EirGrid Consultation	Q3 2024
Annual Transmission Investment Planning and Delivery Report Consultation	Seek stakeholder input on our performance over 2023 in advance of submission to CRU.	ESB Networks/ EirGrid Consultation	Q3 2024
Annual Transmission Performance Report Consultation	Seek stakeholder input on our performance for the 2023 in advance of submission to CRU.	ESB Networks & EirGrid Consultation	Q3 2024
DMSO Blueprint and Draft Roadmaps	<p>Engagement and collaboration to seek input on how we may develop a blueprint and roadmaps in regards flexibility and retail markets.</p> <p>This consultation invited stakeholders to submit their feedback on the proposals and timelines associated with the DMSO Blueprint and how it will evolve out to 2035 and to inform the finalised proposals and timelines.</p>	ESB Networks Consultation	Q4 2024



## Appendix 1

### CONSULTATIONS continued

#### ESB Networks Consultations Delivered in 2024

Consultation Title	Delivered Consultations	Mechanism	Timing
<b>Expression of Interest for Flexible Demand Connections</b>	To gather expressions of interest to participate in a pilot of flexible demand connections.	ESB Networks Consultation	Q3 2024
<b>Visibility Multi-Year Plan 2025 - 2029 Call for Input</b>	Seek stakeholder input on the plan to secure and share visibility of the network by mapping, modelling, and monitoring the electricity network down to the local, low voltage (LV) networks.	ESB Networks Consultation	Q3 2024
<b>Smart Metering Programme</b>	Customer sentiment and awareness and satisfaction surveys for the programme.	Phone call and online	Q1-Q4
<b>Consultation on National Code of Practice for Customer Interface</b>	Sought stakeholder feedback for changing customer requirements and connection types, particularly in the area of Electrification of Heat and Transport.	Focus Groups, in person and briefings.	Q1 to Q4 2024
<b>Renewables Customer Survey</b>	To seek feedback on the lifecycle of a customer journey within ESB Networks.	Two weeks post energisation of a project an email is sent to the customer with a link to the survey	Q1 to Q4 2024
<b>Draft Distribution Annual Performance Report</b>	Invite feedback on the draft report from stakeholders.	Published on ESB Networks website	Q3 2024
<b>PR5 TSO/TAO Joint Incentive Multi-Year Plan 2025-2029 Call for Input Consultation Paper</b>	This Call for Input Consultation Paper relates to the PR5 Multi-Year Plans 2025-2029 for the Joint TSO/TAO incentive. This consultation invites input from stakeholders in relation to this plan in advance of the TSO and TAO's finalisation of their proposed plan and submission to the CRU.	Published on ESB Networks website	Q3 2024
<b>Expression of Interest for Large Energy Users Biomethane Lighthouse</b>	ESB Networks expression of interest to launch a lighthouse project, in which we would partner with a customer(s) for a period of time to explore the potential role of alternative renewable sources, specifically biomethane gas, in enabling flexible energy demand on the electricity network. The flexibility sought through this lighthouse project will come from customer's existing installed capacity only.	Published on ESB Networks website	Q4 2024

# Appendix 2

PUBLICATIONS

ESB Networks Publications Delivered in 2024

Publication Title	Delivered Publications	Mechanism	Timing
Stakeholder Engagement Strategy & Plan 2024	ESB Networks issued their 'Stakeholder Engagement Strategy & Plan 2024' to stakeholders setting out how we propose to collaborate and engage with our stakeholders over the course of 2024, to support the delivery of our Networks for Net Zero Strategy targets and ambitions.	ESB Networks Website	Q1 2024
Joint Outage Transformation Programme  To the Commission for Regulation of Utilities (CRU) and the Department of the Environment, Climate and Communications (DECC).	Part of the strategic incentive and is to update CRU and DECC on 18 interventions that the JOTP is focused on to increase outage availability, maximise utilization and effectiveness of outages.	ESB Networks Website	Q1 2024
Innovation 2024: Innovation to Deliver Networks for Net Zero Consultation Report	ESB Networks issued its Annual Innovation Public Consultation "Innovation to Deliver Networks for Net Zero." The consultation details recent innovation activities and the projects ongoing in ESB Networks in 2023.	ESB Networks Website	Q1 2024
ESB Networks Refreshes the Capacity Heatmap - June and November 2024	Updated ESB Networks Availability Capacity Heatmap.  The Heatmap contains capacity information on all our 3-phase LV, MV and HV DSO substations.	ESB Networks Website	Q1 & Q3 2024
ESB Networks announces 100,000 Microgenerators are connected to Ireland's Electricity Network and 1000 mini generator connections connected.	Update on the number of new microgeneration connections to the Network	ESB Networks Website	Q3 2024

## Appendix 2

### PUBLICATIONS continued

#### ESB Networks Publications Delivered in 2024

Publication Title	Delivered Publications	Mechanism	Timing
<b>Draft Annual Electricity Transmission Performance Report 2023</b>	Provides customers, industry, and stakeholders with clear and accessible reporting on our operation, development and maintenance of the transmission system throughout 2023.	ESB Networks Website	Q3 2024
<b>Networks for Nature Biodiversity Strategy</b>	This strategy provides a clear framework for the delivery of a wide range of biodiversity actions across our business.	ESB Networks Website	Q3 2024
<b>Demand Capacity Headroom Report 2024</b>	This workbook provides indicative "headroom" capacity available for new demand connections at existing 110 kV and 38 kV substations.	ESB Networks Website	Q4 2024
<b>Price Review 6 Business Plan</b>	The plan outlines ESB Networks' proposed investment in response to CRU's Price Review Six Strategy Paper, which was published in April 2024.	ESB Networks Website	Q4 2024
<b>Stakeholder Newsletter</b>	To provide regular updates and overview of engagement activities/opportunities between ESB Networks and stakeholders	Quarterly newsletter emailed to stakeholders and link on ESB Networks website	Q1, Q2, Q3 and Q4 2024
<b>Draft Annual Transmission Investment Planning and Delivery Report Consultation</b>	ESB Networks and EirGrid performance for 2023	Publication on ESB Networks' Website	Q3 2024
<b>Public Safety Strategy</b>	Inform and educate the public about safe behaviours in relation to the electricity distribution network	Publication on ESB Networks' Website	On-going
<b>Annual Environmental Performance Report 2023</b>	Annual summary of information on the environmental and sustainability aspects of our business	Publication on ESB Networks' Website	Q3 2024

## Appendix 2

### PUBLICATIONS continued

#### ESB Networks Publications Delivered in 2024

Publication Title	Delivered Publications	Mechanism	Timing
<b>Contestable Specifications for the Renewable Industry</b>	Sharing of technical knowledge with renewable customers to advance industry's understanding of ESB Networks key construction requirements for renewable customer connections.	Publication on ESB Networks' Website	Q1 to Q4 2024
<b>Flexibility Multi Year Plan 2025-2029</b>	Sets out the plan for the next four years in terms of enabling flexibility in DMSO.	Publication on ESB Networks' Website	Q3 2024
<b>DSO/TSO Multi-Year Plan 2025 - 2029</b>	The collaboration between the Transmission System Operator (TSO) and Distribution System Operator (DSO) in Ireland is essential for a successful energy transition and ensuring the long-term resilience of electricity supply.	Publication on ESB Networks' Website	Q3 2024
<b>Smart Metering Programme</b>	Developed three new "How To " Videos; How to view your electricity usage through the ESB Networks Online account. How to sign up to an ESB Networks On line Account Help with setting up your on line account	Publication on ESB Network's Website	Q3 2024
<b>PR5 DSO/TSO Joint Incentive Multi-Year Plan 2025 - 2029</b>	This Call for Input Consultation Paper relates to the DSO/TSO Multi-Year Plan 2025-2029 for the Joint DSO/TSO incentive. Together ESB Networks and EirGrid, with input from stakeholders, developed the planned activities for this incentive in detail for 2025, 2026 and 2027 and the planned activities at a high level for 2028 and 2029.	Publication on ESB Networks' website	Q2 2024
<b>PR5 TSO/TAO Joint Incentive Multi-Year Plan 2025-2029 Call for Input Consultation Paper</b>	This Call for Input Consultation Paper relates to the PR5 Multi-Year Plans 2025-2029 for the Joint TSO/TAO incentive. This consultation invites input from stakeholders in relation to this plan in advance of the TSO and TAO's finalisation of their proposed plan and submission to the CRU.	Published on ESB Networks website	Q3 2024
<b>Expression of Interest for Large Energy Users Biomethane Lighthouse</b>	ESB Networks expression of interest to launch a lighthouse project, to which we would partner with a customer(s) for a period of time to explore the potential role of alternative renewable sources, specifically biomethane gas, in enabling flexible energy demand on the electricity network. The flexibility sought through this lighthouse project will come from customer's existing installed capacity only.	Published on ESB Networks website	Q4 2024



## Appendix 3

### PATHWAYS TO ENGAGEMENT

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>Irish Solar Energy Association</b>	Provide high level engagement opportunity on various units within ESB Networks.	Physical conference	Q3 2024
<b>SEAI</b>	Ongoing support and follow up Warmer Home Scheme	Monthly MS Teams Meetings	Q1 to Q4 2024
<b>SEAI</b>	ESB Networks presented at SEAI Workshop where ESB Networks area managers and supervisors talked through the safety process and Q&A issues. Follow up meetings, check lists and process tweaked, driving efficiencies retrofitting older houses.	In person Workshops	Q4 2024
<b>Retail Market Design Service</b>	Ongoing engagement with market participants regarding retail market design.	Direct engagement and secretariat at industry governance group.	Q1 to Q4 2024
<b>ESB Networks Open Day</b>	The open day took place in the ESB Networks Training Centre Portlaoise and allowed the Apprenticeship Team to showcase their programme for their 2024 recruitment campaign.	In person Open Day	Q1 2024
<b>Energy Transition Summit</b>	Panel discussion with other leading industry experts around the theme 'Energy Infrastructure: Creating a transition-ready network' and on 'The Customer Transition - Engaging & empowering consumers on the energy transition journey' and ESB Networks staff representing a range of internal business units interacted and engaged with numerous conference attendees at our stand.	Physical conference	Q3 2024
<b>WorldSkills Ireland</b>	Providing advice on courses, Apprenticeships, Higher Education, and Further Education and Training options "Energise your future".	Physical Conference	Q3 2024
<b>Free Electrons Programme - Pilots</b>	Collaborating with Plexigrid focussing on implementing solutions for low voltage analytics and planning, particularly in handling the growth of new energy demands such as electric vehicles, heat pumps, and solar PV's in domestic homes.	Meetings and workshops	Q2 and Q3 2024

## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>Talks with H.S.A. and ESB Networks</b>	Two Information sessions, meet and greet with H.S.A, educating on electrical appreciation and developing awareness for H.S.A inspectors in Utilities, Construction and Agricultural Units.	Physical meeting	Q2 2024
<b>PR6 Webinar</b>	Provide information on investment plan and facilitate Q&A from panel.	MS Teams webinar	Q3 2024
<b>Electrical Safety in Agriculture</b>	ESB Networks shared important insights on “Electrical Safety in Agriculture”; expert teams engaged throughout the day with the public to answer questions about Smart Metering, Microgeneration Connections, and Fleet & Equipment.	Boniconlon Agricultural Show, Co Mayo	Q3 2024
<b>Capacity Pathways Report Webinar</b>	To inform stakeholders of details outlined in the Capacity Pathways Report.	Webinar	Q1 2024
<b>Joint Systems Operator Programme</b>	Provide an overview of the vision and principles of the DSO-TSO Operating Model High-Level Design and how the future operating model will impact industry stakeholders.	Two (2) Webinars	Q2 2024
<b>Health &amp; Safety Authority visit NTC</b>	Electrical Safety & Awareness Training was provided by the NTC to a set of new Inspectors from the Health and Safety Authority. This training has significant benefits in terms of ensuring H.S.A. inspectors are equipped to recognise electrical safety hazards and risks.	In person	Q2 2024
<b>Health &amp; Safety Authority and Safe Schools Programme</b>	Multi agency safety event directed at senior cycle primary schools (5th and 6th class pupils) 150 pupils per session. An Garda Síochána, Teagasc, Uisce Éireann, Fire service and five other agencies.	In person	Q2, Q3, Q4 2024
<b>‘Reimagining Road Safety’ as part of the Life Saver Project between ESB Networks, the University of Limerick and An Garda Síochána.</b>	This is a road safety event with over 1,500 university students who are new road users and or in the process of undertaking their driving lessons. This generates brand awareness of ESB Networks to third level students and the ESB Networks brand values of Courageous, Caring, Driven and Trusted - as our students are seeking new ways to reimagine road safety and to address what is a growing challenge of drug related driving on our roads.	In person	Q2 2024

## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>Lifesaver Project</b>	Working with our partners in An Garda Síochána to communicate the devastating impacts road traffic collisions not only on those involved directly but on wider society.	In person	Q1-Q4
<b>Annual Road Safety Cross Industry Forum</b>	Attended An Post Forum, contractors, Educational Training Board's (ETB's), Army, and the Fire Service. Working with our key stakeholders to learn and share information in relation to a key risk that affects everyone. By having this event ESB Networks is able to strengthen its relationship with other public service bodies and our contractors and it underlines our commitment to road safety.	In person	Q4 2024
<b>Annual Health and Safety Conference</b>	Share how ESB Networks manages road safety with other local authorities / county councils.	Presentation	Q3 2024
<b>Electrical Safety &amp; Awareness</b>	National Fire Officer Development Programme (40 attendees).	In person & Webinar	Q2 & Q4 2024
	An Garda Síochána Safety Rep Training & Awareness Sessions (approximately 100 attendees).		Q1 to Q4 2024
	Educational Training Boards, Galway Roscommon, GRETB, Laois and Offaly (LOETB).		Q2, Q3 and Q4 2024
	Teagasc (seven agricultural colleges).		Q1 2024
	UCD Agricultural Science.		Q2 2024
	Uisce Éireann.		Q1 to Q4
<b>CIF Safety Week Webinar</b>	To provide Electrical Safety & Awareness training.	Live webinar Q&A	Q3 2024
<b>CIF Conferences (2 no) Croke Park</b>	Engaged with customers and stakeholders on a range of safety issues at our exhibition stand.	Conference	Q2 & Q3 2024
<b>Construction Safety Week</b>	To provide Electrical Safety & Awareness to attendees and civil engineering contractors and builders.	Webinar and in person presentations	Q3 2024
<b>Sustainability in our Communities; Schools Outreach Pilot Program</b>	Reach out to local schools to engage with our environmental specialists on what sustainable changes we at ESB Networks are making, and how we are improving local biodiversity and making other sustainable changes across the business and across the country.	Site visits and in person	Q2 & Q4 2024

## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>Irish Home Builders' Association (IHBA) 'Prospects 24'</b>	Teams from ESB Networks attended and engaged with stakeholders at the Irish Home Builders' Association (IHBA) 'Prospects 24' in Dublin. Engaged with housebuilders, property developers and associated stakeholders who contributed from several state and semi-state agencies as well as approved housing bodies on the various housing supply schemes currently in place to aid housing supply and the construction of new homes in 2024.	In person	Q2 2024
<b>Business for Biodiversity Platform</b>	Monthly meetings with representatives from Bus Eireann, Bank of Ireland, An Post, SAP Landscapes, TCD, UCC, Business in the Community, Natural Capital Ireland and other businesses to discuss biodiversity in business.	Monthly Meetings in person and MS Teams	Ongoing
<b>Business for Biodiversity Ireland (BFBI) Platform Launch</b>	ESB Networks experts presented at the launch of BFBI outlining progress in developing its biodiversity strategy.	In person presentation	Q1 2024
<b>Price Review 6 Engagement</b>	Discuss PR6 requirements with system users and policy makers who have key insights into how they expect and need the electricity system to support Irish social and economic development.	Expert insights meetings, bilaterals, and in person presentations. Industry Presentations: including: Construction Industry Federation, Annual Conference, Energy Transition Summit, ISEA, Annual Solar Conference, Cyber Security Conference, National Infrastructure Symposium.	Q1 to Q4 2024
	Reach out to our customers and stakeholders to share what we do today and discuss tomorrow.	Web-based survey and workshops	Q1 to Q3 2024
	Present options and ask customers' preferences. Web-based survey and information, sharing workshop materials.	Open workshops and forums	Q1 to Q3 2024



## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>Distribution Code Review Panel (DCRP)</b>	The Distribution Code is the set of rules that specifies the technical aspects and relationships between the DSO and all other users. The Distribution Code is kept under review and updated as required through the Distribution Code Review Panel (DCRP). The DCRP meets quarterly or as appropriate and is chaired and coordinated by ESB Networks as the DSO.	In person and MS Teams	Q4 2024
<b>Smart Metering Programme</b>	Industry engagement: Industry Liaison Group (ILG), Communications & Engagement Working Group (CEWG)	MS Teams Conference calls	Q1 to Q4 2024
	Working groups: Smart meter technical working group, One-to-one engagement sessions with industry participants to support Phase 2 of the programme.	Ongoing meetings	Q1 to Q4 2024
	Customer engagement: Direct communication – customers whose meter are scheduled for an exchange receive two letters in advance. Responding to individual customer enquiries.	Letters/information booklet /written responses	Area by area in advance of local deployment
	Public awareness & stakeholder engagement: > Awareness campaign via targeted media campaigns supported by updates on our website.	Multi-channel approach Programme briefings	Q1 to Q4 2024
<b>Farm Safety Partnership Advisory Committee</b>	Promote best practice in electrical safety on farms.	Biannual	Q1 2024
<b>Joint Utility Safety Forum</b>	Share safety best practice and learnings across utilities.	Biannual meeting	Q1 and Q3 2024
<b>Community – Led Renewables Energy Liaison Panel</b>	Introduce the initiatives being provided by ESB Networks to assist community-led renewable energy projects. Regular engagement with stakeholders in relation to the connection of community-led renewable energy projects. Engagement with industry and CRU through separate planned forums.	Website, FAQ dedicated email. Forums.	Ongoing

## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>Enduring Connection Policy Industry Body Updates</b>	Present progress to date on Enduring Connection Policy and application window openings.	MS Teams Meeting and in person	Q1, Q2, Q3, Q4 2024
<b>Electricity Connection Policy - Generation and System Services Workshop</b>	Discussions with CRU, Industry Body representatives and EirGrid on the development of new generator connection policy timelines in the context of Renewable Energy Directive III.	In person workshop	Q2 2024
<b>Customer Clinics - for Generator Customers Applying for DSO Enduring Connection Policy Process</b>	Give customers an opportunity to discuss potential connection options and high-level costs prior to making an application under DSO ECP process.	MS Teams	Q4 2024
<b>Communities Steering Board - representatives from Community Industry, DECC, Dept of Agriculture, CRU, SEAI, and ESB Networks</b>	An opportunity for the Community Steering Board to discuss with the Minister the supports available to communities and the challenges to meeting the Community Project CAP targets.	In person	Q1 2024
<b>Small Scale Generation Connections</b>	Supporting customers, consultants, and key stakeholders to understand continued developments and improvements in our connections processes as we moved trial processes to BAU.	Monthly meetings key customer/stakeholder meetings and supporting webinar in Q2 and Q4	Q1 to Q4 2024
<b>Micro &amp; Mini Generation Connections</b>	Supporting customers, consultants, and key stakeholders to understand continued developments and improvements in our connections processes as we moved trial processes to BAU.	Key customer/stakeholder monthly meetings and supporting webinar in Q2 and Q4	Q1 to Q4 2024
	ESB Networks hosted a webinar on Mini and Small Scale Generation Connection processes with over 170 of our industry partners and stakeholders attending. This was followed by a Q&A segment. The Q&A session was particularly enlightening with ESB Networks experts answering queries on topics from connection policy & timelines to harmonics.	Webinar	Q1 2024

## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>Quarterly Meetings with WEI and ISEA</b>	Knowledge sharing high-level engagement opportunity on ESB Networks' business strategy and plans, gaining renewable industry insights and feedback.	MS Teams Meeting	Q1 to Q4 2024
<b>DMSO Transition</b>	To engage key external stakeholders on the DMSO transition.	Mix (virtual and in-person)	Q2 to Q3 2024
<b>Blueprint and Draft Roadmaps</b>	To engage key external stakeholders on the development of DMSO's Blueprint and draft roadmaps and to seek input on deliverables across retail and flexibility markets.	Mix (virtual and in-person)	Q4 2024
<b>Energy Storage Ireland</b>	Opportunity to meet and engage with external stakeholders.	Conferences and events	Q2 2024
<b>Wind Energy Ireland</b>	Opportunity to meet and engage with external stakeholders.	Conferences and events	Q1 2024
<b>Smart Grid Ireland</b>	Opportunity to meet and engage with external stakeholders.	Conferences and events	Q2 2024
<b>Power &amp; Energy Conference &amp; Exhibition</b>	Opportunity to meet and engage with external stakeholders pertaining to ESB Networks activities and initiatives.	Conferences and events	Q2 2024
<b>Wind Energy Ireland</b>	Opportunity to meet and engage with external stakeholders.	Conferences and events	Q4 2024
<b>Aran Islands Energy Co-op &amp; ODEON EU Living Labs Workshop</b>	Opportunity to meet and engage with external stakeholders pertaining to ESB Networks activities and initiatives.	Conferences and events	Q3 2024
<b>Ireland Electrified Conference 2024</b>	Opportunity to meet and engage with external stakeholders pertaining to ESB Networks activities and initiatives.	Conferences and events	Q4 2024
<b>Energy Transition Summit 2024</b>	Opportunity to meet and engage with external stakeholders pertaining to ESB Networks activities and initiatives.	Conferences and events	Q3 2024
<b>National Network, Local Connections Programme - Bilaterals</b>	Bilaterals with stakeholders who requested more engagement with the programme has been initiated.	Bilateral meetings	Q1 to Q4 2024
<b>Citizens Energy Roadshow</b> <b>National Network, Local Connections Programme - Partnership</b>	Partnered with EirGrid in Citizens Energy Roadshow, including Ennis, Limerick, Wexford, Roscommon and Kerry.	Partnership	Ongoing

## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>Security of Supply &amp; Emergency Planning Group</b>	Winter Outlook sessions focussing on security of supply and emergency response.	Meeting and presentations	Ongoing
<b>EirGrid Outturn Availability Forum</b>	Presented to industry focusing on the DOP, outage requirements, testing requirements, and contact points.	Presentation	Q1 2024
<b>Distribution Outage Programme</b>	Guidance to our demand and generation customers on upcoming HV outages. Platform gives both customer and ESB Networks an opportunity to align outages and create an efficient working process.	MS Teams Meetings, email & updates / phone calls	Q1 - Q4 2024
<b>Multi-Site Customer Engagement</b>	To facilitate customer new connection journey and pre-submission engagement and submission. Presented at Regional Developer Days where over 500 stakeholders were provided with an overview of the new connections journey, the importance of safety and inviting feedback and engagement to improve customer experience.	Email, conferences, webinars, in person, phone	Q1 to Q4 2024
<b>Customer 1-2-1 -Multi Site Customer Engagement</b>	ESB Networks established weekly/monthly/quarterly customer meetings with a large number of multi-site customers to improve understanding of customer requirements and resolution of issues.	MS Teams and In person	Q3 to Q4 2024
<b>PICW Safety Day for Contractors</b>	Presentation and facilitated Q&A session with ESB Networks contracting partners covering wide range of safety topics.	Conference	Q3 2024
<b>Major Customer Improvement Focus Day</b>	A workshop aimed at transforming our major customer service and delivery. Keynote delivered by Nicholas	Workshop & Q&A	Q1 2024
<b>Renewable Energy Support Schemes</b>	Monthly engagement CRU, DECC, EirGrid, ESB Networks and developed dashboard to provide visibility to relevant stakeholders	MS Teams	Monthly Q1 to Q4 2024
<b>ZEV Assurance Board, Steering Group and Working Groups</b>	We provide ongoing support and participation	In person and Ms Teams	Monthly/ Quarterly Q1 to Q4 2024

## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>Launch of the Low Carbon Technologies Register</b>	Inform our customers and stakeholders on the launch of this strategic objective and how LCT manufacturers can submit their products for certification and inclusion into the register.	3 Webinars with 250 participants from wider industry	Q4 2024
<b>Developer Days (multi regional engagements)</b>	The audience was provided with an overview of the new connections journey, the importance of safety, what we were doing to continue to improve their overall experience.	In-person information day with Q&A	Q1 to Q4 2024
<b>DECC CAP 2030</b>	To submit 2024/2025 and PR6 Reports to DECC under reinforcement, renewables and demand (>4MVA).  Retrospectively reporting on 2024 quarter by quarter and subsequent years to follow.	MS Teams, reports	Q1 to Q4 2024
<b>Participation in E.DSO and Eurelectric working groups</b>	Work with peer European DSOs on topics related to electrification of heat and transport, and the financing of future network development, lead and contribute to the publication of position papers.	In person attendance, MS Teams	Q1 to Q4 2024
<b>Accelerating Renewables Electricity Taskforce</b>	To deliver the objectives as set out in the ARET Implementation Plan and report to the key stakeholders on ARET i.e. DECC CRU, EirGrid and SEAI.	Workshops in Person and online	Q1, Q2, Q3, Q4 2024
<b>Ongoing senior engagements with TII</b>	These monthly bilateral engagements engage with a number of aspects ongoing for TII and the newly established AFPO (Alternative Fuel Programme Office) including shared land (access to sites) exploration.	MS Teams meetings and face to face	Q1 to Q4 2024
<b>Asset &amp; Programme Data Exchange as part of our TSO/TAO Joint Incentives Collaboration on Digital Tools</b>	1. Renewables & Major Connections Dashboard – RESS 2. Process, Systems, and Information (PSI) Charter 3. Digital collaboration – Strategic Design and Governance Approach 4. JPMO3 – Joint Programme Management Office – Iteration No. 3	MS Teams	Q3 2024
<b>DMSO Utility Workshops with International counterparts</b>	Share systems strategies and validate with our counterparts as well as discussing shared challenges.	Workshops and online	Q1 to Q4 2024



## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>IHBA (Irish Home Builders Association) Stakeholder Engagement Meetings</b>	Share information on Connection Process and Timelines, EV Charging Infrastructure and ESB Networks' Investment Plan Approach for PR6 Consultation (circa 40 people).	Online MS Teams	Q1 & Q3 2024
<b>Local Authorities in Dublin and Cork City Council - Distribution Network Capacity</b>	Inform Local Authorities about Distribution Network Capacity current state and challenges ahead.	In person	Q1 to Q3 2024
<b>EVCAI (Electric Vehicle Charging Alliance of Ireland)</b>	Industry body support.	Face to face	Q3 2024
<b>Emergency Exercises- Security of Supply</b>	Prepare communication and process and run simulations, NECG (round table in Department of Agriculture evolved to Met Eireann), DECC and government departments BCP and response.	4 workshops and several exercise days	Q4 2024
<b>Storm Communications Response</b>	Communicating to NECG, Met Eireann, Local Authorities, EirGrid, GNI, Emergency Services and Defence Forces.	Timing per major weather storm event	Q1 to Q4 2024
<b>Critical Customer simulation exercise in event of a power interruption</b>	Ensuring safety and supply chain continuity and improving processes and understanding criticality of work processes.	In person workshop/ presentation with open forum Q&A	Q3 2024
<b>EirGrid/ESB Networks Joint Executive meeting</b>	Quarterly meetings to review and assess current state or collaboration between the SO's.	In person and MS Teams	Q1-Q4 2024
<b>Transmission Network Delivery Committee</b>	Joint Committee with EirGrid to provide oversight & governance on Transmission Delivery Programme.	Monthly Meetings In person	Q1 to Q4 2024
<b>Joint Programme Management Committee</b>	Joint Committee with EirGrid to provide oversight and governance on the Transmission Delivery Programme.	Monthly Meetings hybrid	Q1 to Q4 2024

## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>6 additional Joint ESB Networks/ EirGrid Committees; Operational Services/ Maintenance Policy &amp; Standards/ Procurement Strategy/SO-DSO/ Health &amp; Safety</b>	Joint ESB Networks and EirGrid Committees providing oversight & governance on respective areas in addition to IA compliance.	Monthly Meetings Hybrid	Q1 to Q4 2024
<b>Joint CRU/ESB Networks/EirGrid Executive Board Meetings</b>	To give oversight of PR5 delivery.	Quarterly meetings hybrid	Q1 to Q4 2024
<b>Joint ESB Networks/ EirGrid Outage Transformation Programme - Steering Group/ Workstream Leads Group meetings and Governance Board Meetings</b>	To provide steering oversight on the JOTP. Steering Group reports into the Governance Board. Stream-Progress meetings with JOTP workstreams.	Steering Group - Weekly, Work Stream Lead & Governance Board meetings - Monthly	Q1 to Q4 2024
<b>JOTP Customer &amp; Industry Workstream</b>	Industry update on Joint Outage Transformation Programme.	In person Workshop	Q4 2024
<b>Shaping our Electricity Future Advisory Council</b>	Industry update on Joint Outage Transformation Programme.	In person meeting	Q2 2024
<b>Horstmann Workshop</b>	ESB Networks hosted workshop, information sharing, and showcased latest products.	In person workshop	Q4 2024
<b>Free Electrons Programme</b>	Attended international workshop with global startup companies.	In person and hybrid	Q2 2024
<b>Academic Bilaterals</b>	Exploring with several Universities throughout Ireland, the potential for collaborative innovation projects, industry challenges and provide advice on various initiatives and projects.	Six (6) MS Teams meeting	Q1-Q4 2024
<b>Cluid Housing</b>	Exploring pilots and synergies and opportunities for future collaborations.	MS Teams	Q3 2024

## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>ESB Networks hosted Endeavour Energy Delegation</b>	Meeting to explore and knowledge share with panel of ESB Networks subject matter experts with other international utility and sharing their experiences on a range of topics including, weather events pertaining to electrical resilience, innovation, electrification, digital and strategy.	In person	Q2 2024
<b>Údarás na Gaeltachta</b>	Supporting several island community applications to the Clean Energy for EU Islands (CE4EU) Programme and understanding Údarás na Gaeltachta' decarbonisation roadmap.	MS Teams Meetings	Q1 2024
<b>Pilot for on street charging in new housing developments to understand how best to implement new regulations on Energy Performance in Buildings</b>	To work through design and construction issues on a real-life construction project for a housing development with the requirement to have public parking spaces EV charger enabled.	Online MS Teams and in person and on-site meetings	Q2 to Q4 2024
<b>Renewables Customer Journey</b>			
<b>1. Pre-Application Customer Engagements</b>			
<b>Customer Clinic Engagements</b>	Engagement on ECP, Micro, Mini and Small Scale Generation to optimise connection offers.	Online MS Teams and in person and on-site meetings	Q1 to Q4 2024
<b>Community – led Renewables Energy Liaison Panel</b>	Introduce the initiatives being provided by ESB Networks to assist community-led renewable energy projects.	Regular engagement with stakeholders in relation to the connection of community-led renewable energy projects, (website, FAQ dedicated email)  Engagement with industry and CRU through separate planned forums.	

## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>2. Offer Processing Customer Engagement</b>			
<b>Customer Clinics - for Generator Customers Applying for DSO Enduring Connection Policy Process</b>	Give customers an opportunity to discuss potential connection options and high-level costs prior to making an application under DSO ECP process.	MS Teams	Q4 2024
<b>3. Design Phase Customer Engagement</b>			
<b>Contestable Specifications for the Renewable Industry</b>	Sharing of technical knowledge with renewable customers to advance industry's understanding of ESB Networks key construction requirements for renewable customer connections.	Online MS Teams and in person and on-site meetings	Q1 to Q4 2024
<b>4. Construction Phase Customer Engagement</b>			
<b>Multiple customer project engagements</b>	Keep customer and stakeholder informed and updated on the project life cycle.	Online MS Teams and in person and on-site meetings	Q1 to Q4 2024
<b>5. Energisation Phase Customer Engagement</b>			
<b>Multiple customer project engagements</b>	Keep customer and stakeholder informed and updated on the project life cycle.	Online MS Teams and in person and on-site meetings	Q1 to Q4 2024
<b>6. Post Energisation Customer Engagement</b>			
<b>Multiple Project customer engagement</b>	Multiple customer engagement ensuring seamless project close out.	Online MS Teams and in person and on-site meetings	Q1 to Q4 2024
<b>Major Customer Improvement Focus Day</b>	A workshop aimed at transforming our major customer service and delivery. Keynote delivered by Nicholas Tarrant, Managing Director, ESB Networks.	Workshop & Q&A	Q1 2024
<b>Customer Engagement Improvement Activities</b>	Conduct formal lessons learned reviews for projects and apply data from independent surveys to design improvement plans.	In person	Q1 to Q4 2024

## Appendix 3

### PATHWAYS TO ENGAGEMENT continued

#### ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
<b>7. Overall Ongoing Customer Engagements (Conducted throughout lifecycle of Customer Journey)</b>			
<b>Quarterly Meetings with WEI and ISEA</b>	Knowledge sharing high-level engagement opportunity on ESB Networks' business strategy and plans, gaining renewable industry insights and feedback.	MS Teams Meeting	Q1 to Q4 2024
<b>Security of Supply &amp; Emergency Planning Group</b>	Winter Outlook sessions focussing on security of supply and emergency response.	Meeting and presentations	Ongoing
<b>National Planning Framework Engagement</b>	ESB Networks submitted a comprehensive response to the National Planning Framework consultation process, highlighting the necessity for collaborative efforts with local authorities, government bodies, and renewable industry stakeholders.	MS Teams & In Person	Ongoing
<b>Renewable Energy Support Schemes (RESS)</b>	Monthly engagement CRU, DECC, EirGrid, ESB Networks and developed dashboard to provide visibility to relevant stakeholders.	MS Teams	Monthly Q1 to Q4 2024
<b>DECC CAP 2030</b>	To submit 2024/2025 and PR6 Reports to DECC under reinforcement, renewables and demand (>4MVA).  Retrospectively reporting on 2024 quarter by quarter and subsequent years to follow.	MS Teams, reports	Q1 to Q4 2024
<b>Accelerating Renewables Electricity Taskforce</b>	To deliver the objectives as set out in the ARET Implementation Plan and report to the key stakeholders on ARET i.e. DECC CRU, EirGrid and SEAI.	Workshops	Q1, Q2, Q3, Q4 2024
<b>Asset &amp; Programme Data Exchange as part of our TSO/TAO Joint Incentives Collaboration on Digital Tools</b>	1. Renewables & Major Connections Dashboard – RESS 2. Process, Systems, and Information (PSI) Charter 3. Digital collaboration – Strategic Design and Governance Approach 4. JPMO3 – Joint Programme Management Office – Iteration No. 3	MS Teams	Q1 2024



## Appendix 3

PATHWAYS TO ENGAGEMENT continued  
ESB Networks' meetings, working groups, events, and webinars in 2024

Pathway Title	Delivered Engagements	Mechanism	Timing
National Network, Local Connections Programme - Advisory Council	Collaborate with industry on DMSO transition, Is This A Good Time? In Flight Initiatives e.g. flexible products, etc.	Meetings	Q2 and Q3 2024
Small Scale Generation Connections	Supporting customers, consultants, and key stakeholders to understand continued developments and improvements in our connections processes as we move trial processes to BAU.	Key customer/ stakeholder meetings and supporting webinar in Q2	Monthly meetings Q1 to Q4, 2024
Micro and Mini Generation Connections	Supporting customers, consultants, and key stakeholders to understand continued developments and improvements in our connections processes as we move trial processes to BAU.	Key customer/ stakeholder meetings	Monthly meetings Q1 to Q4, 2024
Gas & Electricity Emergency Planning Group	Winter Outlook sessions chaired by CRU. Sessions focus on security of supply and emergency response.	Meeting and in person presentations	Q1 to Q4 2024
Pillar A - Security of Supply Operation Group	Security of supply sessions chaired by CRU. Sessions discuss security of supply readiness and ongoing works.	Meeting	Q1 to Q4 2024

## Appendix 4

### GLOSSARY OF ABBREVIATIONS

<b>AFIR</b>	Alternative Fuel Infrastructure Regulation
<b>AFPO</b>	Alternative Fuel Programme Office
<b>AGS</b>	An Garda Síochána
<b>ARET</b>	Accelerating Renewables Electricity Taskforce
<b>BAU</b>	Business As Usual
<b>CAP</b>	Climate Action Plan
<b>CAP23</b>	Climate Action Plan 2023
<b>CAP24</b>	Climate Action Plan 2024
<b>CEATI</b>	Centre for Energy Advancement through Technological Innovation
<b>CE4EU</b>	Clean Energy for European Union Islands Programme
<b>CEWG</b>	Communications & Engagement Working Group
<b>CIF</b>	Construction Industry Federation
<b>CRU</b>	An Coimisiún um Rialáil Fóntas Commission for Regulation of Utilities
<b>CSAT</b>	Customer Satisfaction Score
<b>DAO</b>	Distribution Asset Owner
<b>DART+</b>	Dublin Area Rapid Transit +
<b>DCRP</b>	Distribution Code Review Panel
<b>DECC</b>	Department of Environment, Climate and Communications
<b>DFP</b>	Demand Flexibility Product
<b>DMSO</b>	Distribution Markets & System Operation
<b>DNDP</b>	Distribution Network Development Plan
<b>DNO</b>	Distribution Network Operator
<b>DSO</b>	Distribution System Operator
<b>DUoS</b>	Distribution Use of System charges
<b>ECP</b>	Enduring Connection Policy
<b>ECP2.4</b>	Enduring Connection Policy 2.4
<b>ENA</b>	Energy Networks Association
<b>EPRI</b>	Electric Power Research Institute
<b>ERT</b>	Estimated Response Time (for fault outages)
<b>ESATRAT</b>	The satisfaction rating of the National Customer Care Centre (ESATRAT)

## Appendix 4

### GLOSSARY OF ABBREVIATIONS

<b>ESBN</b>	Electricity Supply Board Networks
<b>ESI</b>	Energy Storage Ireland
<b>ESRI</b>	The Economic and Social Research Institute
<b>ETB</b>	Educational Training Board
<b>EU</b>	European Union
<b>EV</b>	Electric Vehicle
<b>EVCAI</b>	Electric Vehicle Charging Alliance of Ireland
<b>GRETB</b>	Galway and Roscommon Education and Training Board
<b>GW</b>	Giga Watt
<b>H.S.A.</b>	Health and Safety Authority
<b>HFO</b>	Heavy Fuel Oil
<b>HP</b>	Heat Pump
<b>HS&amp;E</b>	Health, Safety & Environmental
<b>H.S.A.</b>	Health and Safety Authority
<b>HV</b>	High Voltage
<b>ICC</b>	Installed Capacity Cap
<b>IHBA</b>	Irish Home Builders Association
<b>IIEA</b>	Institute of International & European Affairs
<b>ILG</b>	Industry Liaison Group
<b>ISEA</b>	Irish Solar Energy Association
<b>JOTP</b>	Joint Outage Transformation Programme
<b>JPM03</b>	Joint Programme Management Office – Iteration No. 3
<b>JSOP</b>	Joint System Operator Programme
<b>kW</b>	Kilo Volt
<b>LA</b>	Local Authority
<b>LCT</b>	Low Carbon Technologies
<b>LEUs</b>	Large Electrical Users
<b>LOETB</b>	Laois and Offaly Education and Training Board
<b>LV</b>	Low Voltage
<b>MRSO</b>	Meter Registration System Operator

## Appendix 4

### GLOSSARY OF ABBREVIATIONS

<b>MUON</b>	Minimum number of conventional units online
<b>MV</b>	Medium Voltage
<b>MVA</b>	Megavolt -amperes
<b>MW</b>	Megawatt
<b>N4NZ</b>	Networks for Net Zero Strategy
<b>NC6</b>	NC6 is the name of the application form required to connect microgeneration
<b>NC7</b>	NC7 is the name of the application form required to connect mini generation
<b>NC8</b>	NC8 is the name of the application form required to connect small scale generation
<b>NEDS</b>	The National Energy Demand Strategy
<b>NECG</b>	National Emergency Co-ordination Group
<b>NSEEP</b>	Networks Electricity Stakeholder Engagement Evaluation Panel
<b>NWFNZ</b>	Networks For Net Zero Strategy
<b>NIE</b>	Northern Ireland Electricity Networks
<b>NN, LC</b>	National Network, Local Connections Programme
<b>NSEEP</b>	Networks Stakeholder Engagement Evaluation Panel
<b>NSHR</b>	Network Scenario Headroom Report
<b>NSMP</b>	National Smart Metering Programme
<b>NTC</b>	National Training Centre (ESB Networks)
<b>OEM's</b>	Original Equipment Manufacturers
<b>p.a.</b>	Per Annum
<b>PAYG</b>	Pay As You Go
<b>PICW</b>	Person In Charge of Work
<b>PR5</b>	Price Review 5 (2021-2025)
<b>PR6</b>	Price Review 6 (2026 -2030)
<b>PSI</b>	Process, Systems, and Information
<b>RESS</b>	Renewable Electricity Support Scheme
<b>RMDS</b>	Retail Market Design Service
<b>RoI</b>	Republic of Ireland
<b>SEAI</b>	Sustainable Energy Authority of Ireland
<b>SETU</b>	Southeast Technological University
<b>SME's</b>	Small and Medium sized Enterprises

## Appendix 4

GLOSSARY OF ABBREVIATIONS

SO's	System Operators
TAO	Transmission Asset Owner
TII	Transport Infrastructure Ireland
TSO	Transmission System Operator
UCD	University College Dublin
UL	University of Limerick
WEI	Wind Energy Ireland
WG	Working Group
XLEU	Extra Large Energy User
ZEVI	Zero Emissions Vehicles Ireland





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