



NETWORKS

STAKEHOLDER ENGAGEMENT REPORT 2022

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FOREWORD

Welcome to ESB Networks' Stakeholder Engagement Report for 2022, which describes the vast engagement we have had with our stakeholders over the past year. Its aim is to assess how we have delivered against our planned engagement strategy and activities for 2022 to deliver strong outcomes for our customers and stakeholders.

This year has been a very difficult time for our customers with the current global energy crisis having an impact on every household and business in Ireland. We are also at a critical point in the fight against climate change. Our recently published [Networks for Net Zero](#) strategy sets out our role and what is required to deliver the electricity network for Ireland's clean electric future. This strategy is based on our core role of delivering the very ambitious targets as set out in the Government's recently published Climate Action Plan 2023, while continuing to maintain a safe and reliable network. We recognise that progress can only be achieved through continued, extensive engagement with all of our stakeholders on our strategy and plans, while remaining responsive to the needs of Government, the Commission for the Regulation of Utilities, and our customers, at a time of huge change in our industry.

In this report, we demonstrate how we are committed to continually improving our engagement performance; how engagement is integral to our day-to-day operations, and is at the heart of everything we do at ESB Networks. In January 2022, we published our ['Stakeholder Engagement Strategy and Plan for 2022'](#), setting out our proposed engagement approach, priorities and planned activities for 2022, and providing our stakeholders with pathways to engage with us throughout the year. We are pleased that this year has seen a significant improvement in engagement activity, with a welcome return to face-to-face engagement opportunities in addition to our virtual platforms. Throughout this report, we describe how this deep engagement with our stakeholders has helped inform our plans and delivered activities aimed at ensuring that the network is prepared to meet the changing needs of our customers, and to achieving our vision for a clean electric future.

We are committed to being fully transparent with our approach to engagement and want to hear from you, our stakeholders, with your views of how we engaged in 2022. We welcome your ongoing constructive feedback so that we can develop and refine our engagement, now and into the future.

Nicholas Tarrant

Managing Director
ESB Networks
March 2023

OUR STAKEHOLDER ENGAGEMENT STRATEGY



INTRODUCTION

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

**WE'RE
COURAGEOUS**

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

**WE'RE
CARING**

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

**WE'RE
DRIVEN**

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

**WE'RE
TRUSTED**

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



OUR STAKEHOLDERS

Our stakeholders are the individuals, groups of individuals, communities or organisations that affect (or could be affected by) our activities, products or services, and associated performance. Given our central role in the electricity industry in connecting over 2.4 million homes, farms, communities, and businesses around the country, we have a very broad range of stakeholders. Since considerable changes are taking place within the energy sector at an unprecedented scale, we are fully aware that who we engage with and how is constantly changing. Therefore, while we undertake an annual

mapping exercise of our stakeholders to identify new groups in consideration of changing priorities, our Stakeholder Segmentation Wheel 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.



OUR ENGAGEMENT METHODOLOGY

Our approach to stakeholder engagement is informed by international best practice in this field. Our principles and methodology of engagement are guided by the AA1000 Stakeholder Engagement Standard¹, which is used by many leading organisations and network operators. The following principles underpin all our activities when engaging with our customers and stakeholders.

PRINCIPLES OF ENGAGEMENT		
INCLUSIVITY	Give people a say in the issues that impact them	We will engage widely with our customers and stakeholders
MATERIALITY	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	Act transparently on material issues	We will communicate and be transparent on the engagement process
IMPACT	Engagement should positively impact customers, stakeholders and the business	We will monitor, measure and be accountable for the impact of our engagement activity

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



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



IDENTIFYING OUR STAKEHOLDERS

When we look to engage with customers and stakeholders on a topic and involve them in the decision-making process, we first need to assess who we should engage and why. It's important that we can justify and fully explain to our customers and stakeholders the need for the proposed initiative, and the benefits to them that will come as a result. We then look to ascertain which groups will either be most impacted or are likely to have the greatest interest in the proposed activity. For example, while customers will be directly impacted by the rollout of smart meters, other key stakeholders such as electricity suppliers, housing associations and charities are also likely to be identified as key stakeholders as they will be directly or indirectly impacted by the rollout. We undertake an annual mapping exercise of our stakeholders to identify new groups considering changing priorities. We also annually review and refresh our central database of individual stakeholders and over the course of 2022 have identified that some categories of stakeholder may be underrepresented in our database.

For example, under the general heading of “Developers and representative bodies and associations”, we call out our community-based energy cooperatives and sustainable energy community stakeholders with whom collaboration is key to achieving net zero.

Business engagement leads present annually on their topic-specific key stakeholders through our steering group governance mechanism, highlighting where there is strong coverage on subject matters and where there are gaps which need addressing to ensure fair representation of our engagement activities. We recognise the considerable changes which are taking place within the energy sector at an unprecedented scale and are fully aware that who we engage with and how is constantly changing. The Covid-19 global pandemic has highlighted even more clearly the need to help customers in vulnerable circumstances. Our annual review of stakeholders, in combination with working with the relevant partners, will ensure that vulnerable groups' voices are heard, and that they will not be left behind in the transition to a net zero future.



TAILORING OUR ENGAGEMENT

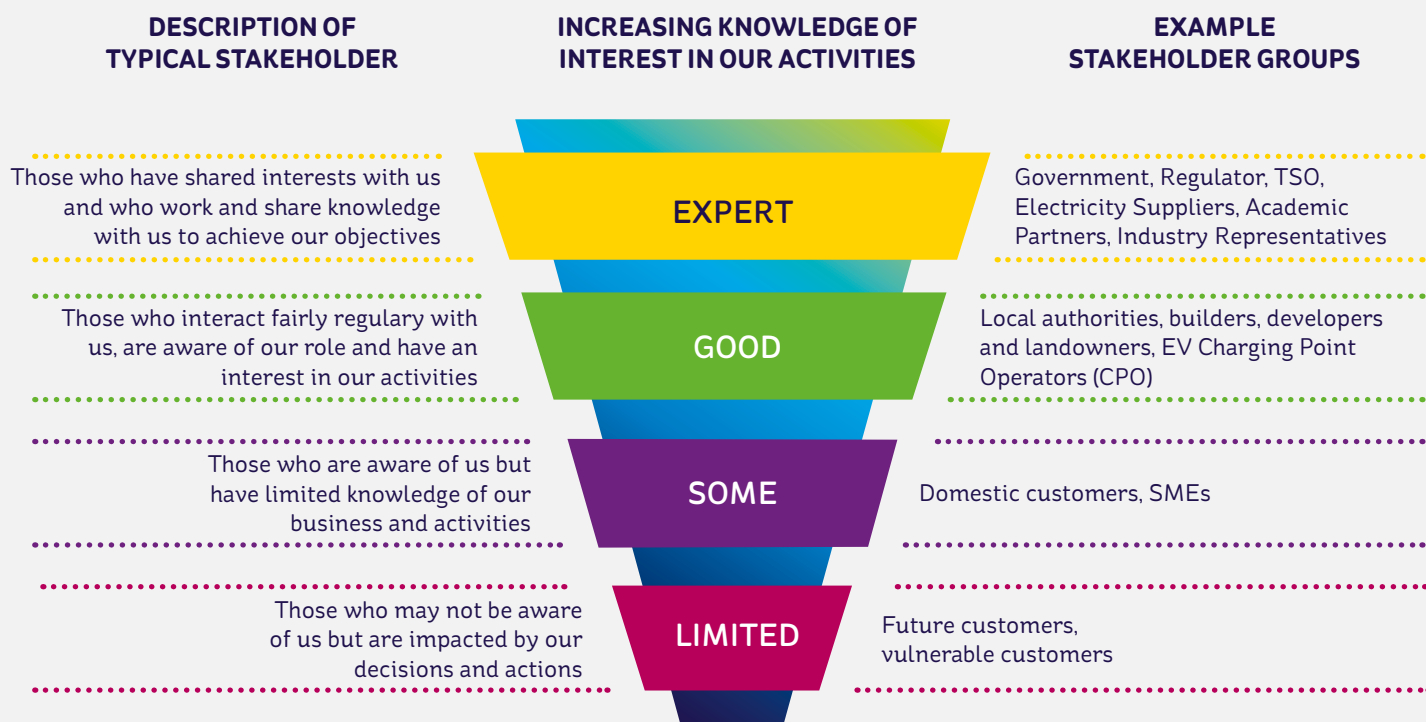
We assign a level of knowledge/interest to each stakeholder group across each of our strategic engagement areas. Awareness of knowledge levels of each stakeholder group allows us to better tailor engagement to specific stakeholder groups, such as the engagement method, and the appropriate use of technical language. This approach helps us to answer questions around how different customer and stakeholder groups could influence our decision-making and how best to involve them.

Different levels of stakeholder engagement are appropriate, depending on the purpose, materiality, desired outcome, timeframe, resources, and level of interest. The level of engagement that is appropriate is considered during the planning phase. This involves an assessment of the materiality of the subject matter of engagement, both for our stakeholders and our business, and includes an evaluation of potential impact and risk. Issues of major significance involving high levels of investment, impact and risk will warrant greater levels

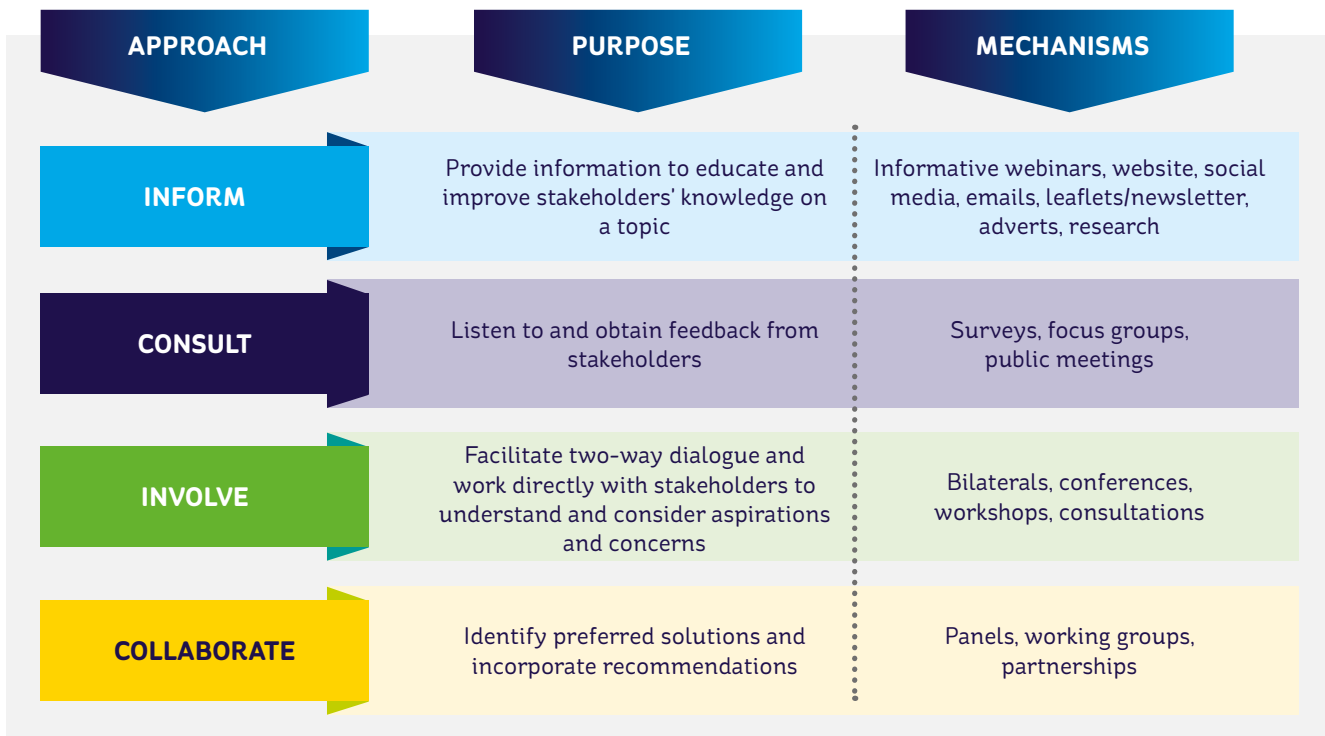
of engagement. Where the issue has lower significance and less impact, the provision of information may be more appropriate. In each case, we will discuss our approach with our stakeholders.

While we acknowledge that not all stakeholders can be expert on any one thing, or indeed all the topics of strategic engagement, we are committed to informing and educating our customers and stakeholders to empower them to engage effectively with us on the topics that matter to them.

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



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



Below are some of the examples of our engagement activities, alongside which groups were targeted, and which mechanisms were used to engage with them.

AREA	MECHANISMS	EVENT	PURPOSE	EXAMPLE STAKEHOLDERS
NATIONAL SMART METERING PROGRAMME	Information video on website, social media INFORM	To mark the installation of one million smart meters in Ireland	To create awareness of the programme and its benefits.	General public
NATIONAL NETWORK, LOCAL CONNECTIONS PROGRAMME	Research via qualitative and quantitative research CONSULT	"Beat the Peak" 'Is This a Good Time?' domestic pilot programme	To get a base understanding pre-pilot go live on stakeholder levels of knowledge.	Domestic customers
INNOVATION	Conference and Webinar INVOLVE	"Innovation Forum 2022"	Allow the sharing of information on our innovation activities and the dissemination of project learnings and outcomes.	Industry, academia and representative associations, government, and policymakers
CONNECTING RENEWABLES	Partnerships COLLABORATE	Quarterly engagement meetings with industry representative bodies	Knowledge-sharing opportunity on ESB Networks' business strategy and plans; gain renewable industry insights and feedback	Wind Energy Ireland (WEI), Irish Solar Energy Association, (ISEA), Energy Storage Ireland (ESI)

WHY WE ENGAGE

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

SERVICES:

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

ACCOUNTABILITY ON DELIVERY:

For our customers and stakeholders to keep 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

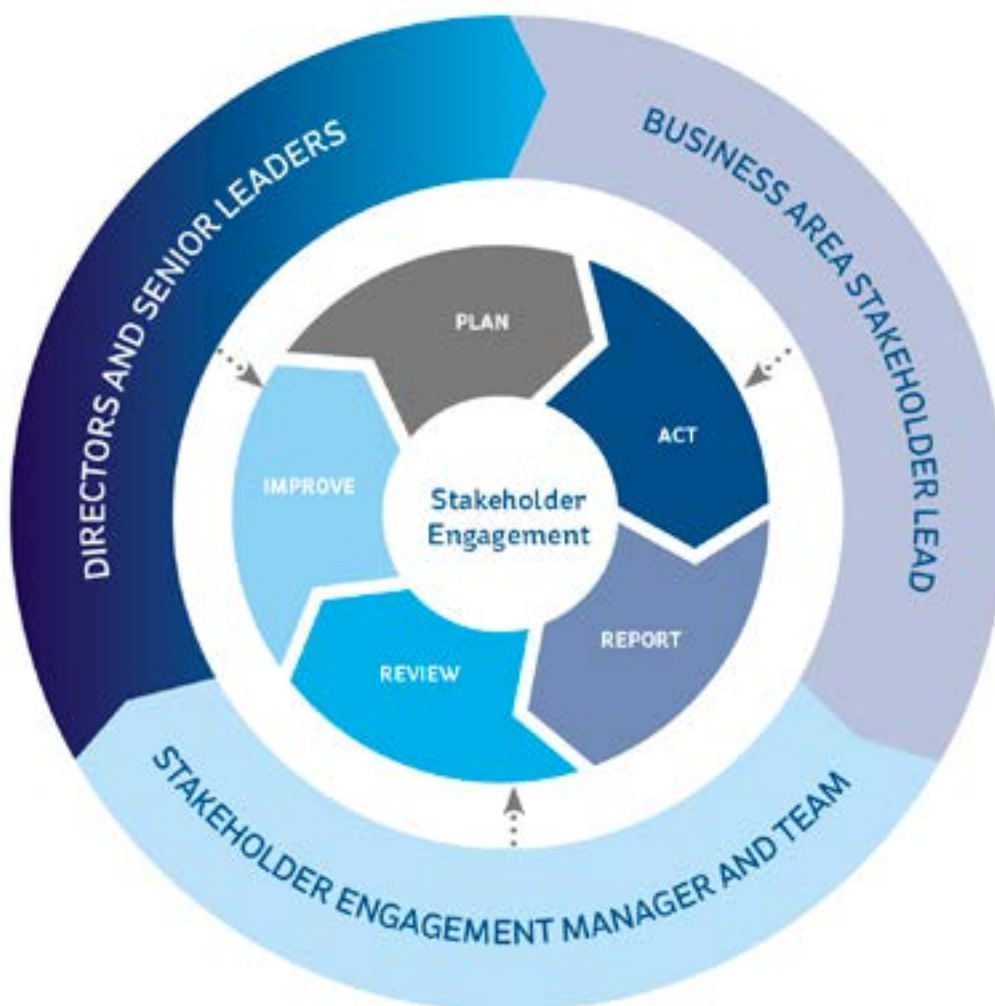


ENGAGEMENT IS AT THE HEART OF OUR OPERATIONS

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

An internal Stakeholder Engagement Steering Group made up of stakeholder leads from across the business meets regularly to discuss planned engagement activities, review stakeholder feedback, and agree proposed improvements and adjustments based on recommendations. This group, which is led by the Stakeholder Engagement Team and chaired by the Managing Director, provides overall direction to the stakeholder engagement strategy for ESB Networks. Stakeholder engagement forms a core element of our business processes, remains embedded in our business

culture, and is seen as the role and responsibility of every employee within the organisation. Our strategically important delivery initiatives (such as our National Smart Metering Programme and the National Network, Local Connections Programme) are shaping and informing how we undertake engagement across all our activities, from day-to-day service areas such as maintaining the network and customer service, through to our flagship innovation programmes designed to prepare the net zero network of the future.





CARMEL O'CONNOR, Smart Metering Project Manager

"In delivering the National Smart Metering Programme, we work closely with the Department of the Environment, Climate and Communications, the Commission for Regulation of Utilities, the Sustainable Energy Authority of Ireland and all the electricity supply companies. Positive engagement with the general public was delivered via a coordinated approach developed by ESB Networks and supported by our regulatory and industry partners, including electricity suppliers. We are very conscious that the timing and content of communications needs to be aligned and this is why the Comms & Engagement Working Group is key. There was extensive engagement with our stakeholders in 2022 via regular working groups which have supported the smart meter deployment process, which saw a total of 1.1 million smart meters at the end of 2022.

We'll continue to work closely with customers and stakeholders in support of additional smart meter completions and the delivery of further customer services and benefits."



MICK QUIRKE, Renewable Contracts Manager

"We have carried out extensive engagement in 2022 with our community projects looking to connect under the Enduring Connection Policy Process (ECPP). Approximately 25% of our applications are communities, and we reach out to support projects through the process via our dedicated commercial and delivery professionals to ensure that community projects know we are there to support them along their journey."



BERNARD LEONARD, Customer Engagement Lead

"The customer clinics were successful in that they allowed our customers get a free initial assessment of potential grid connection options, allowing the project to make the decision to participate in the Enduring Connection Policy ECP process or delay making an application until more capacity becomes available. This customer information will also help us identify potential locations of renewable hubs and create additional capacity to enable an increase in renewables connecting to the distribution network."



KATIE MURRAY, Community Energy Projects Liaison

"When we reach out by phone, our goal is to develop an understanding of the key issues impacting community-led renewable energy projects and provide our customers with advice, tailored to their project. We take a personable, hands-on approach to engagement to make sure our customers feel heard and supported right throughout the Enduring Connection Policy (ECPP) process. Collaboration with both internal and external stakeholders is crucial in delivering the best feedback and assistance possible for our customers."



DAVID WILLIS, Innovation Transition & Dissemination Manager

"We collaborate and engage with our stakeholders and customers to better understand the impacts of the challenges facing them, to identify and prioritise the issues to be addressed, and to help inform and validate the design of our projects. We have particularly found our External Stakeholder Panel useful in 2022, as it provides a greater understanding of potential benefits and impacts of proposed projects, as well as an opportunity to listen to and discuss the issues of importance to the various stakeholders and their organisations."



SIOBHÁN MELVIN, Business Solution Architect, Retail Market Services & Regulation

"Throughout 2022, we worked closely with the Department of Energy, Climate and Communications (DECC), the Commission for Regulation of Utilities (CRU), and electricity suppliers to develop a scheme to credit all domestic electricity customers with an emergency benefit payment due the exceptional rise in global energy prices. Extraordinary industry meetings were held to discuss and take on board stakeholder feedback and suggestions to develop and refine an industry process which was implemented in an unprecedented market timeframe. The engagement and commitment shown by all stakeholders ultimately facilitated the provision of up to €1.6 billion Government emergency benefit payments to over two million domestic electricity customers."



GERRY NOONE, Stakeholder Engagement Manager National Network, Local Connections Programme

"The National Network, Local Connections Programme ensures that our stakeholders' views are at the heart of everything we do. Some of the ways we achieve this are through external awareness campaigns such as the **'Is This a Good Time?'** domestic pilot programme; Energy Citizens Roadshows; annual consultations on our multi-year plans which include webinars and roundtable workshops; and through our Industry Advisory Council, made up of industry leaders offering guidance on the pace and direction of our programme."



LIAM WALSH, Strategic Engagement Manager

"Ongoing collaboration and partnership with EirGrid, the licenced Transmission System Operator (TSO), is key to enable us to deliver on our Net Zero Strategy. This positive engagement with EirGrid is characterised through our existing formal interactions, such as technical workshops or joint committees, or more informal engagements which take place on a daily basis. We look forward to continuing this level of positive engagement and collaboration with EirGrid on our mutual journey to meeting the climate action challenge."

IMPROVING OUR ENGAGEMENT STRATEGY

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

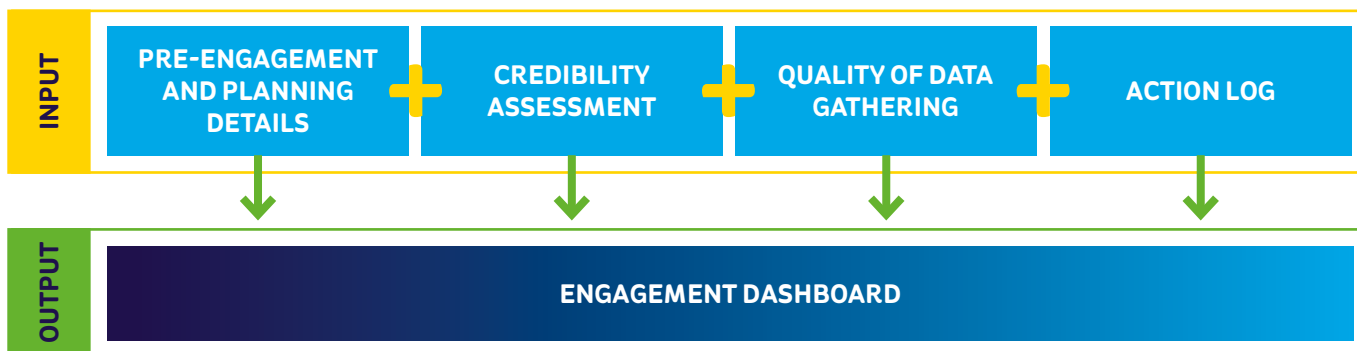
Feedback from the NSEE Panel on our 2020 Annual Stakeholder Engagement Report recommended that we could improve our engagement strategy by including clearer details as to how success in stakeholder engagement is measured, and what successful outcomes look like. In addition, it was recommended that we show how we manage and process insights from our customers and stakeholders internally, as well as demonstrating more clearly how we consider their views in the decisions that we make.

Tracking engagement and acting on feedback

In response to this feedback, we have developed a tool (Engagement Metrics Framework) which will allow business leads to record information about and assess the quality and robustness of their engagement activities, capture individual pieces of feedback from customers and stakeholders, and assign subsequent actions. The tool can also track the outcomes of these actions and so demonstrate where we have gone with or against the views of our customers and stakeholders, and provide justification for doing so. This tool facilitates proper closure of the feedback loop by **tracking actions to ensure stronger outcomes and follow-through for all.**

Throughout Section 2 of this report, we provide some examples of how we have listened to stakeholder feedback and responded through our actions to effectively close the feedback loop.

The Engagement Metrics Framework tool is structured as below:



As part of this year’s submission, we are utilising a select few of the many initiatives we have worked on over the past year to trial the effectiveness of this Engagement Metrics Framework tool.

For example, feedback from our Renewable Generation customers who responded to our satisfaction survey in 2021/2022 requested earlier engagement with ESB Networks prior to the connection application process to get more sight on the feasibility of their projects. Using this process/tool, we were able to track our progress in

addressing this request and have delivered a positive outcome through the delivery of customer clinics. (Please refer to Case study 1, Section 2 for more details).

We have also used the tool to track feedback from customers and stakeholders in a way that allows us to demonstrate and justify both where we have considered and acted on feedback from our customers and stakeholders, and where we are perhaps unable to act on this feedback.

An example of where we could not act directly on stakeholder feedback is illustrated below.

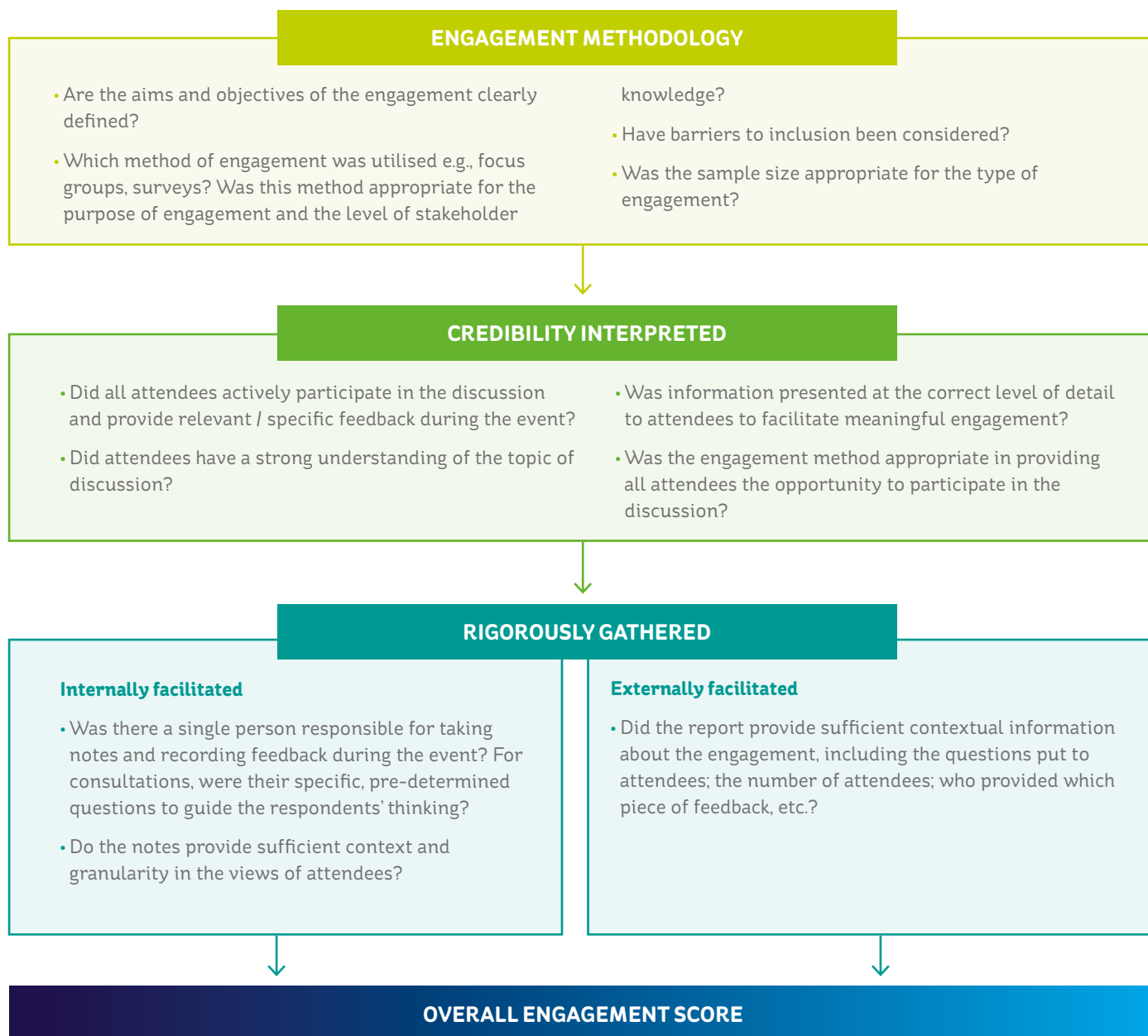
ENGAGEMENT SOURCE: Customer Clinics post-event survey		
Stakeholder Said	Action	Justification
<p>Customers asked for the cost information provided in the customer clinics to be provided in writing.</p>	<p>We could not act as per request.</p>	<p>We are unable to provide information from the clinics in writing to customers because the information was indicative only and subject to change, further to the regulated ECPP-2.3 application window opening. However, we are instead developing a new online tool, The Generator Minimum Cost Calculator, which will allow intending customers to size the minimum costs required for their project. It will use the Generator standard charges and allow customers to specify cable types, voltage levels and the distance of their site to the proposed station.</p>

Engagement quality measurement

The purpose of this tool is to not only store and track stakeholder feedback, but to also measure the overall effectiveness of the associated engagement activities by scoring the quality of the planning behind the engagement, the quality of the data gathering and the relevance or credibility of the feedback resulting from the engagement. The Engagement Metrics Framework therefore also addresses the challenge of **measuring the robustness of our stakeholder engagement planning and execution**.

The tool will allow us to demonstrate both the high-quality engagement we undertake with our customers and stakeholders, and how their valuable insight has been used to inform our activities, as well as identifying areas for improvement going forward. We are also able to utilise the tool as a comprehensive checklist to help guide engagement planning and ensure high quality from the outset.

For this year’s submission, we have assessed and presented the quality of our engagement events based on the criteria listed in the diagram below. We have included some of the common questions we might ask when assessing engagement sources against the criteria.



Each of the three areas is given a score based on the performance of each engagement event against each of the individual test questions, which are then equally weighted to provide an overall engagement quality score.

Depending on the success of the tool in improving our internal processes for managing feedback, we will look to further scale its use across our customer and stakeholder engagement activities to help inform future decision-making.

Continual review of our engagement strategy

In 2022, we undertook a professional independent review of our existing stakeholder engagement strategy and approach. An area identified for consideration through benchmarking against international best practice was in relation to our engagement focus on consumer vulnerability.

In December 2022, we commenced a review of our vulnerable customer policy to see how we can respond to changing customer needs in these challenging times.



ESB Networks' vulnerability services/offerings are focused on the Vulnerable Customer Register. Support is focused on those who are more vulnerable to a loss of power, either those who are critically dependent on electrically powered equipment, or those who are particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory, intellectual or mental health.

With energy poverty a growing concern, our aim is to review our current vulnerable customer policy to see how we can respond to changing customer needs in the context of a global energy crisis, and look at how we can ensure adequate support for all our customers as they transition to net zero. Adoption of low-carbon technologies like EVs and solar may be challenging for some customers. We will look at how we can work collaboratively to support those customers at risk of being excluded from the energy transition.



EFFECTIVE IMPLEMENTATION OF STAKEHOLDER ENGAGEMENT ACROSS OUR BUSINESS



INTRODUCTION

We have increased our engagement activities more than ever before, recognising the importance of stakeholders' contributions to the successful delivery of our business planning and ensuring it aligns with the needs of our customers and stakeholders in an ever-changing landscape.

In January 2022, we published our '[Stakeholder Engagement Strategy and Plan for 2022](#)' which gave an overview of our key areas of engagement focus for 2022 and provided details of key planned engagement initiatives for the year.



STAKEHOLDER ENGAGEMENT STRATEGY AND PLAN FOR 2022

- Innovation
- Electrification of Heat and Transport
- The National Network, Local Connections Programme
- Connecting Renewables
- The National Smart Metering Programme
- Retail Market Services
- Customer Experience
- Safety
- The Environment

In this section, we describe how we have delivered against our plan for 2022, taking into consideration both feedback and delivered actions and outcomes for our stakeholders and in our stakeholders and our business alike.

We have provided a quick reference table giving a high-level overview of the various engagements delivered under the key focus areas as set out in our original plan for 2022. This table also summarises some of the key outputs and outcomes resulting from the engagement activities.



2022 saw a welcome return to face-to-face engagement opportunities in addition to our virtual platforms. This is illustrated on a map and through a selection of stories in our "2022 Engagements Highlights" section.

In this year's submission, we have provided just a small selection of engagement case studies from our overall delivered activities in 2022, to demonstrate how deep engagement with our stakeholders has helped inform our plans aimed at ensuring that the network is prepared to meet the changing needs of our customers and to achieving our vision for a clean electric future.



We have also demonstrated the trialling of our Engagement Metrics Framework tool on Case Study 1: Connecting Renewables, Early Engagement and the ECP Process, and on Case Study 5: "Beating the Peak" in partnership with domestic and commercial customers.

OUR STAKEHOLDER ENGAGEMENT STRATEGY AND PLAN 2022

AREA	PURPOSE	MECHANISMS	OUTPUTS	OUTCOMES
<p>INNOVATION</p> 	<p>Innovation continues to drive forward the development and delivery of a future electricity network which empowers our customers, delivers value for money, and provides a sustainable energy system for us all. We recognise the crucial role that collaboration and engagement with both external stakeholders and our internal innovation community plays in driving our current innovation projects and shaping our future plans.</p>	<p>In 2022 we published the following public consultation documents and EOI calls:</p> <ul style="list-style-type: none"> • Innovation to Connect a Clean Electric Future • Innovation Consultation Response Paper • ESB Networks Expression of Interest for Radical Innovation Project Ideas • Innovation Stakeholder Panel – Terms of Reference (TOR) <p>Innovation Webinars and Innovation Forum in Páirc Uí Chaoimh</p> <p>Dissemination of learnings from Dingle Project through public engagement, webinars, podcasts, radio, media and news outlets as well as the publication of a number of close out reports.</p>	<p>Engage and inform stakeholders on our activities with feedback responses and engagement across eight sectors.</p> <p>Refreshed the membership of our Innovation Panel with stakeholder representation from 11 sectors.</p> <p>Our innovation webinars continue to encourage interaction through open discussions via an online platform and were attended by a diverse group of stakeholders across government, industry, academia and representative associations.</p>	<ul style="list-style-type: none"> • 110 innovation ideas examined in 2022. • 22 projects currently in delivery, with five new projects initiated and nine completed in 2022. • 80+ external company collaborations (collaboration/partnering with over 80 organisations across a wide range of industry sectors and research organisations). • 500 staff engaged with innovation. • €35m Potential Life Cycle Savings (this figure is compiled from the potential life cycle savings calculated by each project). • 90 stakeholders for each webinar. • ESB Networks intends to monitor, with the collaboration of the Dingle Hub, the level of low-carbon and clean-energy-enabling technology adoption across the Dingle Peninsula over the coming years to further assess the effectiveness of some of the initiatives undertaken as part of the project. • A new 'Innovation Stakeholder' section is under development for the website to disseminate and share the recordings of our innovation webinars and details from our Innovation Stakeholder Panel meetings.

AREA	PURPOSE	MECHANISMS	OUTPUTS	OUTCOMES
<p>THE NATIONAL NETWORK, LOCAL CONNECTIONS PROGRAMME</p> 	<p>ESB Networks' National Network, Local Connections Programme is a multi-year project that will transform how energy in Ireland's electricity distribution network is managed.</p> <p>The core objective of the National Network, Local Connections Programme is to bring together changes in how we are generating and using electricity, to enable all electricity customers and communities to play an active role in climate action, by using or storing renewable electricity when it is available to them locally.</p>	<p>Established an External Stakeholder Advisory Council.</p> <p>DSO/TSO(EirGrid) collaboration.</p> <p>Piloting and partnerships.</p> <p>We launched a suite of Beat the Peak carbon reduction products to stimulate changes in customer behaviour, leverage large energy users' diverse capabilities to adjust their demand patterns, and stimulate long term investment in flexibility and storage from 2023.</p>	<p>Supported 13 EirGrid Group's Energy Citizen Roadshows.</p> <p>22 Leadership Events with key stakeholders.</p> <p>17 organisations joined our Advisory Council with three meetings in 2022.</p> <p>52 meetings with stakeholder across industry, business and community groups.</p> <p>5 x "Beat the Peak" piloting initiatives.</p>	<ul style="list-style-type: none"> The programme is delivering customer flexibility research, awareness building, education, behavioural initiatives, and industry partnerships, to support customers' ability to become flexible. Advisory Council helps shape the deliverables of our Programme through external leadership within the industry. 2 flexibility service providers have signed up to deliver flexible services on the network. "Beat the Peak" commercial pledge went live with our first hero pledge in October saving 30 MWh. <p>• Is This a Good Time? Domestic pilot launched.</p>
<p>CONNECTING RENEWABLES</p> 	<p>Achieving the ambitious targets of Ireland's National Climate Action Plan is largely dependent on the ability of our network to connect renewable generation of all scales and capacities. We are working with our stakeholders to make this process as efficient as possible to facilitate the transition to a clean electric future.</p>	<p>Bilateral workshops and webinars with renewables representatives, major customers and generation customers.</p> <p>Lean programme implemented.</p> <p>Collaborating with our construction partners.</p> <p>Provided customer pre-application to early engagement clinics.</p>	<p>Mini-generation trial extended to 650 applications totalling approx. 21 MW generation.</p> <p>Small-scale generation pilot launched to 100 applications and approx. 15 MW generation.</p> <p>Approx. 100 ECPP customer meetings between Phase 1 and Phase 2 engagement.</p>	<ul style="list-style-type: none"> 2022 has been a record year for the connection of our customers' renewable generation facilities. 23 renewable generation projects totalling 688 MW connected to the network including four battery energy storage projects totalling 79 MW. Ireland's first large-scale ground-mounted solar farm in Millvale, Co. Wicklow connected to the grid. First RESS1 community project solar farm in Davidstown, Co Wexford connected to the grid. Over 46,000 microgen connections. Full implementation of the ECPP lean cell scoping and costing teams has delivered significant time reductions to renewable generation projects. Early estimations suggest approximately 1 year time saving for projects to complete their initiation phase has been achieved. Completed ECPP2.1 application processing in advance of RESS2 pre-qualification window close.

AREA	PURPOSE	MECHANISMS	OUTPUTS	OUTCOMES
<p>RETAIL MARKET SERVICES</p> 	<p>We want to continue to improve the service we provide to market participants and how we communicate with them. Ongoing engagement will play a key role in understanding their experience.</p>	<p>Establish a scheme which facilitates remuneration for micro-generation. Engagement with suppliers, market participants and the CRU via IGG and the IRMM Solution Working Group (which comprised of several rounds of consultation and commentary from stakeholders).</p> <p>Cost of living response. Extensive engagement between RMS the Dept, CRU, RMDS and electricity suppliers to shape and implement the Government's Electricity Costs Emergency Benefit Scheme which was introduced in early 2022 and re-run post-Budget 2023.</p> <p>RMS working closely with the CRU on the negative PSO initiative. This engagement will continue into early 2023 with CRU, EirGrid and electricity suppliers.</p>	<p>The Interim Retail Market Micro-Generation IRMM Solution was presented to the various industries fora, refined via feedback and approved at IGG. Regular engagement continues with CRU to ensure solution alignment with regulatory policy.</p> <p>Will continue to engage with DECC, CRU, and suppliers in relation to the operation and administration of the Electricity Costs Emergency Benefit Scheme II which continues until early Q3 2023. Regular updates are provided to CRU and suppliers at the industry forums.</p> <p>Supplier Survey Action Plan was communicated to Suppliers in November 2022 which includes establishment of new RMS Relationship Manager point of contact for 121 suppliers to improve awareness of our activities and improve engagement Initiatives.</p> <ul style="list-style-type: none"> • 121 engagement sessions hosted with suppliers. • 12+ monthly Industry Governance Group (IGG) meetings, • 10+ Extraordinary IGGs, • 19+ Technical Working Groups (TWG) 	<ul style="list-style-type: none"> • Delivered an Interim Retail Market Micro-Generation IRMM Solution to support payment to customers who install micro-generation solutions such as solar photovoltaic or wind turbines at their premises and who subsequently export energy to the grid. Market changes allow for the provision of export quantities to suppliers which, in turn, allows the suppliers to remunerate some 50,000 customers for the excess generation which they spill onto the grid. • An agreed market process that met the legislative and regulatory obligations on suppliers and DSO was put in place so as to facilitate the distribution by ESBN of Exchequer funds to suppliers by the timelines set by DECC and CRU. • This resulted over two million domestic electricity customers receiving up to €1.6 billion from the Government to help address the rising costs of energy.
<p>THE NATIONAL SMART METERING PROGRAMME</p> 	<p>The success of the National Smart Metering programme is of paramount importance in delivering a smart, clean electricity network for the future. We must continue to ensure that our customers are both fully aware of the meter replacement programme and satisfied with the installation process.</p>	<p>Customer and public sentiment and satisfaction surveys, informational videos / adverts, media campaigns, customer letters and leaflets.</p> <p>Meetings and working groups with regulators, electricity suppliers, governmental bodies and other industry stakeholders.</p> <p>Briefings to local and national elected representatives.</p>	<p>Produced a number of informational videos including marking the installation of 1m smart meters nationwide.</p> <p>Updated the "How to read your meter" video and uploaded to our website.</p>	<ul style="list-style-type: none"> • Installed 1.1m smart meters nationwide. • 90% awareness and 95% satisfied with the installation process. • 500+ new jobs created. • 139,000 customers benefitting from smart meter services. • Smart meter consumption data is now accessible via customers' ESB Networks online accounts.

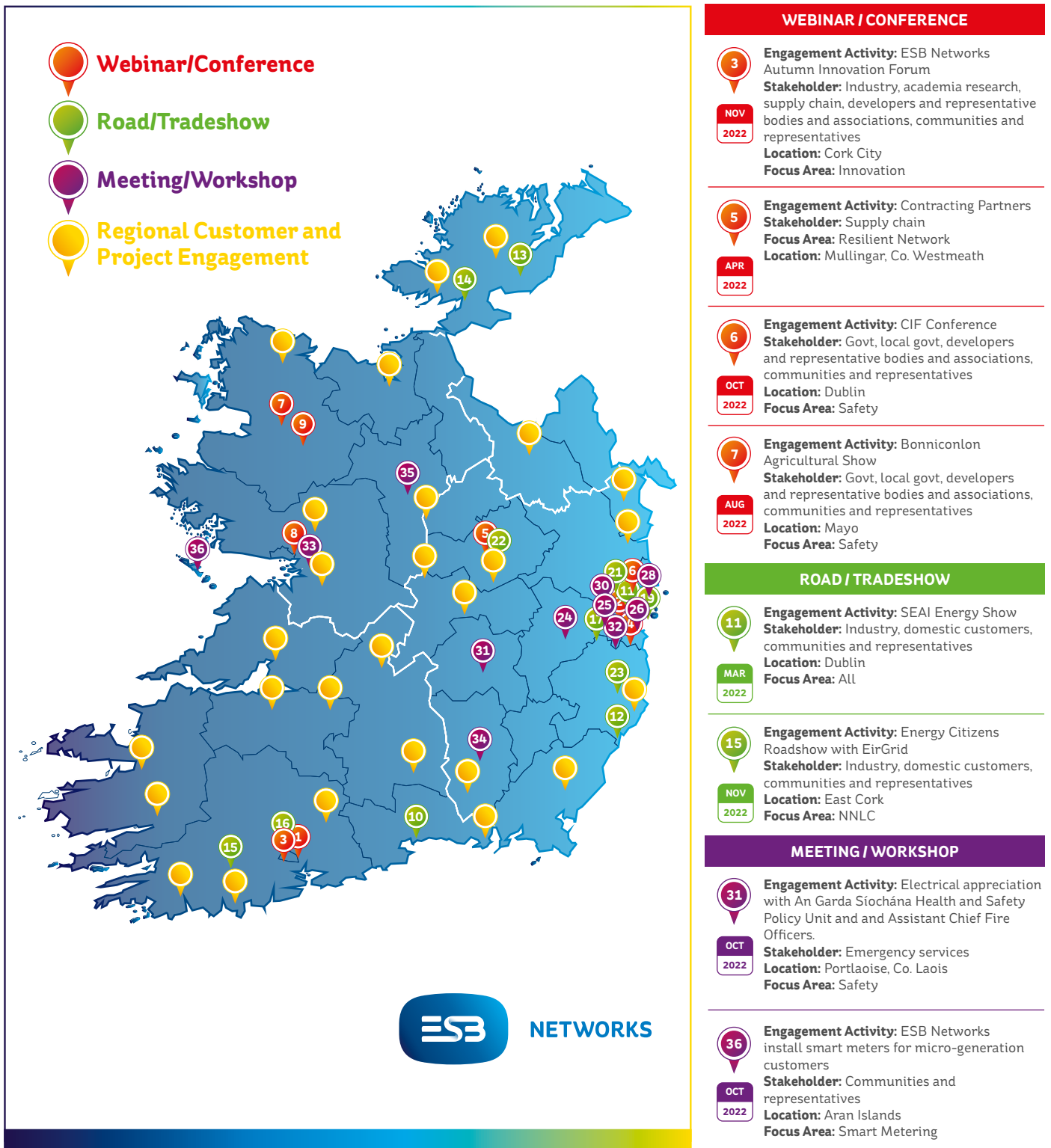
AREA	PURPOSE	MECHANISMS	OUTPUTS	OUTCOMES
<p>SAFETY</p> 	<p>Collaborating with our stakeholders and educating them on the safety risks associated with the electricity network is a key priority of our Public Safety Strategy.</p>	<p>We are committed to protecting the safety, health and wellbeing of anyone who comes into contact or may be impacted by our network and work activities. As a key priority for ESB Networks, we have partnered with a number of organisations to communicate vital safety messaging to the general public and 'at-risk' stakeholders through a range of channels.</p>	<p>Meetings with construction and engineering stakeholders, governmental bodies, farmers, and utilities (water, gas, telecoms).</p> <p>Electrical safety awareness sessions delivered to many stakeholder groups including fire services, CIF conference, and agricultural events.</p> <p>Schools Safety education communications continue to evolve across primary and secondary schools.</p>	<ul style="list-style-type: none"> • Approx. 800 college and university students engaged with on farm safety. • 94% of the population associate ESB Networks with the promotion of safety e.g., "Are You Sure It's Safe?" campaign. • Delivered awareness training to 30 fire service personnel members. • Face-to-face engagement workshop on electrical appreciation with An Garda Síochána Health and Safety Policy Unit and and Assistant Chief Fire Officers. • Face-to-face engagement workshops with Local Authority Safety Officers Group with extensive follow-on safety briefings with approx. 1,000 local authority staff.
<p>CUSTOMER EXPERIENCE</p> 	<p>Our commitment is to connect our customers with a great experience through proactive engagement and by consciously placing their needs at the centre of everything we do. We will support all customers on their journey to the clean electric future through electrification of industry, heat and transport, and by facilitating them to participate in the markets, adopt innovative products and services, and take control of their energy consumption.</p>	<p>Housing for all engagement.</p> <p>Manage public safety through our media channels.</p> <p>Streamlining and improving our customers' journeys for connections, planned outages and faults, general queries, meter or service changes and enquires.</p> <p>Hypercare of vulnerable customers through proactive contact during outages.</p>	<p>Launched a personalised online portal for customers providing a range of digital services under one roof to empower customers with self-serve options.</p> <p>Have improved our PowerCheck website service for all our customers.</p> <p>Adding new interactive platforms that offer a range of new communication channels, like web chat, to all our customers.</p>	<ul style="list-style-type: none"> • 33,000 new housing connections. • Strengthened digital relationship with our customers through online consolidated self-serve services. • Simplifying customer journeys, empowering customers to access our services at a time that's convenient to them, improving their overall customer experience. • Customers can now search for outages on our PowerCheck map by using their Eircode and there is a 'keep you updated' feature on PowerCheck. • Winner of the Customer Experience Impact Award 2022, Utilities sector. • 2.5m hits on our PowerCheck page.

AREA	PURPOSE	MECHANISMS	OUTPUTS	OUTCOMES
<p>ELECTRIFICATION</p> 	<p>Electrification is central to our Networks for Net Zero Strategy. We are committed to enabling our customers to use clean renewable electricity as their energy of choice to heat homes, power transport, heat water, power farms and businesses. Our purpose in ESB Networks is to help our customers to live low-carbon lives by working with our stakeholders to remove policy barriers, and ensure Low Voltage (LV) network readiness.</p>	<p>Provide clear information and guidance in relation to the connection of Electric Vehicle (EV) chargers, solar panels and heat pumps.</p> <p>Provide solutions to several issues identified, such as the installation of EV charging points in multi-unit developments and apartment blocks.</p> <p>Collaboration with our peer DNOs and international professional bodies such as CIGRE and CIRED.</p> <p>Participate in working groups such as UK Energy Network Association.</p> <p>ESB Networks is also engaging significantly with DoT / Public Infrastructure Development Team, the overarching body for DART+, Bus Connects, Metrolink, Metro North, Irish Rail, Dublin Bus etc. and their plans for public transport mass electrification direction and plans, AFIR considerations and other key drivers in this space.</p>	<ul style="list-style-type: none"> • Updated our dedicated new section on our website. • Delivered various webinars. • Active engagement and participation in various working groups with a range of stakeholders from transport and heat sector and Government to anticipate network location of large new electrification loads working with key stakeholders including Department of Transport (DoT), the Commission for Regulation of Utilities (CRU) and Zero Emissions Vehicles Ireland (ZEV) to develop policy, guidelines and customer clinics that will deliver on electrification targets. • Progressing with TII in standing up a project team relating to delivering on Alternative Fuel Infrastructure Regulation (AFIR). 	<ul style="list-style-type: none"> • Developed a collaboration framework with SEAI for future technology trials and initiatives, • Have provided clear guidance to the market on EV charging infrastructure connection requirements for apartment developments. • Developing processes, systems, and designs to streamline the connection process of low-carbon technologies to the distribution system, including designing an application screening process that will be rolled out in 2023. • Collaboration with a range of partners and stakeholders with large scale electrification ambitions and policy targets (e.g. Irish Rail, DART, Dublin Bus, TII, ZEV and local authorities) is helping address the capacity bottlenecks. • Ensuring best practice and peer utility learning from our engagement with Euroelectric DSOs on EV charging challenges across three themes, Network development planning, connection procedures, and flexibility services, planning and flexibility; as well as industry body forum including BNEF EV Charging Briefings.
<p>ENVIRONMENT</p> 	<p>ESB Networks recognises that our activities have environmental impacts and that we have a responsibility to manage these impacts in a manner that provides a high level of protection for the natural environment, while also contributing to the sustainable development of our economy.</p>	<p>Consultation as needed with relevant stakeholder groups including the Local Authorities, EPA, Waterways Ireland, Inland Fisheries, and National Parks & Wildlife Services.</p>	<p>Continued to enhance the 'Climate Action, Sustainability and the Environment' section of our website. Reported to the Commission for Regulation of Utilities on our Environmental Performance.</p> <p>Published our Annual Environmental Performance report on our website, demonstrating our commitment to transparency. Other reports issued to stakeholders regarding environmental issues e.g. Annual Sustainability Report.</p>	<ul style="list-style-type: none"> • Recertification of our ISO 14001 Environmental Management System. • The environmental webpages received approximately 300 views in 2022. • Working groups established with external stakeholders.

ENGAGEMENT HIGHLIGHTS 2022

2022 saw a welcome return to face-to-face engagement opportunities across the country. In this section we highlight a selection of stories from some of the many conferences, roadshows and workshops where ESB Networks collaborated with a wide range of stakeholders across a wide range of topics.

For further details, please refer to the table in Appendix 4.



ENGAGEMENT HIGHLIGHTS 2022



WEBINAR / CONFERENCE

ESB Networks launched their 'Innovation Forum 2022' Spring Webinar and Autumn Conference

Our Innovation Forums allow the sharing of information on our innovation activities and the dissemination of project learnings and outcomes.

While our online webinars continue to be a welcome addition to our engagement channels and have enabled a more agile approach to stakeholder engagement, feedback suggests that our stakeholders welcome opportunities for face-to-face engagement.

In 2022, we have moved to provide information on our innovation activities, and the outcome of projects, through a mixture of online webinars and in-person events. The Spring Webinar featured National Network, Local Connections Programme Manager Ellen Diskin, who presented the programme's pilot roadmap, which includes demand-side response and flexibility services on Distribution System Operators (DSO) and Transmission System Operator (TSO) markets. The second instalment of the series featured Dan Catanese, Electrification Strategy Manager at ESB Networks, who discussed how ESB Networks will enable the electrification of heat and transport as we transition to net zero.

This first in-person innovation event since the COVID-19 pandemic, was hosted in Páirc Uí Chaoimh, Cork, on Tuesday 29th November, 2022. The topics for the 2022 Innovation Forum series were agreed in collaboration with the newly appointed ESB Networks Innovation Stakeholder Panel, a cross-industry representative group, with volunteers from eleven sectors (such as Renewable Electricity, Academia, Energy Storage) who engage with the ESB Networks Innovation Programme. The new panel met for the first time in May 2022, and suggested topics of interest to their members, and advised on areas of focus for ESB Networks' innovation.

Outcomes

Our innovation webinars continue to encourage interaction through open discussions via an online platform and were attended by a diverse group of stakeholders across government, industry, academia and representative associations. We had strong engagement with our stakeholders, with an average attendance of 90 stakeholders for each webinar. All our webinar recordings have been made available to our stakeholders for reference and can be viewed at www.esbnetworks.ie/who-we-are/innovation/. We look forward to continuing the Innovation Webinar series in 2023, to share our innovation progress, discuss feedback we have received, and collaboratively consider how we tackle the transition to the network of the future.



ENGAGEMENT HIGHLIGHTS 2022

Collaborating with our construction partners in delivering the electricity network for Ireland's clean electric future

Teams from ESB Networks recently met with our construction partners in-person to roadmap how we will collaborate to deliver ESB Networks' ambitious work programmes. Over the last eighteen months we have put in place a further €3 billion euro in construction framework delivery capacity to realise our Decarbonisation of Electricity and Resilient Network Programmes. We have a further additional €2 billion euro of construction framework capacity currently under development for issue to the market in 2023. Strengthening our partnerships is of key strategic significance on our shared journey to a net zero future.



ENGAGEMENT HIGHLIGHTS 2022



ROAD / TRADESHOWS

ESB Networks participated in EirGrid Group's Energy Citizen Roadshows

Over the last number of months, ESB Networks and the Sustainable Energy Authority of Ireland (SEAI) have both attended 13 of EirGrid Group's Energy Citizen Roadshows.

Outcomes

These events were aimed at informing local communities on plans to future-proof the electricity grid, as well as providing information on micro-generation, home energy upgrades and retrofitting grants. Dr. Ellen Diskin, National Network, Local Connections Programme Manager and Gerry Noone, Stakeholder and Engagement Manager of our National Network, Local Connections Programme has spoken at several of these events, interacting with stakeholders on important local issues.



Stakeholder engagement at Bonniconlon Agricultural Show, as well as Teagasc event

ESB Networks was delighted to attend the 2022 Bonniconlon Agricultural Show, where we enjoyed meeting and greeting our customers and stakeholders. Our safety teams were on hand to discuss electricity safety on farms and deliver our Public and Farm Electrical Safety message across the farming communities of the Northwest.

ESB Networks also attended Teagasc's Safety Village at #BEEF2022. The theme of this year's event was Supporting Sustainable Beef Farming. Farm safety is a key priority for ESB Networks as we help the delivery of Ireland's Climate Action Plans and deliver the electricity network for Ireland's clean electric future.

ENGAGEMENT HIGHLIGHTS 2022

Our Public Safety Team attended the Construction Industry Federation Conference

At ESB Networks, providing a safe and secure electricity network is a top priority. We work closely with the construction industry to ensure safe working practices are adhered to when it comes to working near overhead electricity wires and underground cables. Members from our Public Safety Team attended the Construction

Industry Federation (CIF) Conference in Croke Park to discuss these important topics.



ESB Networks engaged with stakeholders at the Waterford Chambers

Teams from ESB Networks were delighted to attend the Waterford Chamber event 'Going Green for Business' at the SETU Extended Campus. Event attendees heard advice from local businesses who presented on the topic of 'How to go green'.

ESB Networks engaged with stakeholders at the SEAI Energy Show

Specialist teams from Smart Metering, National Network, Local Connections Programme, Renewable Connections, Micro-Generation, Innovation, HR and Public Safety attended the SEAI Energy Show on March 30th and 31st, 2022. The show is regarded as Ireland's leading business-to-business sustainable energy event and there was a diverse stakeholder mix in attendance. It was the first live event ESB Networks had attended in over two years, with queries on smart metering, connecting renewables, and micro-generation featuring significantly.



ENGAGEMENT HIGHLIGHTS 2022



MEETINGS / WORKSHOPS

Expert electrical safety awareness sessions delivered to Fire Service personnel

Collaborating with our stakeholders and educating them on the safety risks associated with the electricity network is a key priority of our Public Safety Strategy. Michael Murray, ESB Networks Public Safety Manager, delivered a talk on 'Dealing with Incidents involving Electricity' as part of a national 'Fire Officer Development Training' event in Nenagh Fire Station recently. Covering the basic facts about the hazard posed by electricity, as well as the do's and don'ts of site safety and communications with ESB Networks when managing incident scenarios where electricity is present, means we can ensure our Fire Service personnel can make the best safety decisions when dealing with an emergency situation involving electricity.



CIRED Irish branch launched with the help of ESB Networks teams

CIRED, an International Conference of Electricity Distribution, uses volunteers to form committees and working groups for energy-related technologies, working to increase the skills and knowledge of those who see themselves as a part of the electricity distribution community. At ESB Networks, our staff members have been fundamental in the evolution of Ireland's new branch of CIRED. The call for papers for CIRED 2023 is now closed, and authors of selected abstracts were asked to submit full papers by January 23rd, 2023.

ENGAGEMENT HIGHLIGHTS 2022

More than one million smart meters are installed across Ireland by ESB Networks

With 10,000 meters being installed every week, the National Smart Metering Programme is on track to have every home, farm and business using smart meters by the end of 2024. The work has been carried out on a phased area-by-area basis and a detailed rollout plan for the rest of the country is in place. ESB Networks looks forward to continuing to work with our customers, regulatory authorities and our industry colleagues in 2023 as we continue the rollout programme across Ireland. We would also like to take this opportunity to thank our delivery partners.

Smart meters are putting customers in control of their energy usage, giving them the opportunity to access more accurate bills and sign up to smart meter plans and tariffs from their supplier. ESB Networks has also begun to provide customers with access to details of their electricity consumption through the new ESB Networks Customer Online Portal. Smart meters also support the interim micro-generation support scheme which was launched by the Department of the Environment, Climate and Communications. Approximately, 36,000 microgen customers have a smart meter installed. With the Interim Microgen solution now live, these customers receive payments from electricity suppliers.



CONNECTING RENEWABLES, EARLY ENGAGEMENT AND THE ECP PROCESS

Strategic context

2022 has been a major milestone for connection of renewables to the electricity system with 25 renewable generation projects totalling 688 MW. This presents the most renewable generation installed in a single year to date and builds on work done through the Enduring Connection Policy Process (ECP), by working with developers with planning permission to connect their projects to the electricity system.



2022 saw the connection of 360 MW grid scale solar and Ireland's first commercial solar farm



First community energy-led project connected in October 2022



Four new battery energy storage projects have connected to the electricity network in 2022, totalling 79 MW.

Stakeholders said:

The survey we completed in early 2022 of our renewable energy stakeholders has shown that engagement is considered key both prior to and during the application process to assist renewable developers to target their offers. Some example feedback is provided below:

Engagement	Summary of feedback from customers and stakeholders
Renewable Energy Generator Survey	Customers requested the provision of early engagement customer clinics to help give them an early indication of the potential cost and viability of their projects
	Customers felt that because the connections process was so expensive they should receive a better more dedicated client/customer engagement service from ESB Networks.
	Customers seek increased transparency from ESB Networks, particularly around costs and information pertaining to network data and policies.
	Customers wanted to see improvements in engagement and the accessibility of information from ESB Networks during the earlier stages of the connections process.

What We Did:

Acting on feedback from customers, we have significantly increased our customer engagement through various channels (such as regular webinars) to actively guide our customers through the Enduring Connection Policy Process (ECP) and post application, bilateral connection method meetings. In direct response to survey feedback, we piloted pre-application 1:1 connection

clinics in August 2022. The aim of these clinics was to help developers get a very early-stage (pre-application) review of their projects, proposed connection to a node, and to outline, at a high level, any significant connection works that may be driven by the generator connection in advance of making an application.





Next Steps:

Customers who attended the Customer Clinics were asked to answer a post-event survey in August 2022 and provide a range of views around what they liked about the session, as well as a number of suggestions for improvement going forward. We plan to continuously improve the experience and maximise the value of these clinics to our customers based on the feedback received.

Metrics Framework Outputs Score

We have assessed the quality of the engagement undertaken using our new Engagement Metrics Framework tool. The engagement sources provided valuable insight into informing the need for the Customer Clinics, as well as providing feedback from attendees who shared their ideas for areas for improvement for future clinics.

Key: ● High Quality Engagement (>85%) ● Good with room for improvement (70-85%) ● Improvement required (55-70%) ● Poor Quality Engagement (<55%)

SOURCE NAME: RENEWABLE ENERGY GENERATOR SURVEY					
Engagement Undertaken	Role of Evidence	Engagement Methodology	Credibility Interpreted	Rigorous Data Gathering	Quality Score
<i>This event comprised a survey of 22 generation customers about their experiences and interaction with ESB Networks throughout the connections process, from application to post-installation.</i>	Informs the need for the initiative.	<div style="text-align: center;">  <p>85%</p> </div> <p>The aims and objectives of the engagement were clearly defined, and the method of engagement was appropriate considering the purpose.</p>	<div style="text-align: center;">  <p>100%</p> </div> <p>Stakeholders were knowledgeable on the topic and could therefore understand and respond to the questions asked.</p>	<div style="text-align: center;">  <p>100%</p> </div> <p>The event was facilitated externally, and the report provided sufficient context, including no attendees.</p>	<div style="text-align: center;">  <p>92%</p> </div>

SOURCE NAME: GENERATOR CUSTOMER CLINIC SURVEYS					
Engagement Undertaken	Role of Evidence	Engagement Methodology	Credibility Interpreted	Rigorous Data Gathering	Quality Score
This event comprised a survey of 17 generation customers who attended the Customer Clinics.	Provides feedback on the initiative and areas for improvement.	<p>57%</p> <p>Feedback was provided in a raw data format with no other contextual information provided, and hence required further interpretation.</p>	<p>100%</p> <p>Stakeholders were knowledgeable on the topic and could therefore understand and respond to the questions asked.</p>	<p>100%</p> <p>The event was facilitated externally, and the report provided sufficient context, including no attendees.</p>	<p>86%</p>

Feedback highlights from the Customer Clinic Post event survey:

“ Very informative and it was great to have a chance to put the questions directly and have them answered. It was a very good opportunity to get clarity on the process overall.

Great to have direct engagement with ESB Networks. All questions that were not scheduled were dealt with. Grid capacity was estimated, and figures attached to all HV works – really good idea.

ESB Networks provided useful information on the likely connection for our project and an indication of connection costs. ESB Networks had prepared for the meeting in advance which resulted in a more productive call. This is not always the case on these types of customer clinic call.”



Outcomes:

Early engagement clinics are enabling customers to make more informed decisions, optimise their maximum export capacity, and choose customer preferred connections, including the option to contestably build their grid connection and avoid modifications later.

- **33 attendees** at clinics in total across 14 sessions over two days.
- **88% attendees** went on to apply into ECPP-2.3 process.
- **3/3 community-led projects applied** into ECPP-2.3 process with **no changes** required to their final application.
- **Eight projects** changed their initial MEC when applying to ECPP-2.3 process following the clinics.
- **100% clinic attendees** who applied into ECPP-2.3 **were successful** in ECPP-2.3 Category A Batch.

CONNECTING RENEWABLES MICRO, MINI, SMALL-SCALE & NON-EXPORTING GENERATION SCHEMES

Strategic context

Every renewable energy generation technology from domestic rooftop solar to large offshore wind installations will be required to help meet Ireland's net-zero targets. This renewable generation, connected at all voltage levels to our networks from low (230 V and 400 V) and medium voltage (10 kV and 20 kV) to high voltage (38 kV and 110 kV), will impact on how our customers in every home and business in Ireland are interacting with our networks, and how they are using renewable electricity produced locally on their net zero journey.



>750

applications received for mini-generation with 338 offers issued



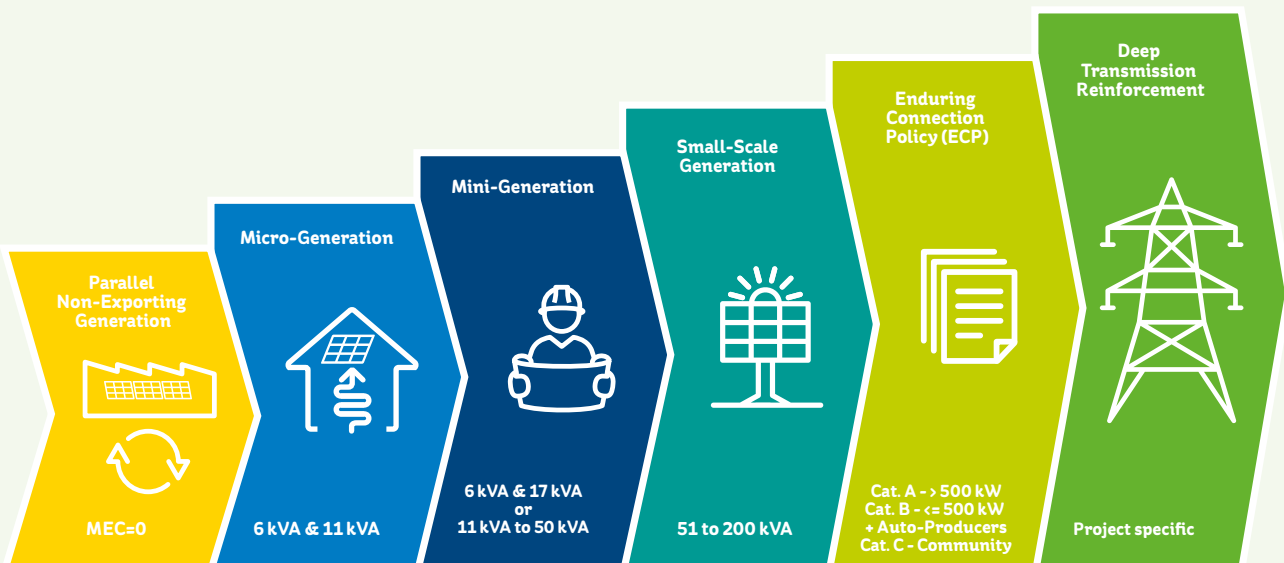
6,200

social media views (200 emails per week processed)

Stakeholders said:

There is a lot more potential to further harvest renewable resources to provide for our energy needs securely and sustainably into the future. A recent study funded by ISEA (Irish Solar Energy Association) and conducted by MaREI (SFI Research Centre for Energy, Climate and Marine Research and Innovation), established that there is significant potential for rooftop solar PV in Ireland. **“If just six solar PV panels are installed on one million homes (every suitable home i.e. approximately 50% of homes in Ireland), this could lead to up to 2.5 GW capacity and production of 1.8 TWh per year (approximately 22% of the residential electricity demand in 2021).”**

Pathways for connection of renewables to our Network



What We Did:

Micro-generation:

ESB Networks has been working with our stakeholders to make it easier for customers applying to install micro-generation primarily for self-consumption by developing a simple inform and fit process and the development of online application portals

where customers can track their application through the network's connection process.

Extensive engagement, consultation and collaboration between our Retail Market Services business and all market participants, suppliers, and the

Commission for Regulation of Energy Utilities (CRU) has resulted in systems and solutions being established to allow the owners of micro-generation to benefit by receiving payment when exporting excess power to the network.

Mini-generation:

Throughout the course of 2022 we have also been actively engaging with customers through our very successful mini-generation pilot scheme

(11 kW to 50 kW). During 2022, we received over **600 applications** as part of this pilot, representing more than **18 MW of renewable connections**. We are currently working to enable these to safely

connect to the electricity network. There has been a lot of interest in these pilots to date, and we are now at the stage where we are transitioning the pilots to Business As Usual (BAU).

Small-scale generation:

In September 2022, we launched a further connections pilot for Small-Scale Generation (SSG). This is a new application process

for demand customers looking to install a further 15 MW of connections in early 2023, and will continue to drive forward real change in this area while

also offering customers more streamlined processes for connecting their renewable generation.

Non-Exporting Generation (MECO):

The non-exporting or MECO process is an opportunity for

demand customers to reduce their exposure to energy costs and meet sustainable targets by generating their own on-site

generation. This application pathway has been available to our customers for over a decade.



Community Energy Projects

We continue to support Community Energy projects through the Enduring Connection Policy (ECP) process via our dedicated community project liaison panel. We have a dedicated community project section on our website which includes a guide to connecting community projects to the distribution system and a Frequently Asked Questions section. We have listened to our customers and are providing dedicated support through single points of contact, working to assist community projects through the connection offer and delivery process. Community renewable projects have a dedicated channel through ECP Process with less onerous application requirements. Currently, approximately one quarter of all ECP Process applications we are processing are community projects.

The first community energy project under the Renewable Energy Support Scheme (RESS-1) was energised at Davidstown Solar Farm in Co. Wexford in October 2022. The RESS-1 support assists local communities to develop renewable electricity projects that provide them with wide economic, environmental, social, and cultural wellbeing.



Next Steps:

ESB Networks is preparing for this increase in renewable penetration by actively developing new visibility and control systems, while also engaging in advanced infrastructure planning to ensure these increases can be accommodated when required. The Government is currently designing a support mechanism for small-scale generation projects, including renewable community projects, and we anticipate that this will lead to a significant rise in the number of community projects being developed. Our Small-Scale Generation pilot, along with solutions such as renewable hubs and advanced build, will be a key enabler, supporting communities play their role in the decarbonisation of the electricity sector.

As part of our 'Build Once for 2040' policy, we are proposing the development of renewable hubs and exploring advanced build network reinforcements, resulting in increased wind, solar, battery projects. This includes community projects which enables smaller scale generation customers to connect safely to the electricity network.

Outcomes:

In 2022 we received:

- **17,000 new registrations for micro-generation**, increasing the total customer connections to 46,000. In total if one assumes that each installation is 2.4 kW, then this represents approximately 110 MW of generation capacity.
- **600 applications** as part of the mini-generation pilot, representing more than **18 MW of renewable connections**.

This is creating active customers whose personal choices in terms of how they use electricity will work to support decarbonisation, and optimise use of the existing networks. It will contribute to a more reliable and resilient network.

Customer interest in these new simplified connection processes is expected to continue to increase significantly in the coming years, and this is likely to be further accelerated should the Government introduce a support scheme for small-scale generation. Our current expectation is that these individual connections of under 200 kW will ensure well over 1 GW of smaller scale generation will be connected to the electricity system by 2030.

ELECTRIFICATION OF HEAT & TRANSPORT

Strategic context

Approximately 40% of Ireland's carbon emissions today come from heating and transport. To empower our customers to move to a low carbon society, we must enable them to choose electric heating and transport and ensure that our customers can run their homes and businesses on renewable electricity.



42,000

heat pumps installed by domestic customers in 2022

65,000



electric vehicles on the road by end of 2022

Stakeholders said:

Heat:

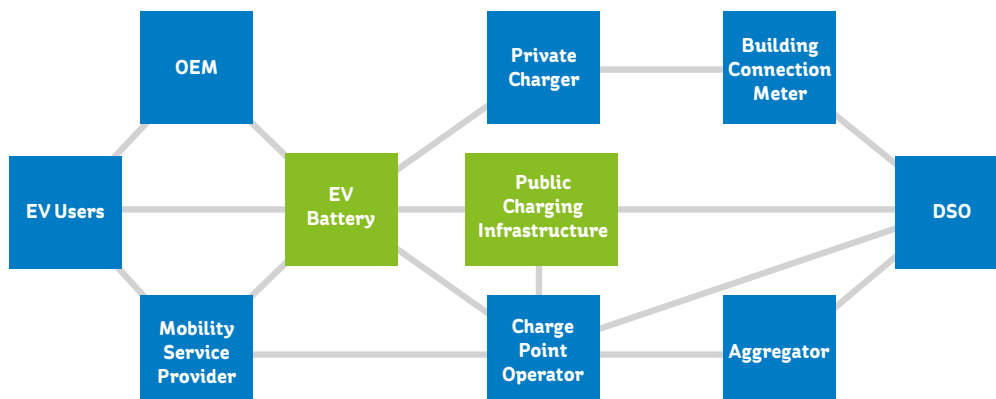
Electrification of heat is increasing at a slower rate than forecast in Ireland. The government target is to have 600,000 heat pumps connected to the electricity network by 2030, and our electricity network must be ready for this decarbonisation of heat. In Ireland, by the end of 2022, there were c. 42,000 heat pumps installed by domestic customers. To encourage the electrification of heat, the Government is introducing a ban on installing gas and oil boilers to newly built homes from 2023 and to replacement installations in existing homes, possibly as soon as 2025. Considering Housing for All policy targets, this ban would result in c. 240,000 heat pump installations in new homes by 2030.

Transport:

By the end of 2022, there were more than 65,000 electric vehicles on Ireland's roads, with sales continuing to rise and representing over 20% of the new car market so far in 2022. Our stakeholders need us to make sure that the electricity network is ready for large-scale and mass transition to electric transport.



The diagram below shows different interactions between ESB Networks (in our DSO role) with the key stakeholders in delivering electrification of transport.



The Department of Transport has established a new office, Zero Emission Vehicles Ireland (ZEVl), which now plays a leading role in Ireland's transition to zero emission vehicles. With the policy and delivery functions now in one hybrid organisation with a single identity, the focus is to enable the delivery of the ambitious transport targets under CAP, drawing on the combined four organisations (DoT, SEAI, NTA & TII), along with close involvement of identified key stakeholders that include ESB Networks, EirGrid and DECC.

What We Did:

In collaboration with key stakeholders, we are developing a no regret, 'build once for 2040' policy that will ensure adequate electricity infrastructure is provided for, and underpin the mass electrification that will support and promote all aspects of decarbonisation of society. We are collaborating with our stakeholders to ensure a whole of system approach is used to optimally develop national heat, transport and energy infrastructure.

- We have developed a collaboration framework with SEAI for future technology trials and initiatives, and through this as one specific example, we have provided clear guidance to the market on EV charging infrastructure connection requirements for apartment developments.
- We have continued our active engagement with various stakeholders from the transport and heat sectors as well as the Government to anticipate where the large new electrification loads will be connected to our network. We're working together with our stakeholders, such as Irish Rail, DART and Dublin Bus, to address the capacity bottlenecks through traditional reinforcements and piloting smart solutions (such as smart charging hubs and flexible connections that can limit the capacity during the day while allowing full capacity at night-time to enable recharging of buses overnight) and, in certain cases, minimising significant upfront investment costs.
- We have reviewed, and continue to review, our connection agreements and terms and conditions to ensure their suitability for customers adopting electrified heat and transport, and to seek opportunity to provide cost savings to customers. We will investigate the potential for new connection arrangements such as flexibly managed or timed connections, which are used in other jurisdictions, to provide additional capability to the distribution system.
- We are providing all of our customers and stakeholders with clear information and guidance in relation to the installation and connection of heat pumps and charging infrastructure to the distribution system.
- We are working with key stakeholders, including DoT, ZEVl, CRU and Industry, to develop policy, guidelines and customer clinics that will deliver on electrification targets.
- With the electrification of heat, identifying the right actions to support vulnerable customers will become increasingly important, as they may rely on electric heating in the future. In ESB Networks, we have developed a Vulnerable Customer Register based on information from all electricity suppliers to ensure we can look after these customers if a power outage occurs in their area.

Outcomes and Next Steps:

We are developing processes, systems, and designs to streamline the connection process of low carbon technologies to the distribution system. For electric charging infrastructure, for example, we're introducing improvements such as pre-screening, a charging capacity map, and the delivery of faster connections, enabling the quicker decarbonisation of Ireland's transport sector. This will also allow us to develop LCT register to empower us to adequately look after all our customers as they decarbonise energy in their homes.

CUSTOMER EXPERIENCE

Strategic context:

ESB Networks' strategy places customers at the centre of everything we do, empowering and supporting customers as they transition to net zero. Providing a home, farm or business connection to the electricity network is one of our core services. In 2022, we provided circa 39,000 new connections to our network with 85% of these connections for homes. This included a significant increase of 50% in the volume of new apartment and housing schemes compared to 2021.



39,000 new customer connections in 2022



88% of customers are now using our online connection tool

Stakeholders said:

Reducing the time from application to connection and proactively communicating with stakeholders and customers to improve the speed of new connections is crucially important for the delivery of housing for Ireland. Forecasts indicate that 40% of the domestic new connections will take place in the greater Dublin area, consistent with current connections and data relating to planning permissions.

Our customers require easy access to our services to be able to engage with us, whether that's to apply/track their connection, find out about power outages, submit a meter reading, or gain insights about their energy consumption. We need to empower and support our customers as they transition to net zero.



What We Did:

ESB Networks has strong engagement with several housing-related stakeholders. For instance, we are fully supporting the "Housing for All" Government initiative which plans to ensure 300,000 new social and affordable rental and private homes are built by 2030. We are also working closely with OPW on the Refugee Housing Project, which consists of modular homes being delivered on an emergency basis to accommodate recently arrived refugees.

There is a target to complete 500,000 residential retrofits to achieve B2 BER / cost optimal or carbon equivalent, installed in existing buildings as part of the **National Residential Retrofit Plan by 2030**. ESB Networks has an important role in enabling this programme through the disconnection and reconnection of electrical services (where required) and the overall investment in the distribution network capacity for electrification.

We have regular meetings with both the Construction Industry Federation (CIF) and its associated organisation, the Irish Home Builders Association (IHBA). In this context, ESB Networks meets with both the Executive and the Council of the IHBA to exchange views and work on any enhancements that may be required to improve the delivery of new connections.

We have a number of key partnerships such as SIRO (an

What We Did:

ESB/Vodafone joint venture), which is a high-speed gigabit 100% fibre-optic network, built using the ESB Networks overhead and underground infrastructure. In October 2021, **SIRO** announced the second phase of its rollout, passing 770,000 homes and businesses and reaching 154 towns across Ireland. This €620 million investment in high-speed broadband facilitates people living and working outside Ireland's major urban centres, thereby reducing pressure in high-demand, new connection areas.

ESB Networks also greatly values its relationship with local authority stakeholders, including County Chief Executives and relevant Directors of Service. ESB Networks' Area Managers liaise regularly with their counterparts in local authorities on any issues of collective concern.

For example, ESB Networks is engaging with 21 local authorities in the **National Public Lighting Energy Efficiency Project** to upgrade their public lights to LED. Through an investment of €150 million, the project will upgrade approximately 205,000 public lights, which currently consume 123 million kWh of energy annually. Once complete, the project will avoid emitting 20,000 tonnes of CO2 each year, saving 68 million kWh in energy. ESB Networks has an important role in supporting this project over the coming years.

As part of our **Customer Transformation Programme**, we are embracing the use of

digital technology to continually improve our services. In 2022, we launched a personalised online portal for customers, where a range of digital services are provided under one roof to empower customers with self-serve options to apply/track a new connection, find out about power outages, submit a meter reading, and gain insights about their energy consumption.

Our new online customer channel is strengthening our digital relationship with our customers and consolidating self-serve services in one place. This is a foundational step in delivering a best-in-class experience, and we are expanding our online services in 2023 and beyond.



Outcomes and Next Steps:

- Once complete, the **National Public Lighting Energy Efficiency Project** will avoid emitting 20,000 tonnes of CO2 each year, saving 68 million kWh in energy.
- Partnerships such as **SIRO (fibre-optic network project)** facilitates people living and working outside Ireland's major urban centres, thereby reducing pressure in high demand, new connection areas.
- Online tools simplifying customer journeys reduce the time from application to connection, and empower our customers to access our services at a time that's convenient to them, improving their overall customer experience.
- Customers who register on the Customer Portal can:
 - Download energy consumption data, including smart metering data (where available), for their electricity meter
 - Access the existing New Connections digital services
 - View a power outage status and estimate resolution times for a customer's property
 - Submit a meter reading
 - Find their MPRN (Meter Point Reference Number)

“BEATING THE PEAK” IN PARTNERSHIP WITH DOMESTIC AND COMMERCIAL CUSTOMERS

Strategic context

Ireland is on an ambitious journey to achieve net zero by 2050. ESB Networks is playing a central role by increasing the share in Ireland’s electricity generation contributed by renewable energy sources, such as wind power. A key challenge faced in the transition to a clean electric future is the variability and unpredictability of renewable energy sources, which can mean temporary reductions in supply, a particular issue during winter months when demand is higher. We are working closely with the Irish Government on measures to minimise the risk of disruption over the winter period. This risk is greatest at the peak times between 5pm and 7pm, Monday to Friday. ESB Networks has set up a suite of eight initiatives under an umbrella programme called ‘Beat the Peak’ to work with customers across homes and businesses to help “Beat the Peak” i.e., reduce electricity usage at peak time.



Over 60% of customers claim that they don’t currently plan their energy usage around peak hours.



Nearly 70% of customers think that the cost-of-living crisis is currently the most important priority to deal with.

Stakeholders said:

“Only 10% customers are aware of the impact of peak usage hours on electricity generation”

We have spoken to our customers across the country and have understood that generally, there is a low awareness of the meaning of ‘peak demand’ and the impacts of ‘peak usage’ on electricity supply. It was therefore important that, in order to reduce risks to energy supply security with the help and support of our customers, we inform and educate them about the significant impacts on the network associated with peak usage, and the wider benefits that their actions can have. Additionally, customers are keen to learn more about how to conserve energy during peak hours and, ultimately, save money on their energy bills.

“People don’t want to be told what to do, especially by an authority figure who they perceive to be out of touch. Instead, help them to help themselves”

ESB Networks has undertaken wide-ranging engagement with customers to co-develop its approach to a number of elements of this initiative, such as the language we use in messaging and campaigns and the use of incentives to encourage sign-ups and ensure retention of customers on the scheme. We feel that this approach will help customers feel that they are part of the solution, and are participating in a positive change which they are informed about, and which benefits others.



Some more detailed examples of feedback are provided below:

Source Name	Summary of feedback from customers and stakeholders
<p>Pre-campaign wave tracker</p>	<p>While customers are aware of the concept of 'peak hours', and that electricity is more expensive during this time, fewer than 40% of customers plan their usage around peak hours. This figure is much lower amongst younger customers, who revealed a lower familiarity with the concept of peak hours or how to save energy, and as a result put significantly less effort into reducing their energy consumption than older customers (>45).</p>
	<p>Consumers are keen to save energy and reduce bills, but half of customers continue to use electricity when they need it without paying attention to peak hours. They want more information on how to reduce their consumption.</p>
	<p>Currently, consumers most commonly turn off lights/devices when not being used.</p>
	<p>Consumers revealed that reduced bills are the main motivator [to reduce peak usage], with helping the environment and reduced outages as additional benefits. Preferred rewards are financial i.e. cash and money off bill.</p>
<p>Campaign Awareness Research Report</p>	<p>It is important that the need for the initiative is communicated clearly to people to encourage participation, and that instructions/tasks are simple for them to carry out.</p>
	<p>Although generally agreed that they should not be communicated as the primary motive for participating, customers stated a preference for financial incentives to both encourage and maintain participation in the initiative as they wanted to see a tangible impact of them following the instructions from ESB Networks.</p>
	<p>All participants would be more likely to engage with the programme if the financial incentive was paid at the start; however, it was acknowledged that a phased payment option may make people stay engaged for longer*.</p>

**We recognise that further engagement may be necessary to elicit preferences to the nature of the incentive payments i.e. at the start, or phased throughout the initiative.*

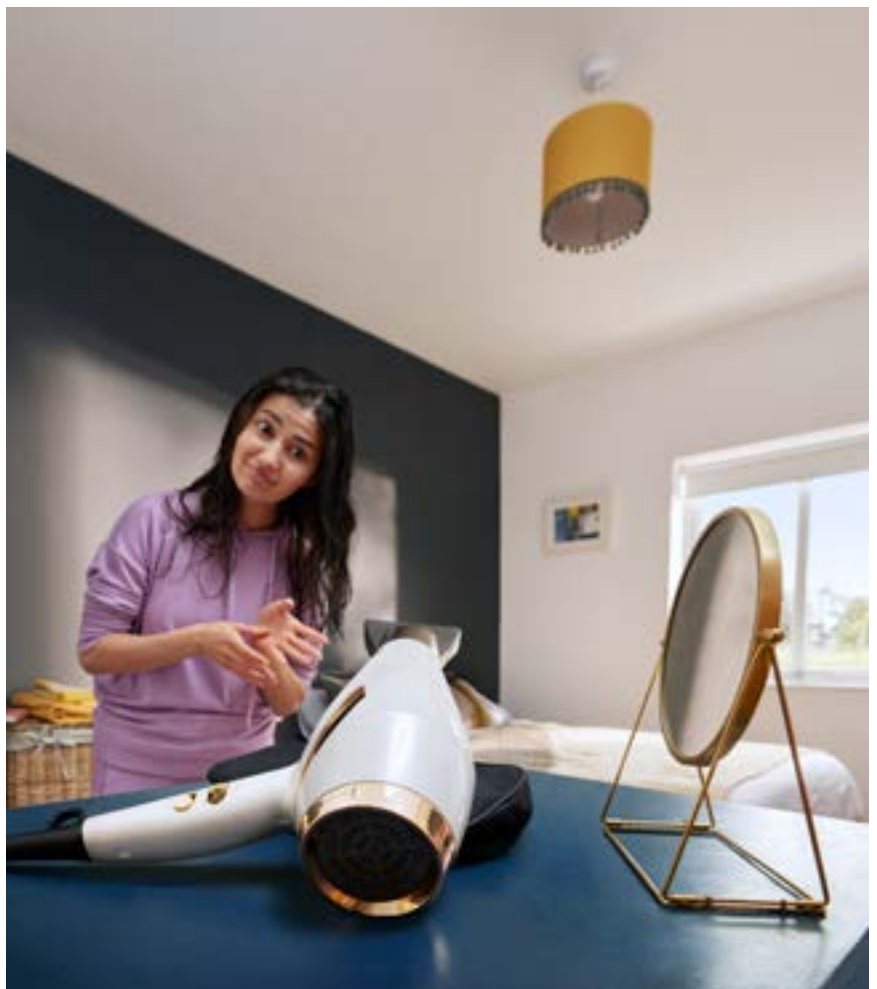
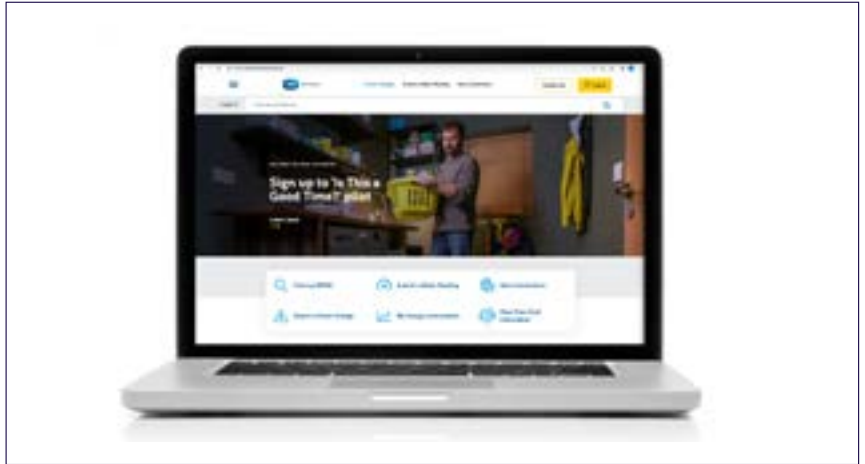
What We Did:

In 2022, ESB Networks introduced the “Beat the Peak” pilots, a range of targeted initiatives to help reduce peak demand. This is important to help improve security of supply on Ireland’s electricity system, particularly during winter evenings when demand is highest (typically between 5.00 p.m. and 7.00 p.m.). ESB Networks’ initiatives for domestic and commercial customer participation are part of a wider suite of initiatives led by the Government and the Commission for Regulation of Utilities.

At the end of October, ESB Networks launched the **‘Is This a Good Time?’** domestic customer pilot programme, where we worked with customers to become flexible and shift their demand away from peak times.

As part of our research into our communications, we tested two video advertisements with our customers to assess their reactions and views on how effectively the intended messaging was delivered, and whether it would increase the likelihood of engagement with the pilot scheme. Customers provided lots of positive feedback on the videos, as well as making valuable suggestions to improve their effectiveness. We have taken on board this feedback and will consider when refreshing and improving our future communications.

This behavioural and awareness pilot educates people on how and when they use their electricity



throughout the day and makes it easier for them to choose new behaviours. Customers can join the pilot to receive customised information on their electricity usage via email and SMS, helping

to empower them to take control of their energy use in winter. Participants in this pilot will benefit from lower carbon footprints, and potential cost reductions.

Informing our BAU Engagement

ESB Networks are excited about the Beat the Peak initiative as a flagship innovation project in terms of its ambitions to use new technologies to reduce peak demand during times where generation and supply is reduced. We are proud of the key role that both in-depth, meaningful engagement with our customers has played in informing and shaping the initiative, alongside the innovative use of targeted social media campaigns to raise awareness and promote the benefits of participating in the initiative. This has resulted in a high number of sign-ups, meaning that we have more customers on board in our efforts to 'Beat the Peak'. We will look to continue and build on this approach to involve and collaborate with our customers and stakeholders on future initiatives and wider business activities.

Metrics Framework Outputs Score

We have again assessed the quality of the engagement undertaken using our new Engagement Metrics Framework. The three sources in the table below have provided valuable insight into informing the need for the 'Beat the Peak' initiative, as well as shaping how the initiative should be run.

Key: ● High Quality Engagement (>85%) ● Good with room for improvement (70-85%) ● Improvement required (55-70%) ● Poor Quality Engagement (<55%)

SOURCE NAME: PRE-CAMPAIGN WAVE TRACKER					
Engagement Undertaken	Role of Evidence	Engagement Methodology	Credibility Interpreted	Rigorous Data Gathering	Quality Score
<p>Survey undertaken with 1,012 domestic customers to benchmark general awareness and understanding around 'peak' energy usage prior to future campaigns.</p>	<p>Informs the need for the initiative.</p>	<p style="text-align: center;">81%</p> <p>The aims and objectives of the engagement were clearly defined, and the engagement method was appropriate for the purpose of engagement and level of knowledge of attendees. There was also a large sample size which ensured a range of views from customers.</p>	<p style="text-align: center;">100%</p> <p>The aims of the engagement were to ascertain current levels of awareness on the topic, so questions were designed appropriately for an audience with generally lower levels of knowledge on the topic. Multiple choice questions ensured all attendees participated.</p>	<p style="text-align: center;">100%</p> <p>The event was facilitated externally, and the report provided sufficient context, including no. attendees.</p>	<p style="text-align: center;">94%</p>

SOURCE NAME: CAMPAIGN AWARENESS RESEARCH REPORT					
Engagement Undertaken	Role of Evidence	Engagement Methodology	Credibility Interpreted	Rigorous Data Gathering	Quality Score
<p>Focus groups undertaken with 20 domestic customers to assess the effectiveness of, and preference to, two different advertising campaigns for the Beat the Peak pilot scheme.</p>	<p>Shaping the initiative.</p>	<p>71%</p> <p>The aims and objectives of the engagement were clearly defined, and the engagement method was appropriate for the purpose of engagement and level of knowledge of the attendees. However, the sample size was small, which means a limited range of views could be obtained from customers.</p>	<p>83%</p> <p>Feedback provided by customers appeared to show a good understanding of the topic and the stimuli provided (video ads). Not all attendees provided specific feedback on the topic.</p>	<p>100%</p> <p>The event was facilitated externally, and the report provided sufficient context, including no. attendees.</p>	<p>85%</p>



To make sure ESB plays its part to the full, we are making our own Beat the Peak pledge, reducing our own energy use at ESB as part of the Beat the Peak Commercial Pledge campaign. This will build on the 51% energy efficient improvements we've already made since 2008.

Our Beat the Peak pledge at ESB

We are pledging to reduce our electricity use by **2,000,000 kWhrs**. That's the equivalent energy of boiling a 1.5l kettle 11.7 million times, running your washing machine 2.5 million times, or driving 10 million kms in a standard electric vehicle.

Specific actions we're taking

To achieve this, significant work is taking place across all ESB locations. Some Facilities Management-led initiatives include:

- Energy optimisation surveys at all locations
- Powering down non-essential loads at peak times – for example, water heating or pumps
- Powering down all non-essential lighting, ahead of peak hours
- Mobilising local energy/sustainability champions
- Where possible, consolidating floor occupancy and powering down parts of buildings that aren't being fully used, always ensuring alignment with our Smart Working arrangements
- Building management system adjustments
- Ongoing LED lighting upgrades
- Ongoing deep retrofits (Naas, Tralee and other locations)

And then there are the small actions we can all take to reduce our collective use, for example:

- Avoiding charging EVs at peak times
- Making sure laptops and other equipment are turned off before leaving for home

The impact of our actions

If we work through all of our measures together, **we will reduce energy use in our buildings by 19%** compared to the pre-COVID-19 winter of 2018/19, which is our baseline measure. This exceeds the SEAI target of 15%. Of course, we plan to sustain these savings with more ambitious targets as we move through 2023 and beyond.

Outcomes:

One of the innovations in this pilot was that we introduced pro-social incentives (an option for customers to allocate their financial rewards for flexibility to a charity, and highlighting the environmental benefit of beating the peak) because behavioural research has shown that adopting a pro-social approach can lead to more lasting behavioural effects when the financial stakes are low to the individual customer, compared to messages around cost savings. Then, to ensure we understand the impact of this (and other) innovations in the Beat the Peak pilot, we commissioned extensive measurement throughout the campaign, including surveys, panel profiling, focus groups, web analytics, social media analytics, and energy usage analysis.

- By the beginning of December 2022, **3,236 households** had registered for the pilot, targeting between **15,000-30,000 customers** for domestic pilot
- (Anticipated) **5 MW saved** and (targeting) increase in awareness of peak times across pilot

CONCLUSION



CONCLUSION

Our submission this year aims to provide you with an overview of the vast engagement we have had with our many stakeholders throughout the course of 2022. We welcomed the return to face-to-face engagements in conjunction with our newly embedded digital platforms, and we continued to improve our engagement approach by listening to our stakeholders, and through independent benchmarking and analysis.

We recognise that 2022 was a difficult year for all our customers, with the current global energy crisis having an impact on every household and business in Ireland. In December 2022, we commenced a review of our vulnerable customer policy to see how we can respond to changing customer needs in these challenging times.

We are also at a critical point in the fight against climate change. Our recently published [Networks for Net Zero strategy](#) sets out our role and what is required to deliver the electricity network for Ireland's clean electric future. This strategy is based on our core role of having a safe and reliable network, but also on delivering the very ambitious targets as set out in the Government's recently published Climate Action Plan 2023. The publication of our business strategy provides us with a huge opportunity for further engagement, as progress can only be achieved through continued extensive collaboration with all our stakeholders on our strategy and plans, responsive to the needs of Government, the Commission for the Regulation of Utilities, and customers, at a time of huge change in our industry.

Our [Stakeholder Engagement Strategy & Plan for 2023](#) was published in December 2022 along with lists of our planned engagement activities for 2023. We recognise we need to keep our plans under continual review to ensure we reach out to all our customers and communities.

We are committed to continuously improving our approach to engagement and want to hear from you, our stakeholders, with your views of how we engaged in 2022. You can send your comments directly to stakeholder@esbnetworks.ie

We welcome your constructive feedback so that we can develop and refine our engagement, now and into the future.



APPENDICES



APPENDIX 1 - CONSULTATIONS

ESB Networks public consultations held in 2022

Consultation	Objective	Mechanism	Timing	Audience
ESB Networks Engagement Strategy & Plan 2022	Seek feedback on ESB Networks' proposed engagement strategy and plan for 2022, such that it is fully informed and shaped by both our business and stakeholders needs.	ESB Networks consultation	Q1 2022	All
Innovation in ESB Networks Consultation - Innovation for a Clean Electric Future	Consultation to share information and garner feedback on ESB Networks' innovation strategy, projects and activities.	ESB Networks consultation	Q1 2022	All
Innovation - Radical Ideas / Projects - Consultation or Procurement Process	Consultation to generate and select a small number of "radical" innovation ideas and/or projects at lower technology readiness levels than the current incremental and breakthrough innovation projects.	ESB Networks consultation	Q2 2022	Academics and startups
ESB Networks Report on Stakeholder Engagement in 2021	Describe and capture our stakeholder engagement approach and activities during 2020 and seek stakeholder views and feedback on our engagement performance for 2021.	ESB Networks consultation	Q1 2022	All
Distribution Annual Performance Report 2021	Seek stakeholder feedback on Distribution Annual Performance Report 2020.	ESB Networks consultation	Q3 2022	All
Joint TSO and TAO Investment Planning and Delivery Report 2021	Seek stakeholder feedback on TSO and TAO Electricity Transmission Performance Report 2020.	ESB Networks/EirGrid consultation	Q3 2022	All
Joint TSO & TAO Electricity Transmission Performance Report 2021	Seek stakeholder feedback on TSO & TAO Investment Planning and Delivery Report 2020.	ESB Networks/EirGrid consultation	Q3 2022	All
CRU Network Tariff Review	CRU is undertaking a programme of work to review the structure of network tariffs and ensure they are fit for purpose and best serve customer interests, now and into the future.	Input to CRU-led consultations	Q1 - Q4 2022	All
National Network, Local Connections Programme	In Q4 2021, the National Network, Local Connections Programme consulted on proposals to inform the direction of the programme. After receiving 24 responses, recommendations were applied and nine consultation delivery plans were published and issued to the CRU. Find on website here: https://www.esbnetworks.ie/who-we-are/national-network-local-connections-programme/our-consultations .	ESB Networks consultations	Q1 2022	All
National Network, Local Connections Programme	To inform the approach the programme is taking on Flexible Service Offering, a selection of stakeholders (supply, aggregators, demand side response, large energy users) were consulted.	Engagement sessions with key stakeholders on market design products	Q1 2022	All
National Network, Local Connections Programme	Consultation on Multi-Year Plan.	Engagement sessions and open call for response	Q3/Q4 2022	All
Smart Metering Programme	Customer sentiment and satisfaction surveys for the programme.	Customer sentiment surveys throughout the year. Track customer satisfaction with the meter installation process.	Quarterly	Members of the public / customers who have had a smart meter installed.
ESB Networks Engagement Strategy and Plan 2023	Seek feedback on ESB Networks' proposed engagement strategy and plan for 2023 such that it is fully informed and shaped by both our business and stakeholders needs.	ESB Networks consultations	Q4 2022	All

APPENDIX 2 - PUBLICATIONS

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

Publication	Objective	Mechanism	Timing	Audience
Stakeholder Newsletter	To provide regular updates and overview of engagement activities / opportunities between ESB Networks and stakeholders.	Quarterly newsletter emailed to relevant stakeholders and prompt on ESB Networks' website to subscribe	Quarterly	All
Innovation Consultation Response Paper	To provide ESB Networks' response to feedback received on the Innovation Consultation.	Publication on ESB Networks' website	Q1 2022	All
18-Month Innovation Programme	To share our rolling 18-Month Innovation Programme that aligns with ESB Networks' strategic objectives and our commitment to the Climate Action Plan targets.	Biannual Publication on ESB Networks' website	Q2 2022 & Q4 2022	All
Innovation Project Reports	Share learnings and benefits from our Innovation projects through the publication project progress and close-out reports.	Publication on ESB Networks' website	Ongoing	All
Dingle Project Report	Share insights, observations and learnings from technical trials and engagement initiatives with trial participants and local community groups.	Publication on ESB Networks' website; topic-specific webinars	Q2 2022 and Q3 2022	All
Dingle Project Data	Anonymised data from the technical trials will be made available to interested parties for research purposes.	Solution will be provided to enable data access	Q3 2022	Research performing organisations
Joint TSO and TAO Investment Planning and Delivery Final Report 2021	Final CRU Approval on TSO and TAO Investment Planning and Delivery 2020.	Publication on ESB Networks' website	Q3 2022	All
Joint TSO and TAO Electricity Transmission Performance Final Report 2021	Final CRU Approval on TSO and TAO Electricity Transmission Performance Report 2020.	Publication on ESB Networks' website	Q3 2022	All
National Network, Local Connections Programme	In Q4 2021, the National Network, Local Connections Programme consulted on proposals to inform the direction of the programme. After receiving 24 responses, recommendations were applied and nine consultation delivery plans were published and issued to the CRU.	ESB Networks Consultation	Q1 - 2022	All
Smart Metering Programme	Updated 'How to Read Your New Meter' video to help customers read their new meter and support the provision of new smart services from electricity suppliers. Promotional video uploaded to mark the installation of 1 million smart meter in Ireland and to create awareness of the programme and its benefits.	Video uploaded on ESB Networks' website	Ongoing	All
Public Safety Strategy	Inform and educate the public about safe behaviours in relation to the electricity distribution network.	Publication on ESB Networks' website	Ongoing	All

Publication	Objective	Mechanism	Timing	Audience
Heat Map of Available Capacity	Provide an indication of available network capacity for new demand and generation customers.	Interactive map on ESB Networks' website	Ongoing	All
Annual Environmental Performance Report 2021	Annual Summary of information on the environmental and sustainability aspects of our business.	Publication on ESB Networks' website	Q2 2022 (June)	All
Publishing of Contestable Specifications for the Renewable Industry	Sharing of technical knowledge with renewable customers to advance industry's understanding of ESB Networks' key construction requirements for renewable customer connections.	Publication on ESB Networks' website	Commenced Q1 2022; enduring and ongoing process	Renewable Industry

APPENDIX 3 - PATHWAYS TO ENGAGEMENT

ESB Networks meetings, forums, working groups, events and webinars as delivered in 2022

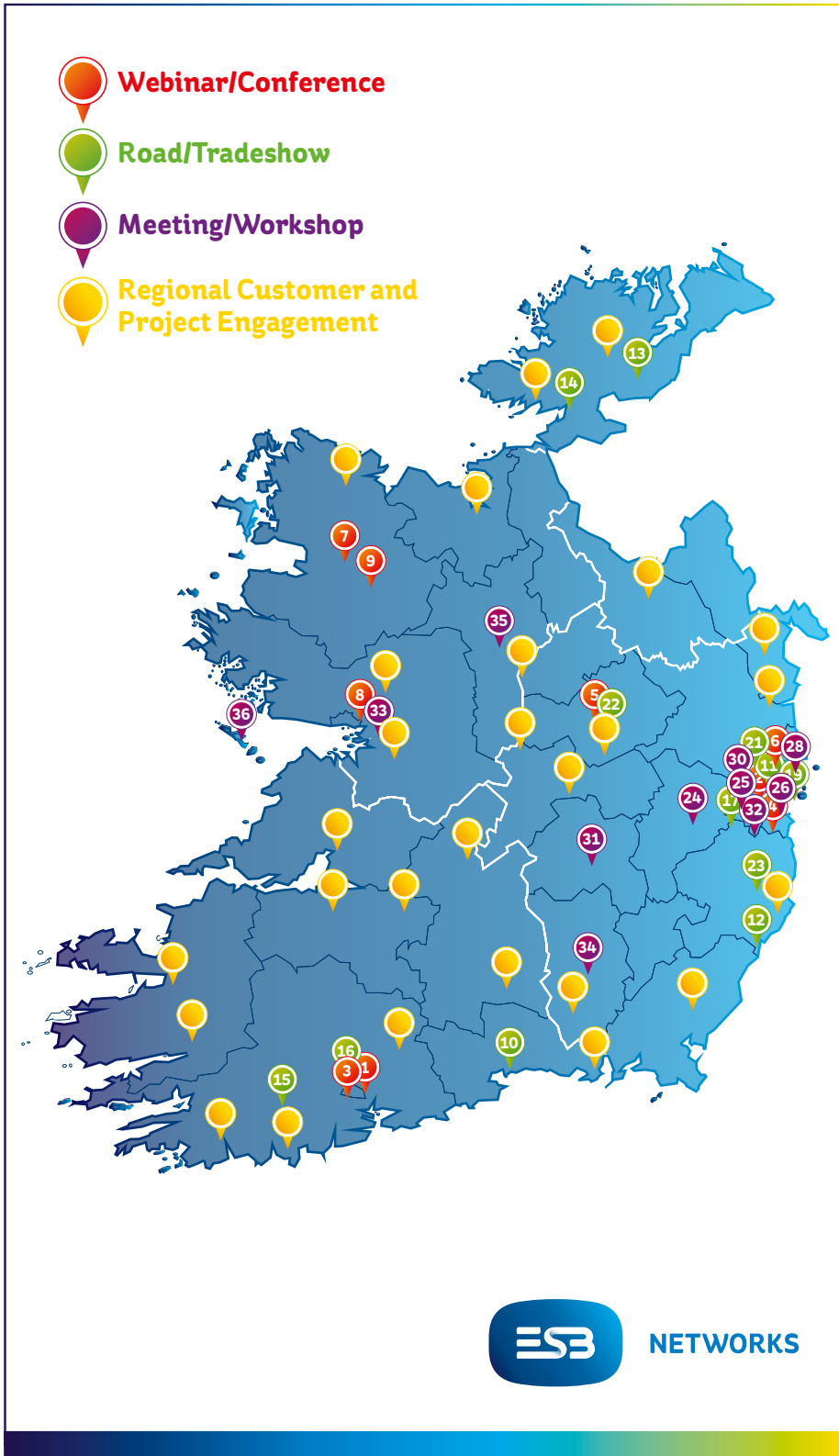
Title	Objective	Mechanism	Timing	Audience
Customer and Society Panel	Provide an opportunity for a critical external perspective (and sounding board) on our business planning and engagement activities, and enable us to consider feedback and suggestions.	Biannual meeting	Q2 2022	Domestic, Vulnerable, Business, Large Industry, Suppliers and Generators, Major Renewables, Sustainability, Community and Climate, Safety, Emergency Response, Infrastructure Development, Housing, Farming, Academia (Skills, Youth).
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.	Biannual meeting	Q2 and Q4 2022	Energy Flexibility and Storage Bodies, Academic / Research, Industry Consultants, Renewable Electricity Sector, Energy Agencies / Authorities, Equipment / Systems Manufacturers, Electricity Suppliers, Renewable Electricity Sector, Utility / TSO.
ESB Networks Distribution Outage Programme (DOP)	Provide customised outage programme information for 2022 to each HV-connected customer.	Bilateral meetings and email notification	Q1 2022	All HV-connected customers
Innovation Spring and Autumn Series of Webinars	Sharing of information on our innovation activities and the dissemination of project learnings and outcomes.		Q2 and Q4 2022	All
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 meets quarterly and is chaired and coordinated by ESB Networks as the DSO.	Quarterly meetings	Q1 - Q4 2022	All
Smart Metering Programme	Industry engagement: <ul style="list-style-type: none"> > Industry Liaison Group (ILG) > Communications & Engagement Working Group (CEWG) 	Conference calls	Monthly Meetings	CRU, DECC, SEAI and electricity suppliers
	Working groups: <ul style="list-style-type: none"> > Smart meter technical working group > One-to-one engagement sessions with industry participants to support Phase 2 of the programme 	Ongoing meetings	Q1 - Q4 2022	Industry participants
	Customer engagement: <ul style="list-style-type: none"> > Direct communication – customers whose meters are scheduled for an exchange receive two letters in advance. Responding to individual customer enquiries. 	Letters / information booklet / written responses	Area by area in advance of local deployment	Customers whose meters are scheduled to be upgraded; individual customers
	Public awareness and stakeholder engagement: <ul style="list-style-type: none"> > Awareness campaign via targeted media campaigns supported by updates on our website > Briefings to national and local elected representatives and other stakeholders. 	Multi-channel approach Programme briefings	Q1 - Q4 2022	All

Title	Objective	Mechanism	Timing	Audience
Construction Safety Partnership Advisory Committee	Promote best practice of electricity safety in construction.	Quarterly meetings	January, April, July	CIF, HSA, LGMA, Engineers Ireland, SOLAS, Government Departments
Farm Safety Partnership Advisory Committee	Promote best practice of farm electricity safety in farming.	Quarterly meetings	January, March, May, June, July	Teagasc, FBD, HSA, Department of Agriculture
Safety Joint Utility Forum	Share safety best practice and learnings across utilities.	Biannual meeting	Monthly	Public utilities, GNI, EIR, Irish Water
FlexTech (Flexible Technology Integration Initiative)	Remove barriers to renewable integration across five work streams i.e. Hybrid; Storage; Large Energy Users; Demand Side Management; and Small-Scale and Renewable Generation.	Regular monthly meetings or more frequent dependent project/work stream engagement	Monthly	EirGrid, NIE Networks, SONI (plus, engagement with industry and CRU through separate planned forums)
Community-Led Renewables Energy Liaison Panel	Introduce the initiatives being provided by ESB Networks to assist community-led renewable energy projects.	Regular engagement with stakeholders in relation to the connection of community-led renewable energy projects (website, FAQ dedicated email)	Ongoing	Renewable energy sector / communities
Enduring Connection Policy Industry Body Updates	Present progress to date on Enduring Connection Policy and application window openings.	MS Teams Meeting	Q2 and Q4	Renewable energy industry body representatives
Lean Connections Project Engagement	Engagement with key stakeholder groups on the development of the Lean Connections Project.	Bilateral meetings, workshops and webinars	Ongoing	All
Customer Clinics - for generator customers applying for ECPP2.3	Give customers an opportunity to discuss potential connection options and high-level costs pre making an application under ECPP2.3.	Dedicated customer meetings	Q3 2022	Generator customers looking to make a grid application
Launch Mini-Generation pilot for renewable self-consumer installing 51kVA-200kVA	Develop and pilot a streamlined grid connection pathway for export connections for renewables self-consumers from 51kVA to 200kVA.	Webinar	Q3	All
Customer Experience Focus Groups	To test various customer experience initiatives and advertising campaigns.	Workshops	Q1 - Q4	All
SEAI Energy Show	Provide high-level engagement opportunity on ESB Networks' business strategy and plans.	Physical event (two-day)	Q1	All
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.	MS Teams Meeting	Q1 - Q4	Renewable industry
National Network, Local Connections Programme - Advisory Council	Industry engagement: Following from feedback from the National Network, Local Connections Programme Consultation in Q4/2021, an Advisory Council has been initiated. Invitations issued in May 2022 were stood up and engaged with over the course of the year.	Meeting	Q2 - Q4 2022	Cross-section of stakeholders

Title	Objective	Mechanism	Timing	Audience
National Network, Local Connections Programme - Market 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 gave insight and informed the direction the market services will take.	1:1 Meetings	Q1 2022	Suppliers, Aggregators, Large Energy Users
National Network, Local Connections Programme - Bilateral	Bilaterals with stakeholders who requested more engagement with the programme have been initiated.	Bilateral meetings	Q1 - Q4 2022	Various stakeholders across Demand, Generation, Customer, Society, Technology and Academia
National Network, Local Connections Programme - Partnership	Partnership with SEAI on the SEAI National Energy Research Development and Demonstration (RD&D) Funding Programme.	Partnership	Q2 2022	Partnership with SEAI, target stakeholders is anyone with an interest in Funding for Energy Research Projects
National Network, Local Connections Programme - Partnership	EirGrid Citizens Energy Roadshow.	Partnership	Q2 2022	Domestic Customers, Community and Representatives
National Network, Local Connections Programme - Piloting	Engagement across the six pilots will happen over the course of 2022 via a suite of activity, from procurement notification to local community engagement.	Mix	Q1 - Q4 2022	Industry, domestic customers, communities and representatives
National Network, Local Connections Programme - Piloting	Pilot 1: Official Procurement & Recruitment.	Official Procurement	Q1 2022	Industry participants
National Network, Local Connections Programme - Piloting	Pilot 4: Open call to discuss industry potential projects.	Meeting	Q2 2022	Industry participants with RESS contracts in place
National Network, Local Connections Programme - Piloting	Pilot 6: Focus groups to support understanding how to embed a community proposition were activated.	Focus Groups	Q1/Q2 2022	Cross-section of general public
Climate Action Plan 2021 (Activity mandated for ESB Networks' National Network, Local Connections Programme to deliver with various stakeholder involvement)	As set out in Action 101 in the Climate Action Plan, a suite of activity involving various stakeholders will be delivered over the course of 2022.	Mix	Q1 - Q4 2022	Industry, domestic customers, communities and representatives

APPENDIX 4 - FACE-TO-FACE ENGAGEMENT HIGHLIGHTS

Here we show some examples of our face-to-face engagements in 2022, where we involved and collaborated on a wide range of topics across a wide range of stakeholders.



- | WEBINAR / CONFERENCE | |
|---|---|
| <p>1</p> <p>AUG 2022</p> | <p>Engagement Activity: Ellen Diskin presenting on Beat the Peak initiatives</p> <p>Stakeholder: Industry, domestic customers, communities and representatives</p> <p>Location: Cork City</p> <p>Focus Area: NNLC</p> |
| <p>2</p> <p>SEPT 2022</p> | <p>Engagement Activity: Roundtable discussion in advance of Consultation on NNLC and TSO/DSO Multi-Year Plan</p> <p>Stakeholder: Industry (TSO/DSO)</p> <p>Location: Dublin</p> <p>Focus Area: NNLC</p> |
| <p>3</p> <p>NOV 2022</p> | <p>Engagement Activity: ESB Networks Autumn Innovation Forum</p> <p>Stakeholder: Industry, academia / research, supply chain, developers and representative bodies and associations, communities and representatives</p> <p>Location: Cork City</p> <p>Focus Area: Innovation</p> |
| <p>4</p> <p>SEPT 2022</p> | <p>Engagement Activity: Roundtable discussion in advance of Consultation on NNLC and TSO/DSO Multi-Year Plan</p> <p>Stakeholder: Industry (TSO/DSO)</p> <p>Location: Dublin</p> <p>Focus Area: NNLC</p> |
| <p>5</p> <p>APR 2022</p> | <p>Engagement Activity: Contracting Partners</p> <p>Stakeholder: Supply chain</p> <p>Focus Area: Resilient Network</p> <p>Location: Mullingar, Co. Westmeath</p> |
| <p>6</p> <p>OCT 2022</p> | <p>Engagement Activity: CIF Conference</p> <p>Stakeholder: Govt, local govt, developers and representative bodies and associations, communities and representatives</p> <p>Location: Dublin</p> <p>Focus Area: Safety</p> |
| <p>7</p> <p>AUG 2022</p> | <p>Engagement Activity: Bonniconlon Agricultural Show</p> <p>Stakeholder: Govt, local govt, developers and representative bodies and associations, communities and representatives</p> <p>Location: Mayo</p> <p>Focus Area: Safety</p> |
| <p>8</p> <p>OCT 2022</p> | <p>Engagement Activity: SEAI Sustainable Energy Community (Galway & Mayo) webinar</p> <p>Stakeholder: Govt, local govt, developers and representative bodies and associations, communities and representatives</p> <p>Location: Galway</p> <p>Focus Area: Smart Metering</p> |
| <p>9</p> <p>OCT 2022</p> | <p>Engagement Activity: SEAI Sustainable Energy Community (Galway & Mayo) webinar</p> <p>Stakeholder: Govt, local govt, developers and representative bodies and associations, communities and representatives</p> <p>Location: Mayo</p> <p>Focus Area: Smart Metering</p> |

FACE-TO-FACE ENGAGEMENT HIGHLIGHTS

ROAD / TRADE SHOWS

- 

10

Engagement Activity: Waterford Chambers, Going Green for Business
Stakeholder: Business, communities and representatives, academia and research, local govt
Location: Waterford **Focus Area:** All

MAY
2022
- 

11

Engagement Activity: SEAI Energy Show
Stakeholder: Industry, domestic customers, communities and representatives
Location: Dublin **Focus Area:** All

MAR
2022
- 

12

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: TSO, domestic, communities and representatives
Location: Arklow **Focus Area:** NNLC

SEPT
2022
- 

13

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: TSO, domestic, communities and representatives
Location: Donegal Town **Focus Area:** NNLC

MAY
2022
- 

14

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: TSO, domestic, communities and representatives
Location: Letterkenny, Co. Donegal **Focus Area:** NNLC

MAY
2022
- 

15

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: Industry, domestic customers, communities and representatives
Location: East Cork **Focus Area:** NNLC

NOV
2022
- 

16

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: Industry , Domestic customers, Communities & representatives
Location: Cork City **Focus Area:** NNLC

NOV
2022
- 

17

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: Industry , Domestic customers, Communities & representatives
Location: Dublin South **Focus Area:** NNLC

OCT
2022
- 

18

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: Industry , Domestic customers, Communities & representatives
Location: Dublin North **Focus Area:** NNLC

OCT
2022
- 

19

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: Industry , Domestic customers, Communities & representatives
Location: Central Dublin **Focus Area:** NNLC

OCT
2022
- 

20

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: Industry , Domestic customers, Communities & representatives
Location: Dublin East **Focus Area:** NNLC

OCT
2022
- 

21

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: Industry , Domestic customers, Communities & representatives
Location: North Dublin **Focus Area:** NNLC

OCT
2022
- 

22

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: Industry , Domestic customers, Communities & representatives
Location: Mullingar, Co. Westmeath **Focus Area:** NNLC

SEPT
2022
- 

23

Engagement Activity: Energy Citizens Roadshow with EirGrid
Stakeholder: Industry , Domestic customers, Communities & representatives
Location: Wicklow **Focus Area:** NNLC

SEPT
2022

MEETING / WORKSHOP

- 

24

Engagement Activity: NNLC Programme Thought Leadership with Kildare County Council
Stakeholder: Local government
Location: Kildare **Focus Area:** NNLC

APR
2022
- 

25

Engagement Activity: An Post - Beat The Peak Hero
Stakeholder: Industry
Location: Dublin South **Focus Area:** NNLC

NOV
2022
- 

26

Engagement Activity: NNLC Advisory Council
Stakeholder: Industry, domestic customers, communities and representatives
Location: Dublin Central **Focus Area:** NNLC

DEC
2022
- 

27

Engagement Activity: ESB Networks (Ellen Diskin) present at event with SEAI and public servants
Stakeholder: Industry, domestic customers, communities and representatives
Location: Dublin Central **Focus Area:** NNLC

DEC
2022
- 

28

Engagement Activity: Renewable Generation Customer Clinics
Stakeholder: Developers and representative bodies and associations
Location: North Dublin **Focus Area:** Renewables

AUG
2022
- 

29

Engagement Activity: Solar farm launch with Minister
Stakeholder: Developers and representative bodies and associations, national govt and policy influencers
Location: Millvale, Co. Wicklow **Focus Area:** Renewables

APR
2022
- 

30

Engagement Activity: Small-Scale Generation Public Consultation Meeting
Stakeholder: Developers and representative bodies and associations, national govt and policy influencers, SEAI
Location: Dublin **Focus Area:** Renewables

SEPT
2022
- 

31

Engagement Activity: Electrical appreciation with An Garda Síochána Health and Safety Policy Unit and Assistant Chief Fire Officers.
Stakeholder: Emergency services
Location: Portlaoise, Co. Laois **Focus Area:** Safety

OCT
2022
- 

32

Engagement Activity: Safety briefings with local authority staff
Stakeholder: Local government
Location: South Dublin **Focus Area:** Safety

APR
2022
- 

33

Engagement Activity: Safety briefings with local authority staff
Stakeholder: Local government
Location: Galway **Focus Area:** Safety

NOV
2022
- 

34

Engagement Activity: Workshops with Local Authority Safety Officers Group
Stakeholder: Local government
Location: Kilkenny **Focus Area:** Safety

SEPT
2022
- 

35

Engagement Activity: Workshops with Local Authority Safety Officers Group
Stakeholder: Local government
Location: Roscommon **Focus Area:** Safety

OCT
2022
- 

36

Engagement Activity: ESB Networks installs smart meters for micro-generation customers
Stakeholder: Communities and Representatives
Location: Aran Islands **Focus Area:** Smart Metering

OCT
2022



NETWORKS