



NETWORKS

Stakeholder Engagement Strategy & Plan 2026

Issue date: December 2025

DOC-031224-ICS



Contents

Foreword	3
Introduction	4
Section 1 Our Stakeholder Engagement Strategy	9
Section 2 2026 Stakeholder Engagement Plans	20
Focus of Our Engagement for 2026	21
Our Engagement Metrics Framework	29
Appendices	41
Appendix 1	41
Appendix 2	42
Appendix 3	44
Appendix 4	52

Foreword

Welcome to ESB Networks' 2026 Stakeholder Engagement Strategy & Plan which outlines our approach to building meaningful, transparent, and collaborative relationships with our stakeholders.

ESB Networks is committed to delivering a net zero-ready electricity distribution network by 2040, enabling Ireland to meet its legally binding target of net zero emissions by 2050. Achieving this ambition will require deep collaboration across Government, industry, and society. Ongoing stakeholder engagement is crucial as we work in partnership to deliver the infrastructure, innovation, and engagement needed to support a sustainable energy future.



The importance of ongoing, regular and relevant stakeholder engagement was particularly evident during Storm Éowyn in January and early February 2025. Learnings from our [ESB Networks Storm Éowyn Review](#) have informed this 2026 engagement plan.

Stakeholder engagement also played a crucial role in the development of our PR6 [Business Plan for Price Review 6](#) and subsequent engagements with the CRU. Insights gathered from consultations, workshops, and direct engagement helped us prioritise investment areas, refine programme design, and ensure our plans are aligned with the expectations of Government, the Commission for Regulation of Utilities, and wider society. This collaborative approach has strengthened the relevance, transparency, and impact of the programme.

The PR6 investment programme marks a significant transformation in both scale and ambition compared to previous price reviews, underscoring the strategic importance of the electricity network in driving Ireland's social, economic, and environmental transformation. As we move into delivery, we remain committed to ongoing engagement, ensuring stakeholders continue to shape and experience the benefits of this transformation.

The transition to net zero will bring significant changes to how people interact with the electricity network, and our customers will play a particularly important role. Their choices, flexibility, and engagement in new programmes will be critical in balancing demand, integrating renewables, and ensuring the resilience of the network. We value the insights and support of our customers and our partners across Government, industry, and society, which continue to shape the delivery of our strategy and investment programme.

We look forward to building strong, transparent, and purposeful collaboration throughout 2026. Your feedback is vital to this process, and we welcome any comments or suggestions at stakeholder@esbnetworks.ie.

A handwritten signature in dark ink, reading 'Nicholas Tarrant'. The script is fluid and cursive.

Nicholas Tarrant

Managing Director, ESB Networks

Introduction



Introduction

About this plan

The purpose of this publication is to set out how ESB Networks proposes to collaborate and engage with our stakeholders over the course of 2026, to support the delivery of our Networks for Net Zero Strategy and PR6 Investment Programme.

Section 1 outlines our stakeholder engagement framework, detailing how we identify stakeholders, the guiding principles behind our approach, our proposed engagement methodology, and the governance and control processes that support it.

Section 2 highlights the key areas of engagement focus for 2026 which have been framed by both our Networks for Net Zero Strategy, the PR6 Investment Programme and the needs of our stakeholders as determined through feedback and ongoing collaboration.

The 2026 **Stakeholder Engagement Metrics Framework** details how we propose to engage and collaborate with our stakeholders in 2026 to help us to deliver against our Networks for Net Zero Strategy targets. It sets out the objectives of our engagement, planned engagement/initiatives and the targeted measures of success and required outcomes.

The Appendices list in tabular form, the details and timings of our proposed engagement activities such as **Consultations, Publications, and Pathways** to engage (meetings, forums, working groups, events, and webinars) currently planned for the year ahead.

As we operate in an ever-changing regulated environment, we may need to adjust our plans throughout the year and will publish quarterly updates on our website to our **Tables of Consultations, Publications, and Pathways**. In the meantime, we very much look forward to further collaboration and to hearing your feedback on this report which can be submitted directly to stakeholder@esbnetworks.ie.

Please note, the timelines in this document refer to the calendar year:

Q1 = January – March	Q2 = April – June
Q3 = July – September	Q4 = October – December



Who we are

ESB Networks is a commercial semi-state company regulated by the Commission for the Regulation of Utilities (CRU) since 1999. We have served our customers for almost one hundred years and have provided the electrical infrastructure on which our society has developed. We work to meet the needs of all Irish electricity customers, providing universal access to the electricity system.

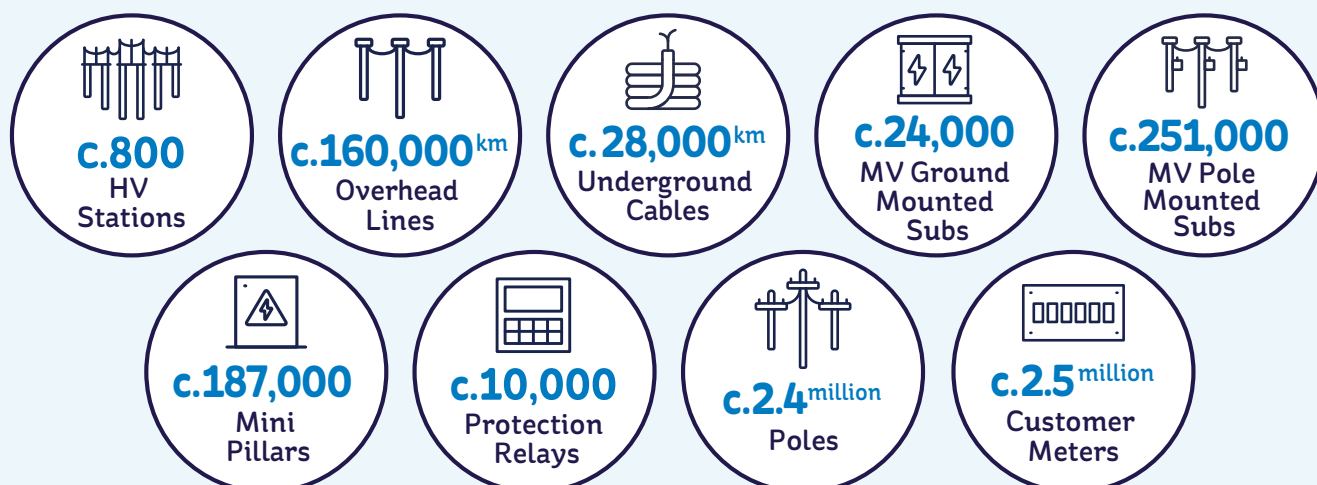
The amount of electricity that the electricity network can handle is determined by the capacity of equipment on the system, including the size of transformers, cables and conductors, and substations. As Distribution System Operator (DSO) ESB Networks is responsible for planning the required capacity reinforcements needed, and for managing the flows of electricity across the Distribution network to overcome constraints, optimise efficiency, and ensure that electricity is available where and when it is needed. EirGrid, as Transmission System Operator (TSO) carries out these functions for the transmission system.

As Distribution Asset Owner (DAO) and Transmission Asset Owner (TAO), ESB Networks owns the electricity distribution network and the onshore transmission network. We are responsible for the development, construction and maintenance of both networks, and in the case of the high voltage transmission system, we carry out these functions in line with the requirements set out by the TSO.

ESB Networks supports the electricity retail market through the ring-fenced Meter Registration System Operator (MRSO) and Retail Market Design Service (RMDS) and supports the wholesale Single Electricity Market through the provision of aggregated electricity meter data. ESB Networks also delivers 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 timely and accurate data daily.

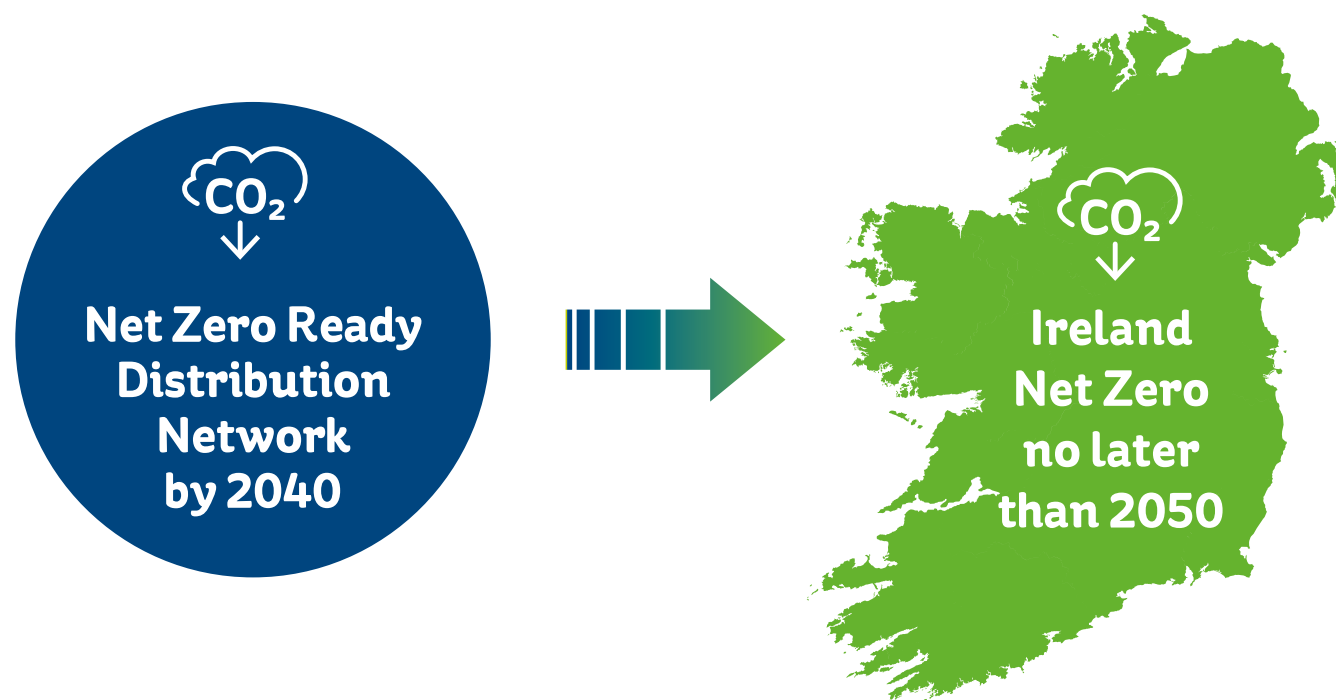
Customers have always been at the centre of our operations but as the electricity landscape transforms, they are taking on an increasingly important role in supporting network flexibility. Our staff and approved contractors throughout the country strive for excellence in all interactions with customers, while also supporting them in participating in the energy market and transitioning towards low carbon technologies.

Our Network



Our Networks for Net Zero Strategy

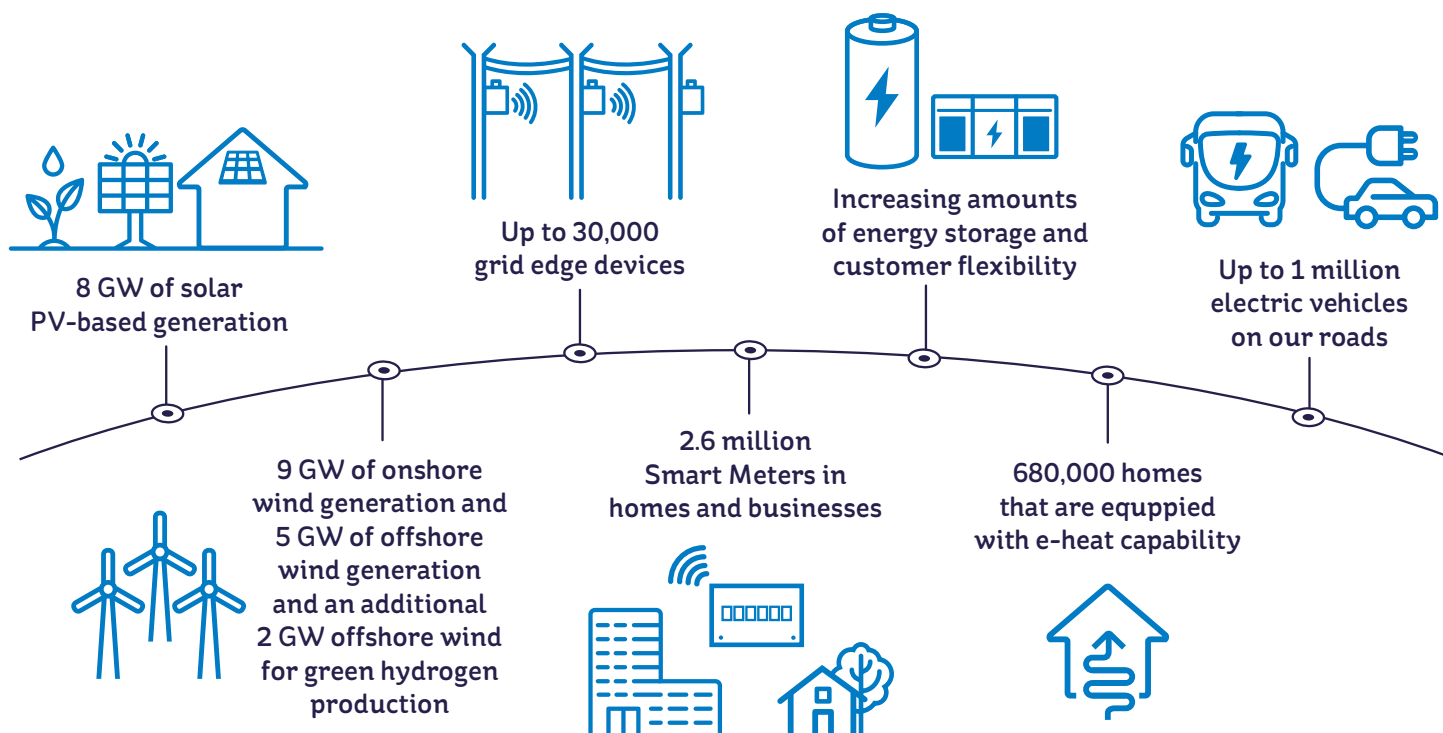
ESB Networks' purpose has always been to connect and distribute electricity safely, securely, and affordably. Acknowledging the central role that electricity plays in climate action, our purpose has evolved to deliver a clean energy future through the electrification of heat, transport, and industry, as well as through the connection of renewable generation at scale.



In 2023, we published our [Networks for Net Zero Strategy](#) setting out our commitment to deliver a net zero ready electricity network by 2040. Our strategy is focused on three key pillars – decarbonised electricity; empowered customers and resilient infrastructure.

Achieving our strategy will 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. We have a vital role to play in delivering Ireland's energy future, and we know we cannot do this alone. Collaboration with our customers and all our stakeholders will be critical to achieving our vision for an electric future and meeting Ireland's climate targets.

Developing a Net Zero-ready distribution network



In the decade ahead, all customers, from renewable generators to home and business customers, will adopt new technologies, products and services that will change how they generate, store, or consume electricity.

As the electricity system transitions to net zero, our role is to deliver a smart and sustainable distribution system that supports this transition.

PR6 Investment Programme 2026 - 2030

Every five years, ESB Networks is required to submit a business plan to the Commission for the Regulation of Utilities (CRU) for approval, outlining the investments we propose to make in the electricity network to fulfil our licence obligations as distribution system operator (DSO), distribution asset owner (DAO), and onshore transmission asset owner (TAO). This is a key part of the regulatory process which serves to protect customers by controlling the revenues that ESB Networks can recover from electricity consumers through their bills.

[ESB Networks Price Review 6 Business Plan](#) includes our largest investment programme to date, reflecting the essential role that the electricity network will play in achieving national policy priorities relating to housing delivery, economic development, and climate action. This unprecedented level of investment must deliver measurable value to customers, communities, and the wider economy. Achieving this begins with meaningful, transparent, and sustained engagement.

Through the implementation of our Networks for Net Zero Strategy, and in close partnership with policy makers, regulators, and industry leaders, we are building a future-ready network that supports Ireland's transition to a low-carbon economy. This collaborative approach ensures the network evolves in line with societal needs, technological innovation, and policy ambition—today and into the future.

1

Our Stakeholder Engagement Strategy



Why We Engage

Engaging with stakeholders is essential to ESB Networks' ability to deliver a reliable, inclusive, and future-focused electricity network. As the energy landscape evolves—driven by decarbonisation, digitalisation, and decentralisation—stakeholder input helps us understand diverse needs, anticipate challenges, and co-create solutions that are both practical and equitable. Meaningful engagement builds trust, strengthens transparency, and ensures that our decisions reflect the interests of those we serve, including customers, communities, industry partners, and policymakers. It also enables us to identify opportunities, manage risks, and align our actions with national energy goals and societal expectations. In short, stakeholder engagement is not just a responsibility—it is a strategic enabler of our mission to power a cleaner, more resilient energy future for all.

Engaging with our customers and stakeholders is central to the delivery of our Networks for Net Zero Strategy and PR6 Investment Programme. Stakeholder input leads to better, more informed decisions. By listening to those impacted by our work—such as customers, community groups, suppliers, and charities—we gain valuable insights that help us design and deliver plans that are fair, practical, and aligned with real-world needs.

SERVICES

To enable customers and stakeholders to shape our existing and upcoming services.

ACCOUNTABILITY ON DELIVERY

For our customers and stakeholders to hold us to account on our promises and to drive continuous improvement.

FUTURE PLANNING

For our customers and stakeholders to support us in delivering in the long term.



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, whilst 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/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.



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 with 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, whilst 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 taking into consideration changes in the environment. We also annually review and refresh our central database of individual stakeholders. We recognise the considerable changes that are taking place within the energy sector and are fully aware that who we engage with and how must evolve to reflect this. Recent global events have highlighted clearly the need to help customers in vulnerable circumstances. Our annual review of stakeholders, and ongoing engagement 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.



Below is a snapshot of stakeholders we engage with most frequently, listed alphabetically. This is a dynamic, evolving, and non-exhaustive list.

Stakeholder Grouping	Including (non-exhaustive list)
Customers	All domestic electricity customers, generators, housing developers, commercial developers, large energy users, energy suppliers, charge point operators, energy storage providers.
Community	Landowners, Elected Representatives, Voluntary & Community Organisations, Business in the Community Ireland.
Critical Infrastructure	EirGrid, Iarnród Éireann, Transport Infrastructure Ireland (TII), National Transport Authority (NTA), Zero Vehicles Emissions Ireland (ZEV), Uisce Éireann, Roads Management Office (RMO), Accelerating Infrastructure Taskforce under the Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation.
Government, Policy and Advisory Boards	Department of Climate, Energy and the Environment (DCEE) and other Government departments and agencies, Climate Change Advisory Council, National Competitiveness Council, National Economic and Social Council (NESC).
Housing & Construction	Residential property developers, Construction Industry Federation (CIF), Irish Home Builders Association (IHBA), Strategic Housing Unit in Dept of Housing, Local Government & Heritage, Land Development Agency (LDA).
Industry Bodies - Irish and EU	Irish Business and Employers Confederation (IBEC), Chambers Ireland, Economic and Social Research Institute (ESRI), Wind Energy Ireland (WEI), Wind Farmers Association (WFA), Irish Solar Energy Association (ISEA), Electric Vehicle Charging Alliance of Ireland (EVCAI), Electricity Association of Ireland (EAI), Energy Storage Ireland (ESI), European Distribution System Operators (E.DSO), Energy Networks Association (ENA), CIGRE, Eurelectric, Safe Electric Ireland (SEI), International Energy Agency (IEA), Renewables Grid Initiative (RGI), Institute of International and European Affairs (IIEA), EU DSO Entity; Sustainable energy authority of Ireland (SEAI), CIRED (Congrès International des Réseaux Electriques de Distribution).
Local Authorities & Planning	Local councils, planning authorities, City and County Managers Association (CCMA), Regional Assemblies.
Regulatory	CRU.

Stakeholder 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 \(AA1000SES\)](#), which is used by many leading global organisations and network operators.

In Q2 2025, ESB Networks joined the AA1000 Stakeholder Engagement Standard Working Group as part of the Practitioner Review Committee to review and influence AA1000 SES Version3. ESB Networks’ participation will provide practical perspectives and technical input to support the Working Group and provide access to global benchmarking in best practice stakeholder engagement.

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

Engagement Principles

The following principles underpin all our activities when engaging with our customers and stakeholders.

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

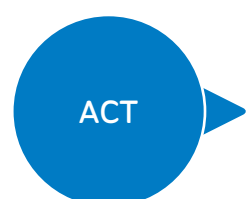
We use a structured and systematic approach to engaging with our customers and stakeholders. This involves a cycle of planning, action, reporting, review, and improvement.



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.



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 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.



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 groups have representatives from across all of ESB Networks' delivery areas. We hold each other to account to ensure we are delivering for our stakeholders.

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: Our Engagement Metrics Framework has been developed in response to feedback from our stakeholders who have asked for a clear linkage to be made between our annual engagement plans and our longer-term vision to 2030.



Tailoring Our Engagement

Our goal is to ensure our stakeholder engagement is relevant, accessible, and impactful.

Step 1

We determine the relevant pertinent stakeholder groups and how best to involve them in the process. The depth and method of engagement are determined by several factors:

- The purpose of the engagement
- The materiality and significance of the topic
- Desired outcomes
- Available time and resources
- Stakeholder interest and influence

Step 2

We assess a stakeholder group's level of awareness, interest, and influence regarding key topics. This allows us to tailor our approach to match each group's level of expertise and select the appropriate communication channels.

We recognise that not all stakeholders are experts in every area, and we are committed to supporting and empowering stakeholders to participate effectively in discussions that matter. For example, ahead of consultations on complex topics, we offer webinars and briefing sessions to build understanding. This helps shift stakeholders from passive recipients of information to active contributors in two-way dialogue. Over time, continued engagement fosters greater stakeholder knowledge and influence in shaping our decisions.

Step 3

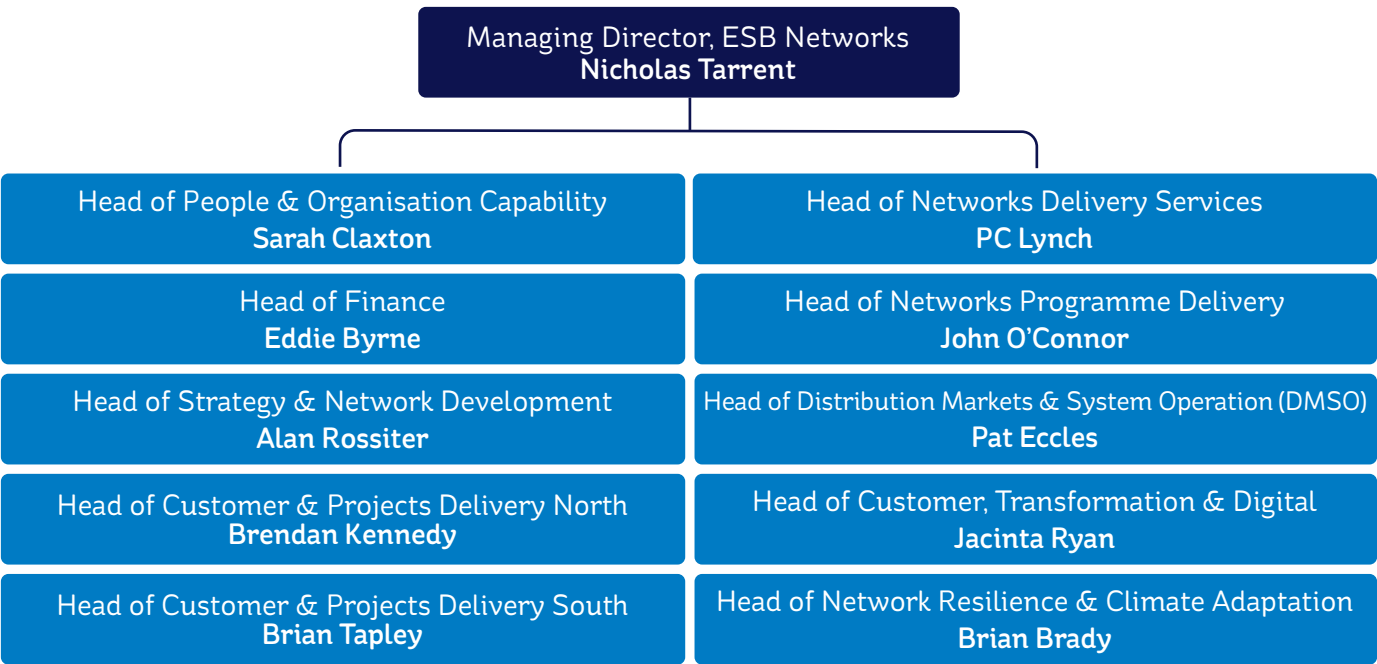
We evaluate the importance of each topic, both from ESB Networks' perspective and that of our stakeholders and assess potential impacts and risks. For issues involving major investment, risk, or strategic importance, we engage more deeply. For less critical topics, sharing information may be sufficient. In all cases, we aim to be transparent and consultative in our approach.

The below diagram demonstrates 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
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

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.



Stakeholder engagement is embedded in our business culture and is seen as the role and responsibility of every employee within the organisation, but we also have a dedicated Stakeholder Engagement Manager and team. We are in the process of reviewing our stakeholder engagement support structures, in advance of the PR6 investment programme, including refreshing the terms of reference for our stakeholder engagement steering group and establishing a new stakeholder working group.

Our Values

The delivery of our stakeholder engagement strategy is underpinned by our values.



Measuring Perception for Continuous Improvement

As part of our commitment to transparency and continuous improvement, we are implementing robust structures to monitor reputation and stakeholder satisfaction, providing valuable insights into sentiment and engagement. While these measures strengthen our ability to respond to stakeholder needs, it is important to recognise that sentiment is shaped by broader external factors—such as regulatory changes, political developments, and societal trends—that extend beyond the direct influence of the DSO. Our approach ensures that, despite these complexities, we remain focused on delivering meaningful engagement and building trust.

Continuous Improvement

ESB Networks' stakeholder engagement approach is dynamic and continuously evolving. In addition to internal review processes and ongoing adaptation to stakeholder needs, our performance is independently assessed each year by the CRU's Electricity Networks Stakeholder Engagement Evaluation Panel (NSEEP). The 2026 Stakeholder Engagement Strategy & Plan incorporates feedback and recommendations from the NSEEP 2024 Close-Out Report and builds on insights gathered through the PR6 process. This ensures our engagement activities remain responsive, transparent, and focused on continuous improvement, strengthening trust and collaboration with stakeholders across the energy sector.

Delivering Value and Cost Effectiveness

The primary third-party costs associated with the delivery of the stakeholder engagement plan arise from activities such as events, conferences, publications, and awareness campaigns. Most of these expenses are embedded within project delivery budgets and are drawn down from ESB Networks' pre-tendered supplier panel under strict procurement oversight. This approach ensures cost efficiency, compliance with governance standards, and transparency in how engagement activities are funded.

ESB Networks operates its procurement and tendering processes in full compliance with public procurement law and the EU Utilities Directive. All procurement activities follow ESB Group's policies and are subject to rigorous governance and transparency standards. Competitive tenders are published through official platforms such as eTenders and the Official Journal of the European Union (OJEU), ensuring open and fair competition. Contracts are awarded based on clear evaluation criteria, and suppliers are selected from pre-qualified panels where appropriate. This structured approach guarantees value for money, sustainability, and adherence to regulatory requirements, while maintaining oversight through ESB's procurement governance framework.

Customer (advertising) campaigns are delivered through ESB Networks' tendered creative agency partners, who were appointed after highly competitive tender processes, and operate under contract framework rates. Bi-annual media agency assessments are conducted by an independent third-party company, to monitor our media performance and ensure value for money, and return on investment. Media rates across TV, Video on Demand (VOD), Radio, Out-of-Home (OOH), and Press are reviewed against contracted rates and a pool of advertisers of similar size.

2

2026 Stakeholder Engagement Plans



Focus of Our Engagement for 2026

Our 2026 Stakeholder Engagement Plan is focused on supporting the delivery of ESB Networks' Networks for Net Zero Strategy. Central to this strategy are three strategic objectives:

Decarbonised Electricity

Resilient Infrastructure

Empowered Customers

These priorities reflect the needs of the Government, the Commission for Regulation of Utilities (CRU), our customers, and wider stakeholders, at a time of rapid and unprecedented transformation in the energy sector.

This plan also underpins the delivery of PR6, our investment programme for 2026–2030, which will support significant growth in electricity demand, renewable connections and enable the development of a smarter, more flexible and sustainable electricity network.

Ongoing and impactful stakeholder engagement is critical to ensuring that this investment delivers maximum value, reflects stakeholder expectations, and supports Ireland's transition to a low-carbon future. Following the Final Determination on PR6, some refinements to this Strategy may be required for consistency.

Our Networks for Net Zero Goals for 2030

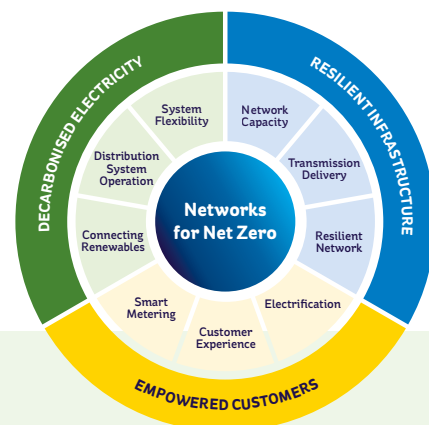
- Deliver >90% customer satisfaction rating
- Use smart meter data to optimise smart solutions for network operations and development
- >80% of all customer engagements will be digital
- Safely complete the PR6 work programme
- 80% of LDV vehicles (<3,500kg) purchased will be electric
- All ESB Networks 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

2026 Snapshot: ESB Networks Stakeholder Engagement

The following provides a brief, high-level overview of planned stakeholder engagement initiatives aligned with our strategic priorities. This is a non-exhaustive summary intended to outline key focus areas.

Decarbonised Electricity

Decarbonised electricity is a cornerstone of ESB Networks' strategy, enabling Ireland's transition to a low-carbon future. By integrating renewable generation, supporting electrification of transport and heat, and delivering a resilient, flexible network, ESB Networks plays a critical role in meeting national climate targets and ensuring a secure, sustainable energy system. This focus aligns with regulatory commitments and positions the electricity network as a key driver of Ireland's net zero ambitions, while also fostering economic growth and delivering long-term affordability for customers.



Connecting Renewables

- Significantly increase our customer and stakeholder engagement to provide guidance on different pathways for connecting renewables.
- Maintain consistent engagement on the Electricity Connection Policy & Generation and System Services (ECP-GSS) process to improve efficiency and transparency.
- Provide clear guidance and education on distribution connection processes to reduce complexity and delays.
- Strengthen industry collaboration with organisations, including WEI and ISEA, to align processes with Climate Action Plan targets and industry needs.
- Deepen sector partnerships through ongoing engagement with organisations including Wind Energy Ireland, Wind Farmers Association, Safe Electricity Ireland and Energy Storage Ireland, and through participation in industry conferences and events.
- Enhance transparency and tools through pre-engagement clinics and improved online resources to give the industry clear visibility of network capacity and support on connection processes.

System Flexibility

- Shape national energy policy and implementation by actively contributing to CRU's National Energy Demand Strategy governance groups, providing strategic input to national energy planning.
- Drive collaborative development of the Blueprint and associated Roadmaps by engaging with the CRU, DCEE, and industry stakeholders to ensure collective delivery of Climate Action Plan objectives.
- Drive positive customer behavioural changes through the Demand Side Flexibility (DSF) National Outreach Programme to promote mindful electricity use. The 2026 DSF Programme will include a national customer advertising campaign to drive awareness, understanding and participation.
- Foster community engagement and energy awareness by collaborating with SEAI Sustainable Energy Communities to identify customer barriers to DSF, and lead school initiatives such as Weather Watch to empower students as energy ambassadors in their schools, homes, and communities.

Distribution System Operator

- ESB Networks will continue active engagement with EirGrid (TSO) in the delivery of the Joint System Operator Programme (JSOP) to collaboratively address system needs and deliver whole-system solutions. The programme operates under a robust governance framework, facilitating continuous stakeholder engagement through weekly project management meetings, monthly management meetings and quarterly executive meetings.
- ESB Networks will continue to actively participate in the TSO-DSO Operating Model Working Group. This forum focuses on advancing the design of the future operating model and identifying the developments required for implementation. ESB Networks and EirGrid will host Industry briefing webinars on the future TSO-DSO Operating Model, ahead of Phase 1 (interim solution) in 2027.
- ESB Networks will continue to actively participate in the Shaping Our Electricity Future (SOEF) Advisory Council ensuring alignment on market and operational priorities.
- Regulatory and Policy Engagement with the CRU and DCEE to provide updates on progress and key milestones.



Resilient Infrastructure

Resilient infrastructure is fundamental to ESB Networks' strategy, ensuring the electricity system can withstand and adapt to evolving challenges such as extreme weather, increased electrification, and the integration of renewable generation. By investing in modernisation, digitalisation, and advanced asset management, ESB Networks is building a network that delivers reliability, flexibility, and security for customers. This commitment not only safeguards supply but also supports economic stability, enables innovation, and strengthens Ireland's ability to achieve its climate and energy goals.

Network Capacity

- Ongoing engagement with key stakeholders to deliver the network capacity to support demand growth and enable the delivery of critical infrastructure according to the government's Climate Action Plan.
- Continue to provide transparency on network capacity for key industry stakeholders and customers through the quarterly heat map updates, providing clarity on where distribution system capacity is currently available and the areas with limited capacity that can potentially result in more complex connection processes.
- Increase transparency & planning capability for key industry stakeholders through the publishing of an annual capacity workbook on our website to provide 5–10-year forecasts of network capacity based on current investment plans.
- Delivery of developer days and forums, dedicated events for housing and renewable developers to discuss capacity constraints, timelines, and solutions.
- Ongoing stakeholder and customer engagement and communication to key groups, including through quarterly stakeholder newsletters and monthly generator connection reports to keep customers informed about capacity status and upcoming projects.



Resilient Network

- Continue engagement with key stakeholders to share insights from the [Storm Eowyn Review](#), strengthening ESB Networks' storm preparedness and restoration, and ensuring coordination before, during and after storm events.
- Ongoing engagement with key stakeholders and customers on actions and new processes arising out of the ESB Networks Storm Eowyn Review.
- Engagement with landowners, corporate bodies, forestry groups, and Coillte to establish legal provisions for forestry corridors and corridor maintenance.
- Engagement with DCEE and other key stakeholders on the Winter Resilience Plan and proposed upcoming legislative changes and resulting stakeholder engagement requirements.
- ESB Networks will continue to lead the E.DSO Mutual Assistance Working Group to finalise a Europe-wide framework for coordinated mutual aid among eleven DSOs, ensuring robust response capability.
- Engagement with stakeholders on ongoing innovation projects, including the pilots to test resilience solutions in urban environments.
- ESB Networks is a standing member of NECG under Ireland's Strategic Emergency Management Framework and will continue to engage closely with the National Emergency Coordination Group (NECG) during national emergencies, particularly in response to severe weather events.

Transmission Delivery

- Deliver a joint programme with the TSO, EirGrid to optimise transmission outage availability, including publishing a monthly Transmission Tracker dashboard for visibility and coordination.
- Ongoing stakeholder engagement and communication as required in our role as Transmission Asset Owner with responsibility for transmission network construction and maintenance works as defined by the Transmission System Operator (TSO) EirGrid.
- A specific workstream has been established to promote awareness of outage performance with both customers and industry participants through the Joint Outage Transformation Programme (JOTP) with EirGrid, a multi-year programme to minimise outage requirements, increase outage availability, maximise outage utilisation, and improve the effectiveness of outages.

Empowered Customers

Empowered customers are at the heart of ESB Networks' strategy, ensuring individuals and businesses have the tools, information, and flexibility to actively participate in Ireland's energy transition. Through initiatives such as smart metering, enhanced digital services, and access to real-time data, customers can make informed choices, manage energy usage efficiently, and engage with new market opportunities. This approach supports sustainability, improves affordability, and fosters innovation, while enabling customers to play a central role in achieving national climate and energy objectives.

Smart Meters and ESB Networks Online Account

- Continue to implement communication programme to support the safe and efficient meter upgrades across the country until full roll out completed.
- Continue engagement with the CRU, DCEE, SEAI, and industry (suppliers) via regular industry working groups as well as engagement through national and local awareness events e.g. Energy Roadshows.
- Implement awareness campaign to encourage more customers to sign up for an ESB Networks Online Account where they can view their electricity usage.
- Build on 2025 campaign to further help customers understand how to use smart meter data for informed energy decisions, select a suitable tariff, reduce their energy costs and benefit their individual energy circumstances.
- Deliver an awareness campaign to demonstrate how making use of smart technology and data can support national climate targets e.g. greater use of microgeneration.



The graphic features the ESB Networks logo in the top left corner. The main title, 'BENEFITS OF THE SMART METERING PROGRAMME', is displayed in large white letters on a dark blue background. Below the title, a list of five benefits is shown in yellow text: '> A greener, more sustainable Ireland', '> Access your smart meter consumption', '> Reduced need for estimated bills', '> Improved customer service', and '> Smart services'. The right side of the graphic contains a photograph of a utility worker in a blue hard hat and high-visibility vest interacting with a customer. The customer is a man with glasses and a beard, wearing a dark jacket, who is pointing at a smart meter on a yellow table. A woman with blonde hair is also visible in the background, smiling. The overall design uses a blue and yellow color scheme.

Customer Experience

- Deliver a comprehensive programme of customer focused initiatives as part of the Customer Improvement Action Plan
- Engage with business customers to highlight the Single Point of Contact (SPOC) process.
- Ongoing engagement with key stakeholders and customers to drive efficiencies in developer new connection application process and improve customer satisfaction (CSAT) scores.
- Strengthen engagement with critical infrastructure customers through quarterly meetings and feedback sessions to improve storm response coordination.
- Ongoing industry liaison (through Industry Liaison Group and Technical Working Group) to use smart meter data to optimise smart solutions for network operation and development.
- Continue to participate in the EirGrid Energy Citizen Roadshow events (led by the TSO in partnership with SEAI and supported by relevant local authorities). The roadshow provides local communities with information on plans to future-proof the electricity grid, microgeneration, home retrofitting, energy upgrades and regional energy development issues.

Electrification

- Engage with Government departments and agencies to inform policy development and support policy implementation relating to the electrification of heat and transport.
- Enable EV infrastructure rollout through direct support and input to ZEV-led working groups and workshops for key stakeholders, including Charge Point Operators (CPOs) and local authorities, aligned with the National EV Charging Infrastructure Strategy.
- Strengthen industry collaboration through forums with ZEV, Transport Infrastructure Ireland (TII), CPOs, local authorities, SEAI, and wider industry to share insights and drive alignment.
- Encourage early engagement with electrification customers and provide insights on ESB Network's approved processes and standards and gain insights into customer plans.
- Engage with other Distribution Network Operators (DNOs) and contribute to ENA low-carbon technology boards to adopt innovative solutions and share learnings.

Strategic Enablers

PR6 Investment Programme

- Undertake programme of engagement and outreach with key stakeholders and customers in relation to the planned PR6 investment programme for PR6 to drive awareness and understanding of the value, impact, and relevance of our investment programme.

European policy engagement

- Collaborate with Irish and international peers through industry bodies (e.g. EAI, E.DSO, EU DSO Entity, ENA, CIGRE and Eurelectric) to share knowledge, gain insights and influence policy to support decarbonisation and electrification.

Network Innovation

- Continue to collaborate, inform and engage at different levels with a wide range of stakeholders on our ESB Networks Innovation 2025 strategy and pilot innovation programmes.
- Foster with global and European innovation funding and delivery mechanisms such as Horizon Europe and successor programmes including Free Electrons to collaborate with startups and other leading global utilities to pilot breakthrough solutions and accelerate collective learning and growth.
- Engage with key industry stakeholders to share insights and learnings from innovation pilots that support our Networks for Net Zero strategy, focusing on decarbonised electricity, empowered customers and resilient infrastructure.
- Collaborate with universities and research institutions through innovation partnerships, pilot projects, and knowledge-sharing initiatives, including UCD Innovation Academy, to accelerate smart grid technologies and support Ireland's energy transition.
- Foster a culture of innovation across ESB Networks, ensuring that successful pilot's transition into business-as-usual operations. By embedding innovation into our core processes, we will deliver tangible benefits for customers, communities, and the wider energy system.

Planned Public Consultations

- Consultation to share information and garner feedback on ESB Networks' innovation strategy, projects and activities – Q1 2026
- Renewables Customer Survey (Two weeks post energisation of a project) – Q1 – Q4 2026
- ESB Networks Report on Stakeholder Engagement in 2025 – Q1-Q2 2026
- ESB Networks Stakeholder Engagement Strategy and Plan 2027 – Q4 2026
- Options for increased resilience of distribution network in storm / weather events – Q1 2026
- ESB Networks/EirGrid Annual Transmission Investment Planning and Delivery Report Consultation – Q3 2026
- ESB Networks/EirGrid Annual Transmission Performance Report Consultation – Q3 2026

Our Engagement Metrics Framework

Our 2026 engagement framework is designed to support delivery of both the **PR6 Investment Programme** and our **Networks for Net Zero Strategy**. The framework reflects our three core strategic objectives: **Decarbonised Electricity**, **Resilient Infrastructure**, and **Empowered Customers**.

Developed in response to stakeholder feedback, the framework links our long-term vision to annual engagement plans and introduces an enduring metrics approach.

For each focus area, we define engagement objectives, planned channels and initiatives, and clear measures of success.

Detailed engagement activities—including consultations, forums, events, and webinars—are provided in the Appendix and will be published online for quarterly updates, ensuring transparency and adaptability in a rapidly changing energy landscape. The impact and value of our stakeholder engagement plan is inherently difficult to quantify, as outcomes and perceptions are often influenced by factors outside of our control. We are continuously looking at ways to better track the efficacy of our stakeholder engagement.



OUR ENGAGEMENT METRICS FRAMEWORK 2026

Decarbonised Electricity

Focus Area: Connecting Renewables

Our Net Zero Targets	Engagement Objectives & Impact Area	Planned Engagements	Success / Metric
Connect additional renewable generation to decarbonise up to 50% of electricity.	<p>Support customers in refining and developing their enduring Connection Policy (ECP) connection offer applications.</p> <p>Support customers to navigate DSO technical specifications during design submission phase.</p> <p>Support customers during the construction/delivery phases.</p> <p>Support customers during the operational phase of their facility.</p>	ECP-GSS application process Customer engagement on ECP-GSS application process to optimise connection offers.	Monthly meetings to ensure that all ECP-GSS applications are processed within the RED III Article 16 timelines.
		Distribution Customer Meetings Continued enhanced distribution customer meetings focussing on the customer connection process.	Quarterly meetings with key stakeholders, for example, multi-site renewable generators/ repeat customers, (renewable thermal, and battery storage generation).
		Industry Stakeholders Ongoing engagement with industry stakeholders through events, conferences and bilaterals.	Quarterly engagement meetings, attendance or participation in industry conferences and events, including at least one event hosted by each of the following organisations, WEI, IWFA, SEAI, ISEA.
Deliver up to 8 GW of solar and 9 GW of onshore wind connections by 2030 per CAP targets.	Provide clarity and support on various connection processes including ECP-GSS. Transparency for industry is increased on the availability of network capacity when developing renewable projects.	Providing pre-engagement meetings as part of the pre application notification (PAN) process and delivering customer connection method meetings as part of the ECP-GSS batch process.	<p>Number of pre-engagement meetings as part of the PAN process.</p> <p>Number of connection method meetings as part of the ECP-GSS batch process.</p>
Micro/Mini/Small Scale Generation (SSG) Continue the development of Micro/Mini/SSG to enable a continually increasing level of generator installations to meet Climate Action Plan(CAP) targets.	<p>Increase the numbers of customers installing renewable generation solutions.</p> <p>Enhance process that meets the expected 25% growth in generator connections.</p> <p>Deliver on stakeholder expectations through continuous improvement to our processes in order to meet increasing demand.</p>	Deliver webinars to stakeholders, attend relevant conferences and undertake ongoing engagements with key stakeholders.	Attendance at >4 key industry events and delivery of one webinar.
			Quarterly meetings with customers and stakeholders.

OUR ENGAGEMENT METRICS FRAMEWORK 2026

Decarbonised Electricity

Focus Area: System Flexibility

Our Net Zero Targets	Engagement Objectives & Impact Area	Planned Engagements	Success / Metric
Manage 15-20% of all electricity demand flexibly	National Energy Demand Strategy Deliver ESB Networks requirements under the CRU's National Energy Demand Strategy by working closely with CRU, DCEE, EirGrid and other stakeholders to deliver key actions where ESB Networks is designated responsible body under the CRU National Energy Demand Strategy, e.g. demand flexibility product, smart meter rollout etc.	National Energy Demand Strategy Participate and input to the CRU's National Energy Demand Strategy governance groups throughout the year.	Attendance at quarterly meetings. Delivery of engagement programme with key stakeholders over 2026 regarding any arising initiatives proposed.
	Blueprint and Associated Roadmaps Engaging stakeholders by sharing the development of our plans and Roadmaps, while also inviting input to help shape the ongoing planning and sequencing of delivery.	Blueprint and associated Roadmaps Continue our engagements with CRU, DCEE and other external stakeholders on the development of our wider Blueprint and associated Roadmaps which sets out the myriad requirements to work collectively with CRU, DCEE and industry to deliver rollout of the Blueprint and Roadmap.	Evidence that ESB Networks has reflected the views of stakeholders in the development of propositions to meet our share of the national flexibility targets. Number of stakeholder meetings.
	Continue to deliver our National Outreach Programme to support customer behaviour change (mindful electricity use) and the journey of behaviour change across customer segments and geographies. Nationwide DSF campaign Increase awareness of DSF, the benefits of it and how customers can take part. SEAI Sustainable Energy Communities Listen to local energy communities to better understand the barriers that customers have to DSF and how we can help to play a role in unlocking some of these barriers. Weather Watch By blending real-time weather data, curriculum-aligned learning, and digital storytelling, Weather Watch empowers students to become energy ambassadors in their schools, homes and communities.	Nationwide Demand Side Flexibility (DSF) campaign Webinars with SEAI Sustainable Energy Communities. Schools programme (Weather Watch) engagements.	Will track and report on awareness of DSF across society. Two webinars over 2026. 180 schools participating in the schools programme.

OUR ENGAGEMENT METRICS FRAMEWORK 2026
Resilient Infrastructure

Focus Area: Resilient Infrastructure

Our Net Zero Targets	Engagement Objectives & Impact Area	Planned Engagements	Success / Metric
Network Capacity Deliver the network capacity for AFIR, DART+ and public transport charging, demand growth, and renewables connection according to the government's Climate Action Plan.	Refresh the data for and publish the Capacity Heatmaps on a quarterly basis. This serves as an indication to developers and industry stakeholders of areas where distribution system capacity is currently available and the areas with limited capacity that can potentially result in a more complex connection process.	Publish on ESB Networks website.	Four refreshes of the Capacity Heatmaps. Number of website visits to Capacity Heatmap tool.
	Review Capacity Workbooks once a year. This provides an indication to developers and industry stakeholders of the available capacity at distribution substations over the next ten years and is based on the investment plans published in the Distribution Network Development Plan.	Publish on ESB Networks website.	Publish and track downloads of Capacity Workbooks from website.

OUR ENGAGEMENT METRICS FRAMEWORK 2026

Resilient Infrastructure

Focus Area: Resilient Infrastructure

Our Net Zero Targets	Engagement Objectives & Impact Area	Planned Engagements	Success / Metric
Transmission Deliver the Transmission Plan	The Joint Outage Transformation Programme (JOTP) JOTP consists of 7 workstreams with 18 interventions. ESB Networks and EirGrid work together to maximise availability of transmission outages and utilise available outage time efficiently to complete required construction and maintenance works. > Improve project delivery. > Deliver new initiatives. Develop efficiencies in outage availability and durations. Initiatives becoming business as usual and improve efficiencies. Stakeholder collaboration accelerated project delivery timelines and reduced implementation risks.	Programme of bilaterals and meetings with TSO and other stakeholders.	Workshops, one-to-one's as required. In person meetings workstream leads meeting once a month. Steering Group meet a twice a month. Oversight Board meet once a month. In person presentation to Oversight Board from workstream leads (WSL's).
	Work closely with EirGrid to plan and deliver large transmission works for 2030. Supporting the delivery of the pipeline of projects in collaboration with EirGrid.	Programme of bilaterals and meetings with TSO and other stakeholders.	Joint Committees and Working Groups, every month to six weeks, in person, MS Teams. DSO-TSO Committee. Procurement Strategy Committee. Operational Services Committee. Network Delivery Committee. Maintenance Policy and Standards Committee. Health and Safety Committee. External Engagement Committee. Several working level groups feed into these committees, one of these WG's, is the Joint Programme Management Office (JPMO).
	Transmission Outage Programme (TOP) Joint programme supports key engagement between ESB Networks and EirGrid for all outages of transmission infrastructure planned for the year ahead. Provides transparency for changes in outages, and allows us to improve our outages jointly with EirGrid, process improvements, discuss lesson learned and follow trends.	Ongoing engagement programme with TSO.	Joint Transmission Tracker Outage dashboard, updated monthly by nominated personnel from ESB Networks and EirGrid.

OUR ENGAGEMENT METRICS FRAMEWORK 2026

Resilient Infrastructure

Focus Area: Resilient Network

Our Net Zero Targets	Engagement Objectives & Impact Area	Planned Engagements	Success / Metric
Storm Review Enhance our Climate Adaptability Framework and harden the network to be more resilient to extreme weather events.	Formalise cross-border support and mutual aid arrangements for storm response.	Mutual Assistance Framework participation	Working with 11 DSOs from across Europe to develop a Mutual Assistance framework agreement. ESB Networks is currently chairing the "Mutual Assistance Working Group" within E.DSO, which is responsible for developing and finalising a mutual assistance framework. The group, comprising 11 DSOs from across Europe, is now at an advanced stage of development and is actively working to complete a robust and practical arrangement that will support coordinated mutual aid across the continent.
	Secure permission for forestry corridor cutting, which is essential for network access and fault prevention. Establish a statutory basis for forestry corridor maintenance. Enhance grid resilience in storm-prone counties (including Cavan, Clare, Donegal, Galway, Leitrim, Longford, Mayo, Roscommon, Sligo, Westmeath). Prevent faults caused by falling timber and inaccessible forestry corridors. Accelerate emergency response through material stockpiling and mutual aid. Build long-term capacity for infrastructure maintenance and storm recovery.	Engaging with landowners, Corporate bodies, Forestry representative groups and Coillte. Engagement with Government & Regulatory Bodies. Providing support and input into legal frameworks for forestry corridors.	Direct one to one meetings. Presentations and briefings to key stakeholders. Engagements ongoing throughout 2026.
	Engaging with DCEE on the Winter Resilience Plan and proposed upcoming legislative changes. Improve continuity of supply, ensure the reliability and safety of the network. Ensure awareness of additional measures being taken over and above the PR5 and PR6 components (as approved by CRU).	DCEE meetings as required.	Bilateral meetings to provide updates. Provide presentations and briefings to key stakeholders.

OUR ENGAGEMENT METRICS FRAMEWORK 2026

Resilient Infrastructure

Focus Area: Resilient Network

Our Net Zero Targets	Engagement Objectives & Impact Area	Planned Engagements	Success / Metric
Storm Review Enhance our Climate Adaptability Framework and harden the network to be more resilient to extreme weather events.	Engage with Critical Infrastructure Owners and representative organisations. Improve continuity of supply, ensure the reliability and safety of the network. Ensure Critical Infrastructure Owners are informed and supported.	Quarterly meetings and ongoing ad-hoc support as required.	Bilateral meetings to provide updates. Provide presentations and briefings to key stakeholders.
	ESB Networks engages closely with the National Emergency Coordination Group (NECG) during national emergencies, particularly in response to severe weather events like Storm Éowyn. ESB Networks and EirGrid are the primary agencies responsible for restoring electricity across Ireland during emergencies and aligning with emergency services and infrastructure partners, such as Uisce Éireann (Irish Water) and Telecommunications Operators. LA's, Department of the Taoiseach & Department of Housing, Department of Transport, Local Government and Heritage, National Directorate for Fire and Emergency Management (NDFEM), Met Éireann, An Garda Síochána & Fire Services, Health Services & Ambulance Services.	Exercise and scenario planning Participate in inter-agency meetings and sub-groups focused on infrastructure resilience, humanitarian assistance, and communications. Pre and during storm ESB Networks works with NECG and other agencies to anticipate storm impacts, particularly during the winter season. ESB Networks contributes to scenario planning, including identifying vulnerable areas and critical infrastructure at risk. ESB Networks participates in daily and or as appropriate in NECG meetings to align restoration efforts with other critical services. ESB Networks provides real-time updates via PowerCheck.ie to inform the public about restoration timelines. ESB Networks' restoration efforts are coordinated with local authorities managing Emergency Response Hubs that provide essential services (e.g., water, food, phone charging). ESB Networks issues urgent safety alerts about fallen wires and damaged infrastructure, urging the public to stay clear and report hazards immediately. Maintain mutual aid arrangements with UK and European electricity network operators for emergency crew deployment. Post storm Post-storm, ESB Networks continues to work with NECG during the recovery phase, contributing to lessons learned and future mitigation strategies.	Participation in NECG Meetings as required. Ongoing participation in various sub groups including Communications Infrastructure Sub-Group, Humanitarian Assistance Sub-Group and Local Coordination Groups.

OUR ENGAGEMENT METRICS FRAMEWORK 2026

Empowered customers

Focus Area: Electrification

Our Net Zero Targets	Engagement Objectives & Impact Area	Planned Engagements	Success / Metric
Deliver network capacity as per Government plan for 2030, heat pumps (HP's) and EV's, including public charging capacity infrastructure.	Key advocacy and engagement with Government departments and agencies with responsibility for national implementation of electrified heat and transport. Proactive engagement with our customers and stakeholders to anticipate and address their needs as we support the transition to electrified transport. Providing early stage information to support strategic alignment.	Direct support and engagement with ZEVI led working groups (WG's) and workshops for targeted stakeholder cohorts linked to the National EV Charging Infrastructure Strategy including Charge Point Operators (CPO's), Regional and Local Authorities (LA's).	Quarterly meeting with ZEVI. Quarterly attendance at ZEVI Progress Group meetings. Quarterly attendance at ZEVI Assurance Board Meeting. Annual Assurance Board meeting.
	Direct support and engagement with TII and the AFPO (Alternative Fuels Programme Office). Advise on the progress of applications made for public EV charging infrastructure in support of AFIR (Alternative Fuel Programme Office).	Stakeholder one-to-one's on AFIR implementation for national road infrastructure.	Bi- monthly meetings.
	Direct engagement with Department of Transport teams responsible for other aspects of AFIR Port and Airports, as well as with Port and Airport Authorities. Proactive engagement with ports to anticipate and address their needs as we support the transition to electrified transport. Providing early stage information to support strategic alignment.	Direct support and presentations across fora relating to ZEVI and Transport Infrastructure Ireland (TII), CPO's, Regional and Local Authorities, Government agencies, SEAI and the wider industry.	Bi-annual meetings.

OUR ENGAGEMENT METRICS FRAMEWORK 2026

Empowered customers

Focus Area: Electrification

Our Net Zero Targets	Engagement Objectives & Impact Area	Planned Engagements	Success / Metric
Deliver network capacity as per Government plan for 2030, heat pumps (HP's) and EV's, including public charging capacity infrastructure.	Direct engagement with DCEE teams responsible for electrified heat, including scoping of large scale domestic HP deployment pilot, that will support accelerated policy implementation. Proactive engagement in support of accelerated policy implementation.	Bilateral meetings to discuss progress on eHeat trial and discuss departmental developments.	Schedule at least one meeting with DCEE relating to electrification of heat.
	Continuous engagement with SEAI in defining the scope of collaboration. Enabling customers to electrify.	Combination of face to face and online meetings for exchange of information relevant to both organisations for the electrification of heat and transport.	Bi-monthly meetings.
	UK DNO's Engaging with other UK DNO's to understand what the best solution could be based on lessons learned from other utilities. Exchange technical information regarding electrification of heat and transport.	Representing ESB Networks on low carbon technology boards of ENA (Energy Networks Association).	Monthly meetings.
	Additional Stakeholders and Customers Enabling and supporting the sector, for example, pilots, innovation and tools. Develop new ways of enabling customers to adopt low carbon technologies.	Extensive engagement with stakeholders, customers and industry over 2026 that includes: - National and local governmental departments. - A range of industry bodies, and European wide peer & DSO groups including - Original Equipment Manufacturers (OEM's) - Customers including public bodies and developers collaborate to introduce innovative solutions that simplify the transition to low-carbon transport.	Attend meetings as required, and through ongoing projects for electrification of transport.

OUR ENGAGEMENT METRICS FRAMEWORK 2026

Empowered customers

Focus Area: Customer Experience

Our Net Zero Targets	Engagement Objectives & Impact Area	Planned Engagements	Success / Metric
CSAT (customer satisfaction score) (83%) Single Point of Contact (SPOC) Business Customer Communications	Customer Improvement Action Plans Improve customer communication satisfaction for business customers.	Comprehensive customer focus initiatives across all regions in 2026 to focus on improving CSAT in each region.	Business Customer Cohort CSAT of 80%.
'Time to Quote' (15 business days) - Improvement of Developer forms	Connection application process Drive efficiencies in developer new connection application process. Improve speed to process Developer applications and issue 5000 number (average time to process in 2025 circa. 8 weeks).	Comprehensive developer focus initiatives across all regions in 2026 to focus on CSAT in each region.	Reduction in volume of Developer applications submitted which are incomplete/incorrect requiring further engagement with customers (presently circa. 90%).
ESATRAT (The satisfaction rating of the National Customer Care Centre)	Contact Centre of the Future Roadmap. This engagement is designed to enhance service quality for all customers while fulfilling our regulatory obligations.	Engagement will continue to include Customer Feedback Questionnaires and Customer Surveys. 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.	Quarterly engagement targets are met, with stakeholder feedback actively addressed and used to drive continuous improvement.
ESB Networks – Digital Utility	Critical Infrastructure Customers Enhanced engagement between ESB Networks and critical infrastructure customers e.g. Irish Water, telecom's etc. Proactive communication between ESB Networks and critical infrastructure customers in relation to storm events which in turns supports wider society in the post storm recovery phase.	Enduring quarterly meetings to support storm response activities. Update the Scada system to map in customer MPRN numbers. Undertake critical customer feedback meetings post storm events.	Quarterly meetings. Enhanced storm response communication protocol for critical infrastructure customers. Mapping of critical infrastructure sites by Meter Point Reference Number (MPRN) number onto the ESB Networks Scada System.

OUR ENGAGEMENT METRICS FRAMEWORK 2026

Empowered customers

Focus Area: Customer Experience

Our Net Zero Targets	Engagement Objectives & Impact Area	Planned Engagements	Success / Metric
Continue to support the national rollout of the remaining smart meters installations.	<p>Continuation of communications to support the safe and efficient meter upgrades across the country. Continue engagement with the CRU, DCEE, SEAI, and industry (suppliers).</p> <p>Attending national and local awareness events e.g. Energy Roadshows.</p> <p>Enabling customers to access insights into their energy use through My Energy Consumption in the ESB Networks Online Account.</p> <p>This information can be uploaded to price comparison websites, making it easier to get accurate advice on the most suitable tariff, potentially reducing costs to the customer.</p>	<p>Multi channel engagement awareness program via direct communications with customers on how they can use their smart meter data to:</p> <ul style="list-style-type: none"> - make better-informed decisions about their energy use - select a suitable tariff, reduce costs to them and benefit their individual energy circumstances, the local community and support the Government's Climate Action Plan. 	Increase number of sign ups to My Energy Consumption in the ESB Networks Online Account.
Encourage more customers to sign up for an ESB Networks Online Account where they can view their electricity usage.	<p>Provide customers with easily accessible information on the electricity they have used or exported via their smart meter.</p> <p>Greater understanding and efficient use of the data available via the ESB Networks Online Account.</p>	<p>Continue to run multi-channel education engagement programmes to encourage customers to make best use of the smart meter data available via the ESB Networks Online Account.</p> <p>This information supports customers when making decisions about when to use their electricity and tariffs most appropriate to their needs.</p> <p>Ensures alignment with national net zero commitments.</p>	Increase number of sign ups to the ESB Networks Online Account and greater use of smart data on price comparison websites.

OUR ENGAGEMENT METRICS FRAMEWORK 2026

Empowered customers

Focus Area: Customer Experience

Our Net Zero Targets	Engagement Objectives & Impact Area	Planned Engagements	Success / Metric
Increase understanding of the information available from the Online Account and the uses to which it can be put.	Awareness campaign to demonstrate how smart technology and data can support national climate targets e.g. greater use of microgeneration. Measuring the amount of electricity being provided to the grid from microgeneration sites.	Digital/promoted articles to increase awareness of advantages of smart technology.	Increased number of microgeneration sites with a smart meter.
Smart meter solutions for the remaining meter cohorts will be determined in Q1 2026	Collaborate with programme stakeholders to develop smart meter solutions. Ensuring all customers have the facility to access smart services via a smart meter.	Industry Liaison Group and Technical Working Group will meet to develop collaborative solutions.	An agreed customer journey to facilitate smart meter exchanges for those remaining customer cohorts.
Use smart meter data to optimise smart solutions for network operation and development.			Increase sign ups to My Energy Consumption in the ESB Networks Online Account.

Appendix 1

CONSULTATIONS

Planned ESB Networks public consultations for 2026

Consultation Title	Objective	Mechanism	Timing
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 2026.
Renewables Customer Survey	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 2026.
ESB Networks Report on Stakeholder Engagement in 2025	Describes and captures our stakeholder engagement approach and activities during 2025 and seeks feedback on our engagement performance for 2025.	ESB Networks' Consultation.	Q1 to Q2 2026.
ESB Networks Stakeholder Engagement Strategy and Plan 2027	Invite feedback on ESB Networks' proposed 2027 engagement strategy and plan to ensure it is fully informed and shaped by stakeholder needs.	ESB Networks' Consultation.	Q4 2026.
Options for increased resilience of distribution network in storm / weather events	Consultation to get feedback following the completion of the International Review into Utilities decisions in the aftermath of storms, regarding the options available to ESB Networks to increase resilience of the network.	ESB Networks' Consultation.	Q1 2026.
Annual Transmission Investment Planning and Delivery Report Consultation	Seek stakeholder input on our performance for 2025 in advance of submission to CRU.	ESB Networks/ EirGrid Consultation.	Q3 2026.
Annual Transmission Performance Report Consultation	Seek stakeholder input on our performance for 2025 in advance of submission to CRU.	ESB Networks & EirGrid Consultation.	Q3 2026.

Appendix 2

PUBLICATIONS

Reports/information booklets/data sharing on ESB Networks' website 2026

Publication Title	Objective	Mechanism	Timing
Stakeholder Newsletter	To provide regular updates and overview of engagement activities/opportunities between ESB Networks and stakeholders.	Publication on ESB Networks' website.	Q1 - Q4 2026.
ESB Networks Report on Stakeholder Engagement in 2025	Describe and capture our stakeholder engagement approach and activities during 2025 and seek feedback on our engagement performance for 2025.	Publication on ESB Networks' website.	Q1- Q2 2026.
Generator Connections Reporting	Ensuring consistently reported figures for Generator Connections to the electricity grid in Ireland to track delivery against CAP targets.	Monthly reporting directly with key stakeholders.	Q1 to Q4 2026.
Publishing of Contestable Specifications for the renewable industry	Sharing of technical knowledge with renewable customers to advance industry understanding of ESB Networks key construction requirements for renewable customer connections.	Publication on ESB Networks' website.	Q1 to Q4 2026.
Strategic Review of DSO Customer Connection Documentation	Enhance customer communication guide.	Publication on ESB Networks' website with briefing to industry bodies.	Q4 2026.
Distribution Use of System(DUoS) Statement of Charges	To share the standard charges applicable to demand customers connecting to the distribution network.	Publication on ESB Networks' website.	Q4 2026.
ECP- GSS Batch 2	Inform industry of the generator applications to be processed by ESB Networks.	ESB Networks' website.	Q2 2026.
ECP- GSS Batch 3	Inform industry of the generator applications to be processed by ESB Networks.	ESB Networks' website.	Q4 2026.
Connected Renewable Statistics	Inform customers of generators connected (renewable) to the distribution system.	ESB Networks' website.	Q1 - Q4 2026.
Connected Non-renewable Statistics	Inform customers of generators connected (non-renewable) to the distribution system.	ESB Networks' website.	Q1 - Q4 2026.

Appendix 2

PUBLICATIONS (continued)

Reports/information booklets/data sharing on ESB Networks' website 2026

Publication Title	Objective	Mechanism	Timing
Contracted Renewable Statistics	Inform customers of generators contracted (renewable) to the distribution system.	ESB Networks' website.	Q1 - Q4 2026.
Contracted Non-renewable Statistics	Inform customers of generators contracted (non-renewable) to the distribution system.	ESB Networks' website.	Q1 - Q4 2026.
Heat Map of available Capacity	Provide an indication of available network capacity for new demand and generation customers.	Interactive map on ESB Networks' website, updated quarterly.	Q1 - Q4 2026.
Environmental Performance Report	In line with the CRU licence requirements, provide annual environmental performance updates to the CRU and relevant stakeholders.	Website and to CRU.	Q2 2026.
Electricity Transmission Annual Performance Report 2025	Provides customers, industry and stakeholders with clear and accessible reporting on our operation, development and maintenance of the transmission system throughout 2025.	ESB Networks' website.	Q4 2026.
Draft Annual Transmission Investment Planning and Delivery Report	ESB Networks and EirGrid performance for 2025.	Publication on ESB Networks' website.	Q4 2026.
Joint TSO and TAO Investment Planning and Delivery Final Report 2025	Final CRU approval on TSO and TAO Investment Planning and Delivery.	Publication on ESB Networks' website.	Q3 2026.

Appendix 3

PATHWAYS TO ENGAGEMENT

Planned ESB Networks meetings, forums, working groups, events and webinars 2026

Area of Engagement: Contracting Partners Group (CPG)

Pathway Title	Objective	Mechanism	Timing	Audience
CPG Conference	Engaging with our stakeholders on matters of national infrastructure is of significance for ESB Networks as we plan together with our partners for a net zero future.	Physical Conference.	Q1 2026.	Construction industry, contracting partners, DCEE and stakeholders.

Area of Engagement: Customer Experience-Customer

Pathway Title	Objective	Mechanism	Timing	Audience
Regional Developer Days	Provides two way engagement opportunity for developers and regional teams to discuss new connections, design and construction processes.	In person events (one-day) and presentations.	Q4 2026.	Housing Developers.
Developer site meeting	To engage and support developers with any ongoing issues that arise.	In person, on site, MS Teams, email and phone.	As required.	Developers.
CIF workshops	Provides opportunity for ESB Networks to deliver information on new connections, design and construction processes and discuss LDA multi year work programme.	In person and virtual events.	Ongoing.	Housing developers and the construction industry.
Irish Home Builders Association IHBA workshops	Provides opportunity for ESB Networks to provide information on new connections, design and construction processes and discuss LDA multi year work programme.	In person and virtual events.	Ongoing.	Housing developers and the construction industry.
IHBA EV Charging Workshops	Provides opportunity for ESB Networks to provide information on EV charging infrastructure requirements and discuss feedback.	Meetings.	Ongoing.	Housing developers and the construction industry.
Local Authority Meetings	Provides opportunity for ESB Networks to provide information on overall strategy, high level work programmes, capacity issues and receive feedback on LA's work programme and high level objectives.	Meetings.	Ongoing.	Local Authorities.
Multiple Customers	Provides opportunity for ESB Networks & individual customers to discuss work programme and construction issues.	In person, MS Teams, bi-laterals, email, on site and as required.	Ongoing.	Numerous customers across retail, telecoms, developers and charging point operator customer categories, LDA, SEAI, Uisce Éireann, ZEVI, etc.

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)

Planned ESB Networks meetings, forums, working groups, events and webinars 2026

Area of Engagement: DMSO

Pathway Title	Objective	Mechanism	Timing	Audience
Customer Experience Focus Groups	To test various customer experience initiatives and advertising campaigns.	Workshops.	Q1 to Q4 2026.	All.
Electricity Suppliers, Customer Service Opportunities	To engage with Suppliers in a focused way based on data analysis outputs where opportunities arise for Customer Service. Examples include, erroneous customer contacts and process enhancement opportunities.	Meetings.	Bi-annual meetings 2026.	Electricity Suppliers.
National Network, Local Connections Programme - Advisory Council	Collaborate with industry on the adoption of proposed smart consumer energy technology standards (e.g. smart inverters and smart chargers) at a national level.	Quarterly meetings.	Q1 to Q4 2026.	Advisory Council members.
National Network, Local Connections Programme - Market/ Proposition Design	Flexibility Service Offering : to establish if the market design products being considered by the programme are fit for use by stakeholders across the segments. These meetings give insight and inform the direction the market services should take.	Numerous one-to-one meetings.	Q1 to Q4 2026.	Industry.
National Network, Local Connections Programme - Bilaterals	Bilaterals with stakeholders who requested more engagement with the programme has been initiated.	Bilateral meetings.	Q1 to Q4 2026.	Industry.
Joint Systems Operator Programme	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.	MS Teams.	Q1 to Q4 2026.	CRU and Industry.
DMSO Blueprint and Roadmaps	Ongoing development of DMSO Blueprint and Roadmaps.	Document published on website and feedback invited from stakeholders.	Q1 to Q4 2026.	Industry.
National Energy Demand Strategy (NEDS)	ESB Networks attending at CRU's NEDS Implementation Group.	Meetings.	Q1 to Q4 2026.	NED's members.
DCEE Storage & System Services Working Group	ESB Networks attending at the DCEE's Storage & System Services working group.	Meetings.	Q1 to Q4 2026.	Working group members.

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)

Planned ESB Networks meetings, forums, working groups, events and webinars 2026

Area of Engagement: DMSO-Smart

Pathway Title	Objective	Mechanism	Timing	Audience
Senior Steering Group	Industry engagement.	Conference calls.	Monthly meetings 2026.	CRU, DCEE, SEAI and electricity suppliers.
Industry Liaison Group (ILG)				
Communications & Engagement Working Group (CEWG).				

Area of Engagement: Electrification

Pathway Title	Objective	Mechanism	Timing	Audience
ZEVI Assurance Board, Steering Group and Working Groups	Provide ongoing support and participation with ZEVI Assurance Board, Steering Group and Working Groups.	In person and MS Teams.	Monthly/ Quarterly Q1 to Q4 2026.	ZEVI and working groups.
Meetings with national infrastructure stakeholders regarding electrification plans and projects with various governmental departments, TII, Irish Rail, LA'S, LDA, Uisce Éireann, Metrolink and others.	Provide ongoing support and participation with national infrastructure stakeholders for electrification including power requirements, AFIR, and AFPO (Alternative Fuel Programme Office).	MS Teams and face to face meetings.	Quarterly Q1 to Q4 2026.	Various national infrastructure stakeholders.
Cork City Council Mission City Leadership Team	Participate in and provide ongoing support to Cork City Council Mission City and the associated electrification objectives.	MS Teams meetings and face to face.	Approximately quarterly Q1 to Q4 2026.	Cork City Council Mission City Leadership Team.
EU Cities Mission - National Mirror Group	National Mirror Group to support the cities to ensure a national focus on the Mission and that the cities are fully supported in their ambition to decarbonise by 2030.	In person and bi-laterals.	Meet 3 times a year and bi-laterals as required.	National Mirror Group comprising representatives from the cities, government departments, national agencies, regional assemblies, academia, business, and civil society.

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)

Planned ESB Networks meetings, forums, working groups, events and webinars 2026

Area of Engagement: Electrification continued

Pathway Title	Objective	Mechanism	Timing	Audience
Direct one to one's with various Local Authorities	Provide support and engagement in a range of local initiatives.	MS Teams meetings and face to face.	On-going 2026.	Local Authorities.
EVCAI (Electric Vehicle Charging Alliance of Ireland)	Industry body support.	Face to face.	As required in 2026.	Electric Vehicle Charging Alliance of Ireland.
E.DSO e-mobility working groups	Bring peer utilities learnings and insights and develop solutions adapted to Irish context and needs of our customers and stakeholders.	In person and online.	Ongoing in 2026.	European including Irish, DSO's e-mobility working groups, CPO's (charge point operators) and other key stakeholders.

Area of Engagement: Forestry

Pathway Title	Objective	Mechanism	Timing	Audience
Winter Resilience Plan	Engaging with DCEE on the Winter Resilience Plan and proposed upcoming legislative changes.	MS Teams, in person, email.	Q1 to Q4 2026.	DCEE.
Winter Resilience Plan	To engage with key industry partners on the Winter Resilience Plan.	In person, email, phone etc.	Q1 to Q4 2026.	IBEC, the CRU, Department of Agriculture, Teagasc, Coillte, IFA, Social Economic and Environmental Forestry Association (SSFA) and other stakeholders.

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)

Planned ESB Networks meetings, forums, working groups, events and webinars 2026

Area of Engagement: Innovation

Pathway Title	Objective	Mechanism	Timing	Audience
Innovation Panel	Provide a platform to enable open discussion and feedback with stakeholders from across all industry sectors on our innovation strategy, projects and activities.	Bi-annual meeting.	Q2 & Q4 2026.	Industry.
Innovation Conference	Sharing of information on our innovation activities and the dissemination of project learnings and outcomes.	Physical conference.	Q4 2026.	Industry.

Area of Engagement: Market Participants

Pathway Title	Objective	Mechanism	Timing	Audience
Retail Market Design Service	Ongoing engagement with market participants regarding retail electricity market.	Direct engagement and secretariat at industry governance group.	Monthly 2026.	Market participants.
Direct one-to-one's with market participants in Republic of Ireland	Provides opportunity, and ongoing support, for market participants to discuss any issues arising where ESB Networks will provide subject matter experts to address and discuss key issues.	Meetings (market participants and ESB Networks).	On-going 2026.	Market participants.

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)

Planned ESB Networks meetings, forums, working groups, events and webinars 2026

Area of Engagement: National Customer Contact Centre

Pathway Title	Objective	Mechanism	Timing	Audience
Electricity Suppliers, Customer Service Opportunities	To engage with Suppliers in a focused way based on data analysis outputs where opportunities arise for Customer Service. Examples include, erroneous customer contacts, process enhancement opportunities.	Meetings.	Bi-annual meetings 2026.	Suppliers.
Contact Centre Accreditation Organisation (CCA)	To engage with CCA and key members of the CCA via webinars, in person information sharing, with a view to identifying customer service best practice and trends/roadmaps, to stay current with latest thinking in customer service. This includes undertaking an annual accreditation audit.	Meetings and Webinars.	Monthly webinars 2026.	CCA.

Area of Engagement: Renewables and Major Connections

Pathway Title	Objective	Mechanism	Timing	Audience
Strategic level quarterly meetings with WEI and ISEA	Knowledge sharing high level engagement opportunity on ESB Networks' business strategy and plans and gain renewable industry insights and feedback.	Mix of in person and MS Team Quarterly meetings.	Q1 to Q4 2026.	WEI and ISEA.
Thermal Generation Networks Connections Steering Group	Delivery assurance for key thermal generation projects.	Meeting and presentations.	Bi-monthly 2026.	Thermal Generation Networks Connections Steering Group members.
Renewable Energy Support Schemes	Monthly engagement DCEE, EirGrid, ESB Networks and developed dashboard to provide visibility to relevant stakeholders.	Electronic Data sharing.	Monthly Q1 to Q4 2026.	DCEE, EirGrid, ESB Networks.

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)

Planned ESB Networks meetings, forums, working groups, events and webinars 2026

Area of Engagement: Safety

Pathway Title	Objective	Mechanism	Timing	Audience
Joint Safety Committee	Discuss projects and learnings from safety incidents and safety initiatives from Interface Agreement.	In person/MS Teams.	Q1 to Q4 2026.	EirGrid.
Construction Safety Partnership Advisory Committee	Promote best practice of electricity safety in construction.	In person/MS Teams.	Q1 to Q4 2026.	Advisory Committee Members.
Joint Utility Safety Forum	Share safety best practice and learnings across the utilities.	Biannual meeting.	Q1 and Q2 2026.	Public utilities, GNI, EIR, Irish Water.
UK DNOs	ESB Networks engages with UK DNOs sharing lessons learned and best practice on safety, public safety, operations and live working.	Physical conference and ongoing meetings throughout the year.	Monthly 2026.	NIE and UK DNOs.
HSA Keep Safe (schools programme)	ESB Networks partnering with H.S.A. to present with multi-agency representatives including the Fire Service, An Garda Síochána, and Teagasc, directed at senior cycle primary schools (5th and 6th class pupils) focussing on electrical and community safety.	In person.	Q4 2026.	Multi agencies and local primary schools.
School Pack (Primary schools)	Promote electrical safety for school children.	In person, at primary schools.	Q4 2026.	Primary Schools.

Area of Engagement: Stakeholder

Pathway Title	Objective	Mechanism	Timing	Audience
AA1000 Stakeholder Engagement Standard Update Review Committee	ESB Networks engaging with and providing feedback on the new proposed global stakeholder engagement standard update due in 2027.	MS Teams	Q1 to Q4 2026.	International Review Committee members.

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)

Planned ESB Networks meetings, forums, working groups, events and webinars 2026

Area of Engagement: Transmission

Pathway Title	Objective	Mechanism	Timing	Audience
Integrated Transmission Monthly Programme Meetings	ESB Networks and EirGrid Programme teams, joint management and change control of the multi year transmission programme.	MS Teams.	Q1 to Q4 2026.	ESB Networks and EirGrid Programme teams.

Area of Engagement: Distribution Code Review Panel

Pathway Title	Objective	Mechanism	Timing	Audience
Distribution Code Review Panel (DCRP)	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 will aim to meet quarterly and is chaired and coordinated by ESB Networks as the DSO.	Q1 to Q4 2026.	CRU, EirGrid, Industry representatives.

Area of Engagement: Demand Customer & Customer

Pathway Title	Objective	Mechanism	Timing	Audience
Pre-engagement and during the application process for Demand Customer & Customer meetings	Giving customers an opportunity to discuss programmes of development, timing and considerations pre making an application.	Customer meetings.	Q1 to Q4 2026.	Customers.

Area of Engagement: Safe and Sound

Pathway Title	Objective	Mechanism	Timing	Audience
Safe and Sound Transition Year Student Programme	Students learn about the various activities conducted within ESB Networks.	In person event in ESB Networks Training Centre (NTC) Portlaoise.	Q2 2026.	Transition Year Students.

Appendix 4

GLOSSARY OF ABBREVIATIONS

AFIR	Alternative Fuel Infrastructure Regulation
AFPO	Alternative Fuel Programme Office
AGS	An Garda Síochána
BAU	Business As Usual
CAP	Climate Action Plan
CAP23	Climate Action Plan 2023
CAP24	Climate Action Plan 2024
CIF	Construction Industry Federation
CPO	Charge Point Operator
CRU	An Coimisiún um Rialáil Fóntas Commission for Regulation of Utilities
CSAT	Customer Satisfaction Score
DAO	(on shore) Distribution Asset Owner
DART+	Dublin Area Rapid Transit +
DCEE	Department of Climate, Energy and the Environment
DFP	Demand Flexibility Product
DMSO	Distribution Markets & System Operation
DNDP	Distribution Network Development Plan
DNO	Distribution Network Operator
DSF	Demand Side Flexibility
DSO	Distribution System Operator
DUoS	Distribution Use of System charges
ECP	Enduring Connection Policy
ECP-GSS	Electricity Connection Policy – Generation and System Services
ENA	Energy Networks Association
ERT	Estimated Response Time (for fault outages)
ESATRAT	The satisfaction rating of the National Customer Care Centre (ESATRAT)
ESB	Electricity Supply Board
ESI	Energy Storage Ireland
ESRI	The Economic and Social Research Institute
ETB	Educational Training Board

Appendix 4

GLOSSARY OF ABBREVIATIONS

EU	European Union
EV	Electric Vehicle
EVCAI	Electric Vehicle Charging Alliance of Ireland
GW	Giga Watt
H.S.A.	Health and Safety Authority
HP	Heat Pump
H.S.A.	Health and Safety Authority
HV	High Voltage
IHBA	Irish Home Builders Association
ILG	Industry Liaison Group
ISEA	Irish Solar Energy Association
IWFA	Irish Wind Farmers' Association
JOTP	Joint Outage Transformation Programme
JPMO	Joint Programme Management Office
JSOP	Joint System Operator Programme
kW	Kilo Volt
LA	Local Authority
LCT	Low Carbon Technologies
LEUs	Large Electrical Users
LV	Low Voltage
MCR	Market Change Request
MPRN	Meter Point Reference Number
MRSO	Meter Registration System Operator
MV	Medium Voltage
MVA	Megavolt -amperes
MW	Megawatt
N4NZ	Networks for Net Zero Strategy
NEDS	The National Energy Demand Strategy
NECG	National Emergency Co-ordination Group
NIE	Northern Ireland Electricity Networks

Appendix 4

GLOSSARY OF ABBREVIATIONS

NN, LC	National Network, Local Connections Programme
NSEEP	Networks Stakeholder Engagement Evaluation Panel
NSMP	National Smart Metering Programme
NTC	National Training Centre (ESB Networks)
OEM's	Original Equipment Manufacturers
p.a.	Per Annum
PAYG	Pay As You Go
PR5	Price Review 5 (2021-2025)
PR6	Price Review 6 (2026 -2030)
PSI	Process, Systems, and Information
RESS	Renewable Electricity Support Scheme
RMDS	Retail Market Design Service
Rol	Republic of Ireland
SEAI	Sustainable Energy Authority of Ireland
SME's	Small and Medium sized Enterprises
SO's	System Operators
SPOC	Single Point of Contact
SSG	Small Scale Generation
TAO	Transmission Asset Owner
TII	Transport Infrastructure Ireland
TOP	Transmission Outage Programme
TSO	Transmission System Operator
WEI	Wind Energy Ireland
WG	Working Group
WSL	Work Stream Lead
XLEU	Extra Large Energy User
ZEVI	Zero Emissions Vehicles Ireland



NETWORKS

ESB NETWORKS

Three Gateway,
East Wall Road,
Dublin 3,
DO3 R583

Tel 1800 372 757 or +353 21 2386555
Email esbnetworks@esb.ie

esbnetworks.ie