ESB NETWORKS

Public Safety Strategy 2026-2030

Foreword

At ESB Networks, public safety is at the heart of everything we do. Our Public Safety Strategy for the period 2026–2030 is a comprehensive roadmap that reaffirms our unwavering commitment to protecting the communities we serve, our staff, and all those who interact with the electricity network.

Our network is becoming more dynamic and complex with the transition to a low-carbon future, integration of new technologies and the increasing decentralisation of energy systems. These changes bring exciting opportunities, but they also present new challenges in maintaining the highest standards of public safety.

This Strategy builds on the strong foundations laid over the past five years with the implementation of the previous Public Safety Strategy. It sets out clear, measurable actions to enhance public safety awareness, education, and engagement. The Strategy details our collaborative approach—working closely with communities, emergency services, local authorities, ESB Networks framework partners, third party contractors, and other stakeholders to ensure that safety is embedded in every aspect of ESB Networks operations.

Through targeted education, stakeholder engagement, and data-driven decision-making, we will proactively address emerging risks and foster a culture of safety that is embedded throughout our organisation. Our strategic pillars – ranging from asset lifecycle safety management to digital outreach – are designed to deliver meaningful impact and measurable outcomes.

We recognise that trust is earned through transparency, accountability, and action. This Strategy sets out a clear plan to enhance public safety performance, strengthen governance, and deliver on our licence obligations.

We will continue to build a safe, resilient electricity network for all.

Nicholas Tarrant

Nicholas Tarrant
Managing Director, ESB Networks

Introduction

This Strategy outlines ESB Networks' vision and approach to public safety for the period 2026–2030. It aligns with the ESB Networks for Net Zero Strategy and the ESB Group Safety Health and Wellbeing Strategy, building on the achievements of the Public Safety Strategy 2021–2025. This document sets out a roadmap to enhance safety outcomes for the public, stakeholders, and ESB Networks staff, while supporting Ireland's energy transition.

Key achievements in the last five years include:

- **Implementation of predictive maintenance management systems.**

- **Analysis of safety data to identify root causes and implement proactive preventive safety measures.**

- **Increased interaction and collaboration with at-risk stakeholder groups.**

- **Policy for response to reports of Low/Grounded Conductors (LGC) or Contact with Conductor (CWC) successfully implemented.**

- **Use of data trends to target communication to stakeholders.**

- **Improved public awareness through integrated marketing communications targeting key audiences and enhanced with partnerships e.g., 'Stay Safe, Stay Clear' primary schools poster competition, Agriland and Irish Farmers Journal.**

- **Tailored communications to extend the reach of electrical safety awareness across the public domain.**

- **Public Safety Programme Summary dashboard developed.**

- **Enhanced communication channels and engagement throughout ESB Networks.**

- **Development of the Public Safety Management System.**

- **Successful compliance with Transmission Asset Owner, Distribution Asset Owner, and Distribution System Operator licence requirements as certified by the National Standards Authority of Ireland in public safety audits undertaken during the strategic period.**

These achievements will be built on through the implementation of this strategy for the 2026-2030 period.

Vision

To foster public safety by ensuring that every interaction with the electricity network – by the public, our staff, framework partners, third party contractors, and communities – is informed, protected, and risk-aware. We will collaborate, innovate, and lead with integrity to eliminate preventable incidents and promote a safety culture that reflects the trust placed by the public in ESB Networks.

Purpose

The purpose of the Public Safety Strategy is to proactively safeguard the public from electrical hazards through education, engagement, and operational excellence. This purpose is aligned to ESB Networks values.

WE'RE COURAGEOUS	WE'RE CARING	WE'RE DRIVEN	WE'RE TRUSTED
Courageously challenge unsafe behaviours	**Care** deeply about the wellbeing of our staff, customers, framework partners, third party contractors, stakeholders, and any person who lives or works near ESB Networks infrastructure.	**Drive** continuous improvement to ensure our electricity network is safe.	Remain **Trusted** by delivering transparent, accountable, and effective public safety initiatives.

Figure 1: ESB Networks Values

This Strategy will guide ESB Networks to embed public safety into every aspect of our operations, ensuring that we continue to provide a safe and reliable electricity service to our communities.

Strategic Context

The ESB Networks for Net Zero Strategy frames ESB Networks' role in enabling the delivery of the Government's Climate Action Plan and supporting the decarbonisation of electricity. With the implementation of this Strategy ESB Networks will ensure that we have a safe, dependable, and efficient network with the required capacity, flexibility, and resilience to empower Ireland's transition to a low-carbon electricity system.

Three strategic objectives have been identified as core to the delivery of the ESB Networks for Net Zero Strategy.
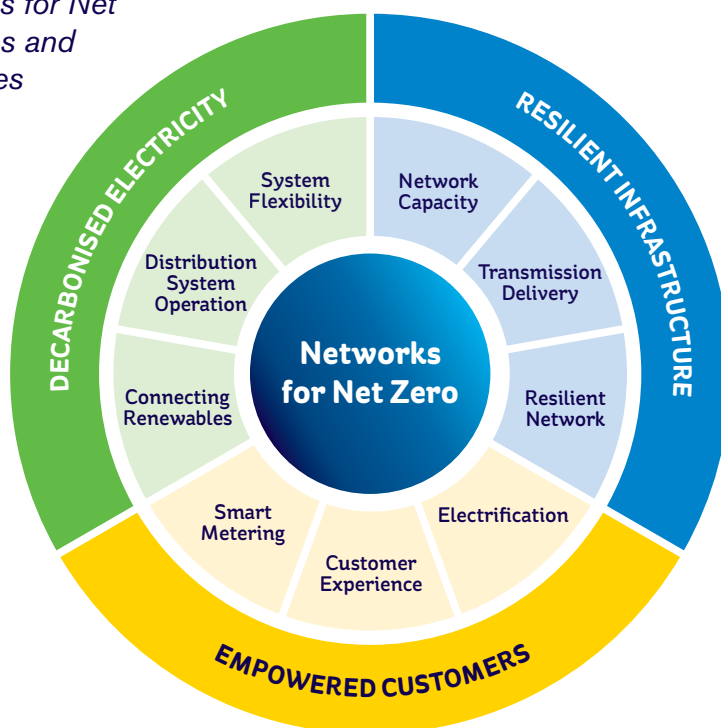
- **Decarbonised electricity:** Integration of renewable energy sources to decarbonise electricity.
- **Resilient infrastructure:** Building an electricity network resilient to climate change and disruptive events such as storms and cyber threat.
- **Empowered customers:** Use of data and digital technologies to enhance customer experiences and encourage participation in energy markets as prosumers.

The Strategy is underpinned by four foundational capabilities:

- **Our People**
- **Digital and Data Driven**
- **Financially Strong**
- **Sustainable and Socially Responsible**

These are the pillars that the strategic objectives will be built on.

Figure 2: ESB Networks for Net Zero Strategy Objectives and Foundational Capabilities

Our People	Digital and Data Driven	Financially Strong	Sustainable and Socially Responsible

ESB Networks places empowered customers at the centre of our business. Public safety risks include third party interference with the electricity network, contact with live infrastructure, extreme weather events, and lack of awareness of electrical hazards. These risks are evolving due to increased electrification, connection of renewable technologies and the advancement of an integrated electricity system. We will continue to ensure the safety of those who work or who may come in close contact with the electricity network.

The ESB Networks Public Safety Strategy (2026-2030) is aligned to the ESB Networks for Net Zero Strategy as a core strategic priority. Public safety is a key area of focus across ESB Networks.

The Public Safety Strategy is integrated with the ESB Group Safety Health and Wellbeing (SH&W) Strategy and adheres to ISO standards ISO 45001:2018, ISO 14001:2015 and ISO 55001.

The ESB Group SH&W Strategy is built on five strategic priorities:
Compliance, Competence, Commitment, Collaboration, and Culture.

These priorities are all considered in the Public Safety Strategy.

The electricity transmission and distribution networks comprise circa 160,000 km of overhead networks, 28,000 km of underground cables, and eight hundred high voltage substations, serving more than 2.5 million metered customers. ESB Networks is responsible for managing and maintaining these assets to ensure safe and secure electricity supply for all customers.
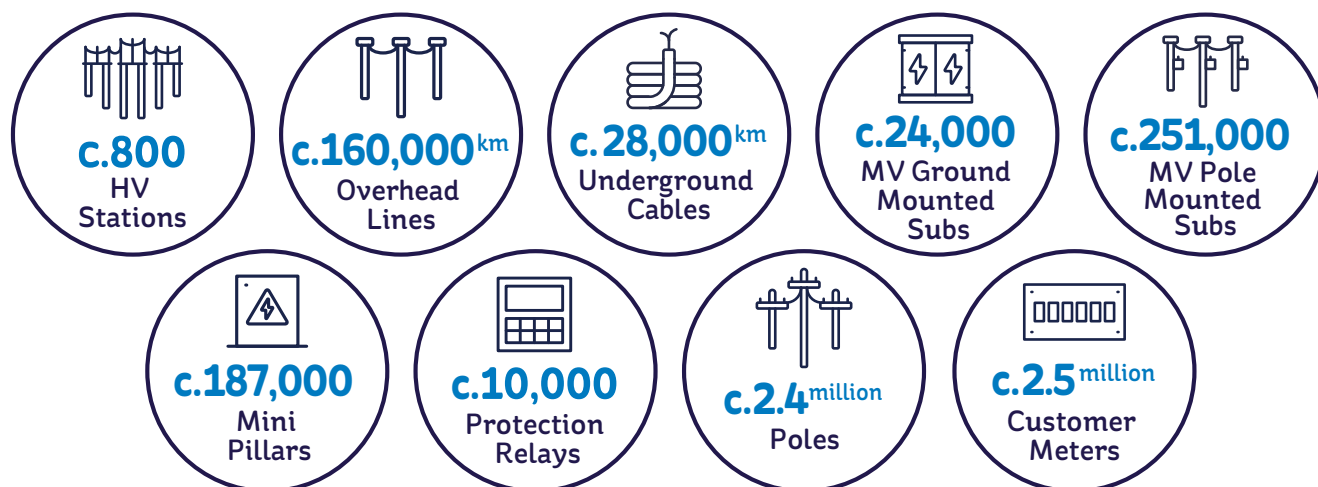

c.800 HV Stations

c.160,000 km Overhead Lines

c.28,000 km Underground Cables

c.24,000 MV Ground Mounted Subs

c.251,000 MV Pole Mounted Subs

c.187,000 Mini Pillars

c.10,000 Protection Relays

c.2.4 million Poles

c.2.5 million Customer Meters

Figure 3: ESB Networks transmission and distribution assets

ESB Networks recognises the importance of ensuring the safety of everyone exposed to the extensive ESB Networks asset base. The maintenance of a resilient and reliable network is essential for the safety of those who work on or may come in close contact with the electricity network. The delivery of public safety work programmes ensures the safety and integrity of ESB Networks assets over their lifecycle.

Customers and the public are key at-risk stakeholder groups. Therefore, increasing electrical safety awareness with customers and the public is an essential strategic objective. This will be achieved through targeted advertisement, education, and awareness programmes.

Strategic Objectives

The core objectives of the Public Safety Strategy are:

Reduce and learn from incidents and near misses.	Enhance stakeholder and public awareness.	Alignment of public safety with the ESB Networks safety culture.	Improve data-driven decision-making and risk mitigation.	Embed public safety into all business processes across ESB Networks.

These objectives will be achieved through five strategic pillars. The pillars are the foundation stones that the Public Safety Strategy will be built on.

Public Safety Strategic Pillars 2026–2030

Asset Lifecycle Safety Management	At-Risk Stakeholder Engagement & Risk Education	Public Awareness & Digital Outreach	Alignment of Public Safety with Organisational Safety Culture	Evolvement of the Public Safety Management System

Figure 4: ESB Networks Public Safety Strategy Pillars

Pillar 1: Asset Lifecycle Safety Management

The management, maintenance, and timely replacement of ESB Networks assets is a key pillar to ensure the safety of all who interact with these assets. This will be realised by completing the following:

- Expand predictive maintenance using Common Networks Asset Indices methodology.

- Prioritise maintenance and replacement of high-risk assets through enhanced data analytics.

- Integrate public safety metrics into asset investment decisions.

- Management of tree cutting assessment, timber cutting and forestry harvesting programmes.

- Development of a Winter Resilience Plan to prepare for extreme weather events.

- Further enhance the Public Safety Programme Summary dashboard developed during the previous strategy period.

- Public safety programmes will be subject to regular reviews and audits to ensure compliance, effectiveness and continuous improvement.

- Auditing of the installation and maintenance of assets to ensure compliance with asset management standards.

- Analyse data and monitor trends to determine work programme priorities and identify public safety risk factors.

- Develop targeted communications to staff, customers, stakeholders, and the public based on public safety risks identified from data analysis.

Pillar 2: At-Risk Stakeholder Engagement & Risk Education

At-risk stakeholder groups include the agriculture sector, construction industry, emergency services and other utilities. (See Appendix 3 for a non-exhaustive list of at-risk stakeholders).

Different approaches and associated mechanisms are used 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
Involve	Facilitate two-way dialogue and work directly with stakeholders to understand and consider aspirations and concerns	Bilaterals, conferences, workshops, consultations
Collaborate	Identify preferred solutions and incorporate recommendations	Panels, working groups, partnerships

Figure 5: ESB Networks Stakeholder Engagement Framework

Engagement and education of at-risk stakeholders will be achieved by:

• Deepening collaboration with existing and emerging at-risk stakeholders.

• Education of at-risk stakeholders on public safety risks and identification of tools and processes to mitigate these risks.

• Development of an annual public safety stakeholder engagement plan.

• Co-design with utility partners safety initiatives aimed at educating at-risk stakeholders.

• Ongoing engagement and cooperation with the Health and Safety Authority including joint initiatives targeting at-risk stakeholder groups.

• Formalisation of feedback loops and stakeholder performance reviews.

• Identification of emerging at-risk stakeholder groups as innovative technologies and new ways of working aligned to the ESB Networks for Net Zero Strategy emerge.

Pillar 3: Public Awareness & Digital Outreach

This pillar will focus on educating the public on electrical safety risks aiming to reach the public, educational institutions at all levels, sports & leisure groups, and community groups. The target groups are listed in Appendix 3.

This will be enabled through:

- The development of an annual public safety marketing plan.
- Completion of an annual engagement plan to identify and allow forward planning of engagement opportunities.
- Continued review of effectiveness of external communications to inform development of television, radio, and print media campaigns.
- The launch of a digital-first public safety campaign (apps, gamified learning) to reach younger audiences and at-risk groups.
- Expansion of school programmes and use of interactive content.
- Identification of emerging risks due to new technologies including drone usage, battery energy storage systems, vehicle to grid systems, distributed energy resources and renewable technology integration. Development of campaigns targeted at emerging risk groups.
- Focused messaging on the installation of standby generation including solar PV and batteries reminding the customer to use a registered electrical contractor and implement appropriate change over arrangements.
- Expanded use of social media and new digital platforms to reach younger audiences and at-risk groups.
- Collaboration with stakeholders including other utilities and safety organisations.

Pillar 4: Alignment of Public Safety Strategy with Organisational Safety Culture

The continued education and awareness of ESB Networks staff and framework partners is an essential strand of the Public Safety Strategy. Public safety will be further embedded within the organisation by:

- Developing an annual internal communication plan.
- Leveraging all available internal communication tools including the Hub, Viva Engage and the Safety, Health & Environmental newsletter to promote public safety initiatives.
- Use monthly safety briefings to highlight important public safety messages across the organisation.
- Engagement with the delivery arms of the organisation to encourage reporting and implementation of mitigation measures to address public safety issues.
- Collaboration with safety teams across ESB Networks to prioritise public safety.
- Embrace new ways of working and implement available technologies to assist with the delivery of installation works to the required standards.
- Focus on elimination of public safety issues identified during patrolling and auditing.
- Regular reporting of public safety performance and risks to Senior Management in compliance with governance requirements.
- Coordination across ESB Networks to enable the delivery of public safety work programme targets.
- Ensure framework partners are informed and educated on public safety risks and armed with the knowledge of how these risks can be highlighted and addressed.
- Continued employment of the Public Safety Centre of Competence to ensure standardisation and shared learnings across the ESB Group.
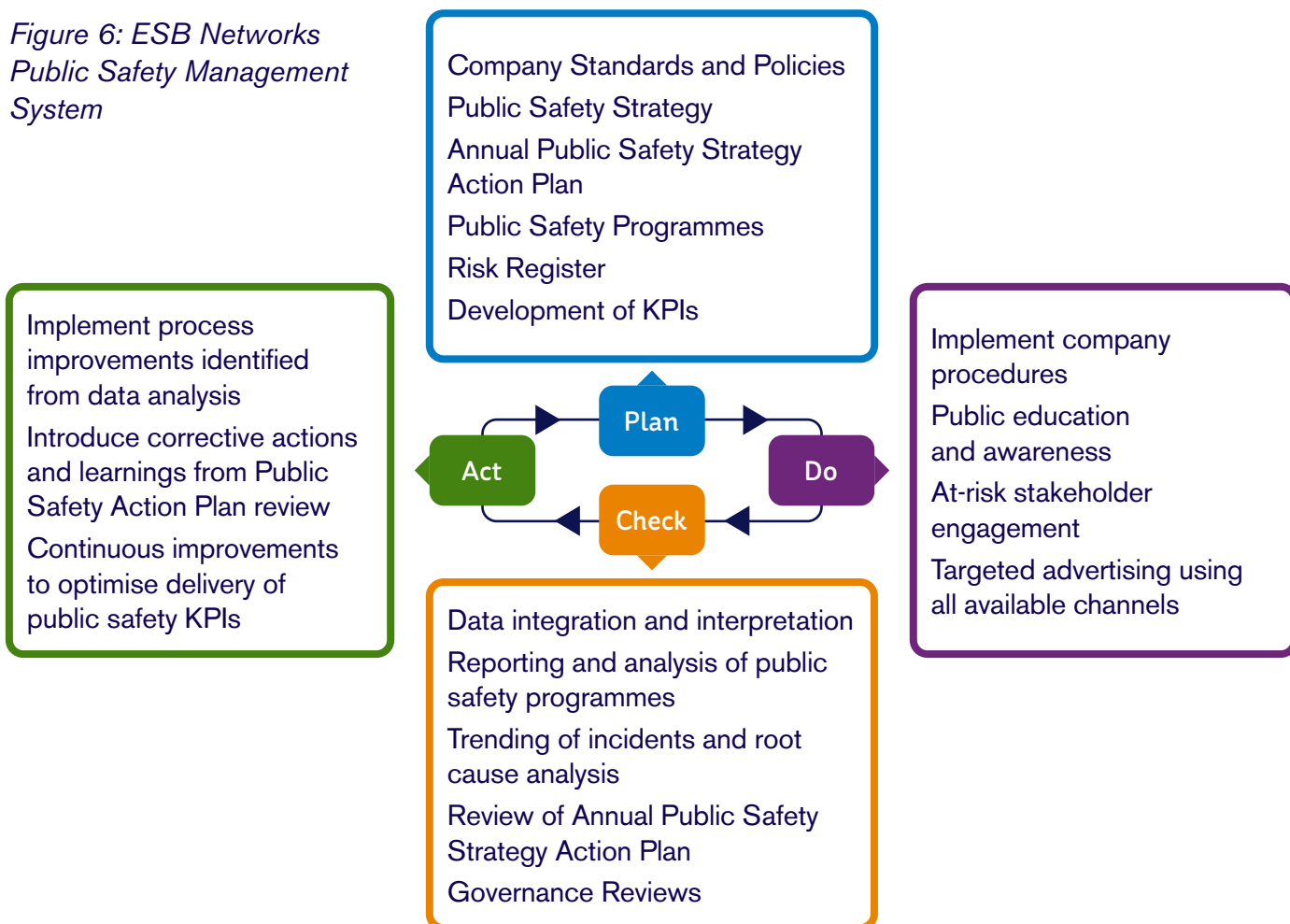
Pillar 5: Evolvement of the Public Safety Management System

A Public Safety Management System (PSMS) was successfully implemented during the previous strategy period. The PSMS ensures that the activities associated with pillar one to four are actioned. This is enabled through the development and tracking of key performance indicators (KPIs).

The PSMS is based on Plan-Do-Check-Act methodology. It is planned to evolve the PSMS over the next five years by initiating the following:

- Mature the PSMS with real-time dashboards and predictive analytics.
- Link PSMS outputs to strategic planning and key objectives.
- Update assurance and management review processes to align with the evolving ESB Networks organisational structure.
- Link the Public Safety Strategy to an annual Public Safety Strategy Action Plan and work programme.
- Conduct annual reviews and develop public safety performance reports.
- Influence the integration of public safety commitments into the setting of Objectives and Key Results (OKRs) within the organisation to contribute to ESB Networks high performance culture.

Figure 6: ESB Networks Public Safety Management System

Plan
Company Standards and Policies
Public Safety Strategy
Annual Public Safety Strategy Action Plan
Public Safety Programmes
Risk Register
Development of KPIs

Do
Implement company procedures
Public education and awareness
At-risk stakeholder engagement
Targeted advertising using all available channels

Check
Data integration and interpretation
Reporting and analysis of public safety programmes
Trending of incidents and root cause analysis
Review of Annual Public Safety Strategy Action Plan
Governance Reviews

Act
Implement process improvements identified from data analysis
Introduce corrective actions and learnings from Public Safety Action Plan review
Continuous improvements to optimise delivery of public safety KPIs

Governance

The ESB Networks Safety Health and Environmental Board (SHEB) is the governing body for public safety. The SHEB consists of a group of senior management representatives from across the ESB Networks directorate. The Public Safety Manager will continue to provide updates to the SHEB on public safety performance and risks and confer with SHEB on key strategic decisions. The Public Safety Manager will present to SHEB at least every six months and at more regular intervals as business needs dictate.

The Public Safety Management Review Group (PSMRG), sponsored by the Managing Director, ESB Networks DAC and made up of a core group of cross divisional senior and middle managers will continue to meet on a quarterly basis. The PSMRG is chaired by the Public Safety Manager and has the autonomy to enact policies, make decisions and spread influence across the business to address public safety issues identified.

The Public Safety Centre of Competency (CoC) provides a corporate overview of public safety. Meeting on a quarterly basis, the group consists of members across ESB business units. The terms of reference of the CoC will be reviewed as part of this Strategy update and the membership will be expanded to include ESB Group Safety Health and Environmental (SHE). The CoC aims to embed a best practice approach to public safety management across ESB Business Units and identify and deliver improvements where required.

Figure 7: ESB Networks Public Safety Governance Structure

Assurance

A Public Safety Action Plan will be developed. This will detail the key strategic actions to be implemented on an annual basis. The Public Safety Strategy Action Plan will be reviewed at the end of each year of the strategy period (2026-2030) to measure performance, identify opportunities for improvement and inform the Public Safety Strategy Action Plan for the following year.

Auditing will be essential to ensure the delivery of public safety objectives. This will include:

- Internal ESB Networks Audits
- ESB Group SHE Audits
- ESB Group Internal Audits
- External Audits by a recognised independent accreditation body

Auditing will be focused on high-risk areas & key public safety processes (See Appendix 2). A risk mitigation approach will be used to inform the development of an annual public safety audit programme. Public safety risks will be included in audits completed by the Competence & Assurance auditing team. There will be an alignment of public safety risks with auditing completed under the Safety Management System (ISO 45001), Asset Management System (ISO 55001) and Environmental Management System (ISO 14001).

ESB Networks Public Safety will continue to complete annual independent external audits to ensure compliance with the Commission for the Regulation of Utilities licence conditions.

Findings from these audits will be used to inform the annual Public Safety Strategy Action Plan, improve systems and processes and develop KPIs.

Investigations of all public safety incidents will be completed in line with the ESB Networks Standard Investigation procedure. A review of investigations will be undertaken to ensure root causes are identified, learnings are recorded and mitigation measures to prevent similar future incidents are implemented. This information will be communicated as appropriate within ESB Networks and to relevant external stakeholders.

KPIs & Performance Monitoring

A robust framework of Key Performance Indicators (KPIs) and continuous performance monitoring will be developed to ensure the successful delivery of the Public Safety Strategy. The KPIs will be initiated based on identified risk factors as part of the Public Safety Strategy Plan and will be aligned to each strategic pillar, with strategic objectives across public awareness, incident reduction, stakeholder engagement, and regulatory compliance. The KPIs will be reviewed and updated on an annual basis to capture emerging trends and risks in adherence with the Public Safety Management System.

Core metrics will include the number of public safety campaigns delivered annually, review of third party contact incidents, engagement levels across digital and community platforms, and response times to public safety events.

Performance will be tracked on a quarterly basis, with results reviewed by the PSMRG and reported to senior management. A dynamic dashboard will be developed to provide real-time visibility of progress against targets, enabling proactive interventions where needed. External benchmarking and stakeholder feedback will also inform ongoing improvements.

A review of public safety performance will be completed at each year end to ensure transparency, accountability, and delivery of the key strategic objectives. This data-driven approach will support continuous learning and adaptation, ensuring the successful implementation of the Public Safety Strategy.

Risk Register & Mitigation Framework

A comprehensive Risk Register will underpin the Public Safety Strategy, identifying, assessing, and prioritising risks that could impact public safety. Risks will be categorised by stakeholder, asset class, and activity. Key risks including third party interference with the electricity network, public contact with live infrastructure, extreme weather events, and lack of awareness regarding electrical hazards will be considered. This information will be used to contribute to and influence the overarching ESB Networks Risk Register.

Each risk will be evaluated based on likelihood and potential impact, with mitigation measures assigned accordingly. These measures will include targeted public awareness campaigns, enhanced asset patrols, improved incident reporting systems, and strengthened collaboration with emergency services and local authorities.

The Risk Register will be reviewed quarterly by the PSMRG and updated in response to emerging threats, incident trends, and stakeholder feedback. A formal escalation process ensures that high-priority risk items are addressed promptly.

ESB Networks applies a risk-based approach to safeguard the public and our workforce during extreme weather events. This includes monitoring weather alerts and predictive impact assessments to identify areas at risk of network damage. Priority actions focus on isolating faults to remove electrical network hazards. ESB Networks coordinates with the emergency services and issues real-time warnings, advising the public to stay clear of damaged infrastructure. This structured approach ensures resources are directed to where the public safety risk is greatest, while ensuring electricity supply is safely and efficiently restored to all customers.

ESB Networks will implement a proactive safety culture to encourage staff and framework partners to report incidents, near misses and hazards. Training and digital tools will be deployed to support risk identification and response. This structured approach will ensure that public safety risks are managed effectively, enabling ESB Networks to protect communities and maintain trust in the electricity network.

Figure 8: ESB Networks Public Safety Strategy Risk Mitigation Actions

Risk Mitigation Actions

Directive

Targeted Public Campaigns

Emergency Procedures

Preventitive — Corrective

Asset Inspections

Incident Response

Detective

Communications & Support Materials

The objective of all public safety communication is to deliver clear, consistent, and impactful public safety messaging that raises awareness, drives behavioural change, and supports ESB Networks' commitment to protect the public from electrical network hazards.

Communication priorities include:

- **Enhance Public Awareness**
  Develop and disseminate targeted safety campaigns that address key risk areas such as accidental contact with overhead lines, underground cable strikes, and electrical safety on construction sites, farms, and homes.
- **Empower Stakeholders with Tailored Resources**
  Provide sector-specific materials for schools, third party contractors, farmers, emergency services, and local authorities to ensure safety messages are relevant and actionable.
- **Leverage Multi-Channel Communication**
  Use a mix of traditional and digital platforms—including radio, television, social media, outdoor advertising, and community outreach—to maximise reach and engagement to younger audiences and at-risk groups.
- **Promote Consistency and Clarity**
  Ensure all safety communications are aligned with ESB Networks' brand, using plain language and visual aids to improve understanding across diverse audiences.
- **Support Behavioural Change**
  Integrate behavioural science principles into public safety campaign messaging to encourage safer practices and long-term habit formation.

These priorities will be delivered through:

- **Annual Public Safety Campaigns**
  Themed campaigns focused on seasonal risks (e.g. storm safety, summer construction) and emerging trends (e.g. renewable energy installations).
- **Digital Safety Hub**
  A centralised online resource offering interactive tools, videos, downloadable guides, and reporting mechanisms for safety concerns.
- **Printed & Visual Materials**
  Updated brochures, posters, infographics, and signage for key at-risk groups including the agricultural community and the construction sector.
- **Training & Outreach Kits**
  Ready-to-use packs for ESB Networks staff conducting safety talks and taking part in community engagement events including primary school packs.
- **Emergency Response Communications Protocol**
  A rapid-response framework for communicating safety information during incidents such as severe weather events.

The effectiveness of these communication initiatives will be evaluated using engagement metrics, stakeholder feedback and incident data trend analysis.

Appendix 1: Documented Information

Publication	Description
ESB Group Safety Health and Wellbeing Strategy	Overall safety, health and wellbeing strategy for ESB Group.
ESB Group Policy - Health Safety and Wellbeing	Overarching health and safety policy for ESB Group.
ESB Group Standard Public Safety	Defines ESB's requirements for managing public safety throughout ESB Group.
ESB Networks Safety Statement	Public Safety is detailed in Section 9 of the ESB Networks Safety Statement.
ESB Networks for Net Zero Strategy	This strategy outlines ESB Networks' central role in leading the transition to a secure and affordable low-carbon future, using clean electricity.
ESB Networks Stakeholder Engagement Strategy & Plan	Sets out how ESB Networks propose to collaborate and engage with our stakeholders.
Public Safety Strategy & Action Plan 2021-2025	This is the previous Public Safety Strategy for the 2021-2025 period. This details how ESB Networks raises awareness with the public about the dangers of coming into close contact with electricity networks and equipment.
Policy: Response to Reports of Low or Grounded Overhead Conductors	How ESB Networks responds to reports of low or grounded conductors effectively and safely as far as is reasonably practicable.
Company Standard: Operations Policy for dealing with 3rd parties in conflict with ESB Networks	Policy where 3rd parties such as contractors or members of the public are found to be working or intend to work in proximity to ESB Networks' overhead lines or underground cables.
Procedure: Incident Investigation & Review	This document sets out how investigations and reviews of safety incidents are undertaken.
Company Standards & Policies on Construction & Maintenance of Various ESB Networks Assets	Standards & policies to ensure that assets are designed constructed and maintained to minimise risk to the public.
Code of Practice for Avoiding Danger from Overhead Electricity Lines	This Code of Practice provides practical guidance to anyone planning, designing, or carrying out work close to overhead electricity lines.
Code of Practice for Avoiding Danger from Underground Services	This Code of Practice provides practical guidance to assist in complying with safety, health and welfare legislation in relation to working near underground services.
ISO 45001: 2018 Safety Management System	ESB Networks operates a safety management system externally accredited to ISO standard.
ISO 55001: Asset Management	ESB Networks operates an asset management system externally accredited to ISO standard.
ISO 14001: 2015 Environmental Management System	ESB Networks operates an environmental management system externally accredited to ISO standard.

Appendix 2: Key Public Safety Processes

Process	Description
Emergency Response	Providing safe and secure electricity infrastructure is a key priority for ESB Networks. If you come across fallen wires or notice anything unusual about any ESB Networks' equipment, contact ESB Networks' **24-Hour emergency number 1800 372 999.**
Response to Reports of Low or Grounded Conductors (LGC) or Contact with Conductor (CWC)	All calls or reports of low/grounded conductors are directed to ESB Networks Contact Centre's **emergency number 1800 372 999** advising the caller to Press 2 to report a dangerous situation. On receipt of a report of a low or grounded wire, ESB Networks Call Agents, Dispatchers and System Controllers follow "Procedures - Response to Reports of Low or Grounded Conductors (LGC) or Contact with Conductor (CWC)". This procedure sets out ESB Networks' approach to reports of low or grounded conductors and reports of contact with conductors. This type of report is given priority because it may have a higher risk to the public. The objective is to ensure that ESB Networks responds to these reports effectively and safely as far as is reasonably practicable.
Notification to Stop Work	ESB Networks is required under the Distribution and Transmission System Operator licences to take all reasonable steps to protect persons and property from injury and damage that may be caused when carrying out the Networks business. It is the duty of all ESB Networks personnel who have the knowledge to identify electrical hazards due to conflicts, to issue a 'Notification to Stop Work' to the person in charge of a site where there is an immediate danger. The HSA Workplace Contact Unit (WCU) is also notified as required..
LV Commissioning	LV Commissioning is implemented to ensure that when work is carried out on the LV Single Phase System, the supply up to the customer interface is electrically safe. Failure to implement this procedure in full presents a risk of serious or fatal injury to customers.
Dial Before You Dig	Before starting any digging work, contact ESB Networks to find out if there are any electricity cables in the vicinity of your excavation site. See **www.esbnetworks.ie** for contact details and additional information. • Email your request including your site map to **dig@esb.ie** • Call 1800 372 757
Line Insulation	A line insulation service may be required when carrying out work on premises near an ESB Networks overhead line. An application for the line insulation service can be made through your ESB Networks Online account or calling 1800 372 757.

Process	Description
Tree cutting assessment	An application can be made for a tree cutting assessment if is planned to cut trees or vegetation that is within 6 metres of electricity wires or electrical equipment. This can be applied for through your ESB Networks Online account.
General Queries	General query lines: 1800 372 757 Monday to Friday 8.30am to 6pm and Saturday 8.30am to 1.30pm. Email: esbnetworks@esb.ie
ESB Networks NCCC	The ESB Networks Customer Contact Centre handles calls for emergencies (**1800 372 999**) and for general enquiries (1800 372 757). Emergency calls are handled depending on the risk and hazard (see LGC process above). When someone phones the emergency number, the report is referred directly to Dispatch for immediate attention or directly to the appropriate manager. The general enquires service receives calls relating to topics such as planning for work close to the electricity network. The NCCC record details and refer the request to the relevant division for follow up.

Appendix 3: At-Risk Stakeholder Groups and Organisations

Activity	Description
Construction	Health & Safety Authority, Department of Enterprise, Trade & Employment, Construction Industry Federation, Construction Safety Partnership Advisory Committee, Sustainable Energy Authority of Ireland, Trade Unions, Solas, Construction and Plant Hire Companies
Agriculture	Department of Agriculture, Food & the Marine, Irish Farmers Association, Teagasc, FBD, Farm Safety Partnership Advisory Committee, Irish Farmers Journal, Agriland, National Ploughing Association, Agricultural Contractors, Private Forestry Owners
Emergency Services	An Garda Síochána, HSE National Ambulance Service, Chief Fire Officers Association, Irish Defence Forces, Air Corps, Civil Defence, RNLI
Local Authorities	Local Government Management Agency, All Local Authorities
Utilities & Agencies	Commission for the Regulation of Utilities (CRU)
	Department of Climate, Energy and the Environment
	Commission for Communications Regulation (ComReg)
	Eirgrid, Northern Ireland Electricity
	Joint Utilities Safety Forum – Eir, Gas Networks Ireland, Uisce Éireann
	Irish Aviation Authority, Transport Infrastructure Ireland, National Transport Authority, Irish Rail
	Inland Fisheries Ireland
	Energy Networks Association, E.DSO
	Safe Electric Ireland
	Telcos – SIRO, National Broadband Ireland, Virgin Media, Sky, Vodafone
	Office of Public Works, Coillte, Waterways Ireland, Water Safety Ireland
Education	Primary Schools
	Secondary Schools
	Third Level institutes and Universities
	Teagasc Agricultural Colleges
	GRTEB
	Mount Lucas National Construction Training Campus
Leisure & Sporting Activities	GAA, IRFU, FAI, Irish Sailing, Association of Irish Festival Events, DIY Outlets, Gardening, Gun Clubs, Angling Clubs, Parachutists, Paragliders, Hot Air Ballooning, Drone Owners
ESB Staff	ESB Networks Staff
	ESB Group Staff
	Framework partners working on behalf of ESB

Appendix 4: Awareness & Educational Support Material

Description	Objective	Link	Audience
Safety Advice	Covers safety for homes, farms, construction sites and the community.	Safety advice	ESB Networks	The public, Construction Industry, farmers and communities
Emergency Services Advice	Provides important electrical safety information for the emergency services.	Emergency services advice	ESB Networks	Emergency services
Safety Education	An educational program detailing electricity safety for primary school students.	Safety education	ESB Networks	Students, teachers, parents
School Packs	School pack programme for all ESB staff to engage with primary school pupils to discuss electrical and road safety.	Contact ESB Networks Public Safety Manager	ESB Staff, teachers, students, parents