



NETWORKS

# STAKEHOLDER ENGAGEMENT STRATEGY & PLAN 2023

DOC-231122-HPG



---

# CONTENTS

<b>FOREWORD</b>	01
-----------------	----

## **SECTION 1:**

### **OUR STAKEHOLDER ENGAGEMENT STRATEGY**

· INTRODUCTION	03
· OUR STAKEHOLDERS	04
· OUR ENGAGEMENT METHODOLOGY	05
· HOW WE IDENTIFY OUR STAKEHOLDERS	07
· TAILORING OUR ENGAGEMENT	08
· WHY WE ENGAGE	10
· ENGAGEMENT IS AT THE HEART OF OUR OPERATIONS	11

## **SECTION 2:**

### **OUR STAKEHOLDER ENGAGEMENT PLANS FOR 2023**

· INTRODUCTION	13
· FOCUS OF OUR ENGAGEMENT FOR 2023	14
- Table 1: Consultations 2023	20
- Table 2: Publications 2023	21
- Table 3: Pathways to Engagement 2023	23

---

# FOREWORD



## Delivering the electricity network for Ireland's clean, electric future.

At ESB Networks, we're delivering an electricity network to empower our 2.5 million customers every day with choice and flexibility around how they consume, generate, trade and store electricity. By investing in our technical capability and collaborating with our partners, we're developing a smart and resilient electricity network of the future. Together, we're paving the way for Ireland's clean electric future through the electrification of heat and transport, as well as connecting renewables at scale to the electricity network. We're delivering the electricity network for the future, designed to empower all electricity customers and make Ireland's net zero goal a reality.

We recognise that the transition to a net zero future will have a significant impact on our customers' day-to-day lives and success will not be achieved without ongoing active customer and stakeholder participation, engagement, and support. We understand that our customers want to adopt Low Carbon Technologies (LCTs), and it is our intention to support their decarbonisation journey. We will work to ensure the network is resilient and has sufficient capacity to support these technologies while also educating and partnering with our customers as they navigate this transition. We are readying to support customers, embrace new low carbon opportunities, as well as continuing to ensure a safe, secure, and reliable electricity network. Continued collaboration with our customers and all our stakeholders will be critical to ensuring that the network is prepared to meet the changing needs of our customers in the future.

### **The purpose of this document:**

The purpose of this document is to set out our proposed stakeholder engagement strategy and plans for 2023. The focus of our engagement activity for 2023 is aligned with our vision and ambition to deliver the electricity network for Ireland's clean electric future by 2030 and will continue to be shaped through ongoing customer and stakeholder engagement and collaboration. This document includes in tabular format, details, and timings of our proposed engagement activities (consultations, publications, meetings, forums, working groups, events, and webinars) currently planned for the year ahead. These tables will also be published on our website to allow regular updates to be made ensuring our plans continue to meet all our business, regulatory, stakeholder and customer needs in an ever-changing industry landscape.

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

**Nicholas Tarrant**

Managing Director, ESB Networks

---

SECTION

# 1

## OUR STAKEHOLDER ENGAGEMENT STRATEGY





# INTRODUCTION

Our vision is to deliver the electricity network for Ireland's clean, electric future and our customers will be at the heart of the transformation. Our ambition is to build, maintain, operate, and develop the electricity network to meet the needs of our customers, today and in the future.

By 2030, our customers will be supported to adopt electric vehicles (EV's) and heat pumps enabling them to make low carbon choices in how they travel and heat their homes, and to partake in new energy market opportunities through which they can benefit. Ireland's rich abundance of renewable energy from wind and solar will be connected to the network creating new socio-economic opportunities. All these changes will be accommodated by ensuring that our network has the required capacity, flexibility, and resilience.

## Our values

Our values underpin everything we do in ESB Networks, and they will continue to guide our decisions and actions as we deliver the electricity network for Ireland's clean, electric future.

### 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 connecting over 2.5 million homes, farms, communities, and businesses around the country, we have a very broad range of stakeholders. Since

considerable changes are taking place within the energy sector at an unprecedented scale, we are fully aware that who we engage with and how is constantly changing. Therefore, whilst we undertake an annual mapping exercise of our stakeholders to identify new groups in consideration of changing priorities, the segmentation wheel below is a working example of

how we are looking to improve the granularity of our stakeholder mapping through further subgrouping/segmentation. This will enable us to be even more purpose driven in how we conduct our engagement activities and help to ensure that we are driving inclusive engagement by not leaving any stakeholder group behind.



# OUR ENGAGEMENT METHODOLOGY

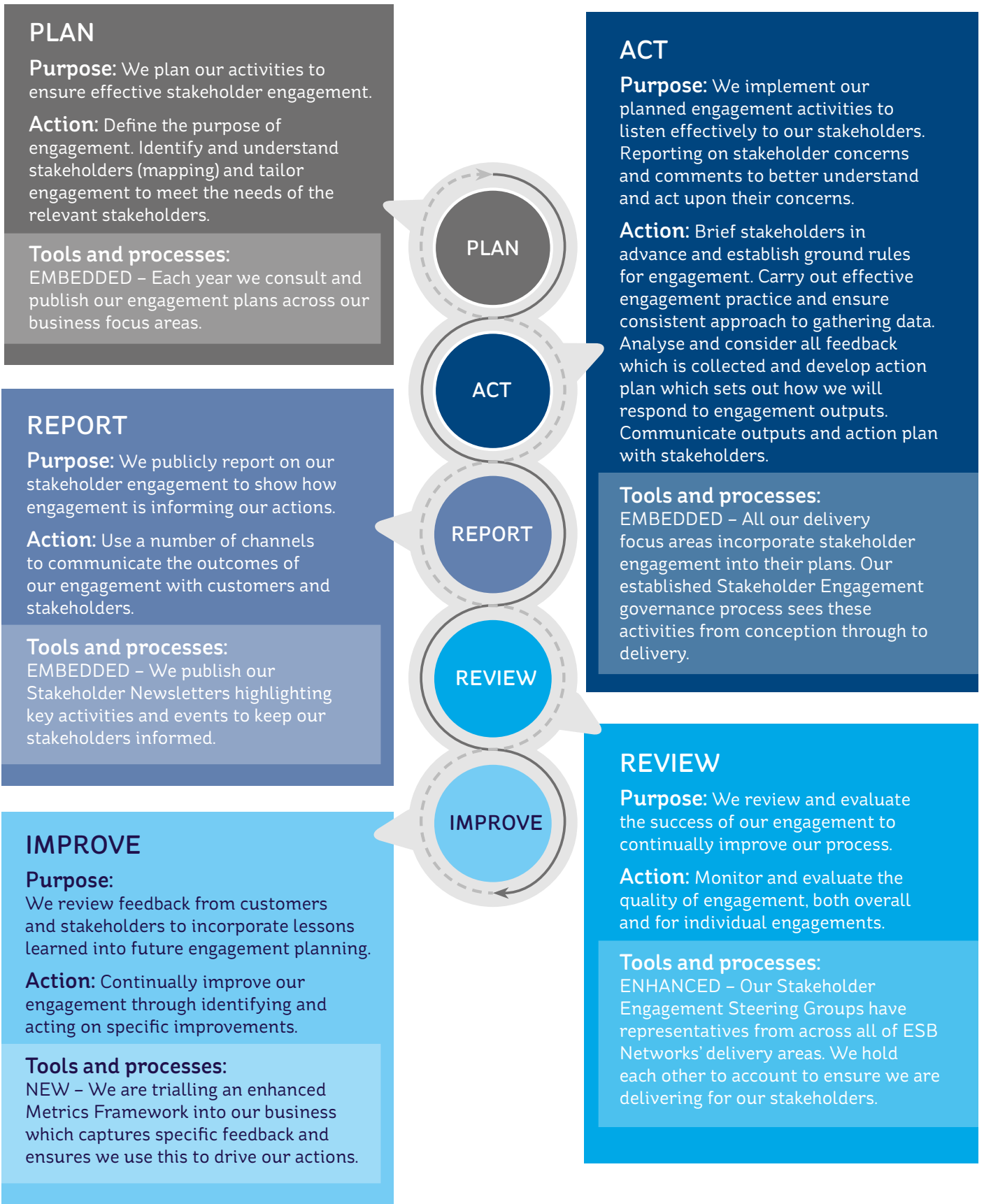
Our approach to stakeholder engagement is informed by international best practice in this field. Our principles and methodology of engagement are guided by the AA1000 Stakeholder Engagement Standard<sup>1</sup>, which is used by many leading organisations and network operators. The following principles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

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

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



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





# HOW WE IDENTIFY 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, whilst customers will be directly impacted by the roll-out of smart meters, other key stakeholders such as electricity suppliers, housing associations and charities are

also likely to be identified as key stakeholders as they will be directly or indirectly impacted by the roll-out.

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

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

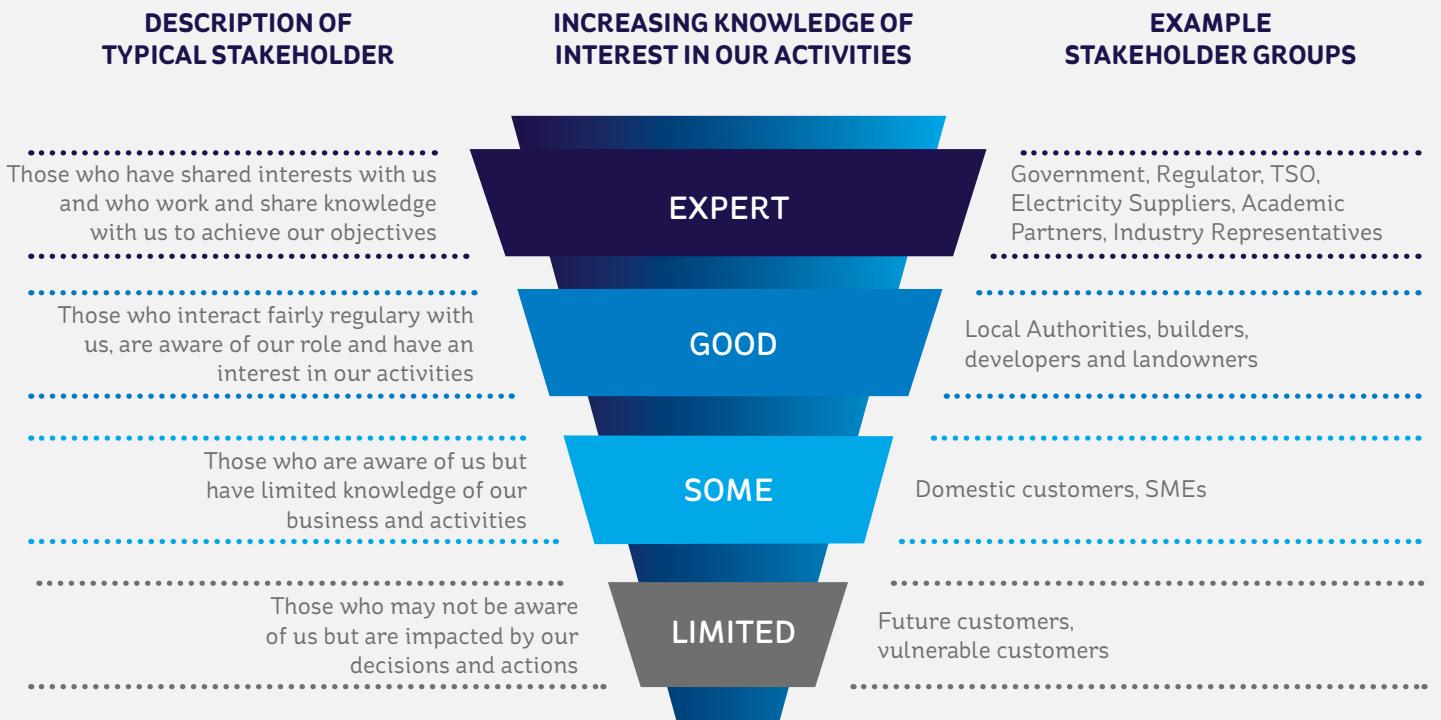


# TAILORING OUR ENGAGEMENT

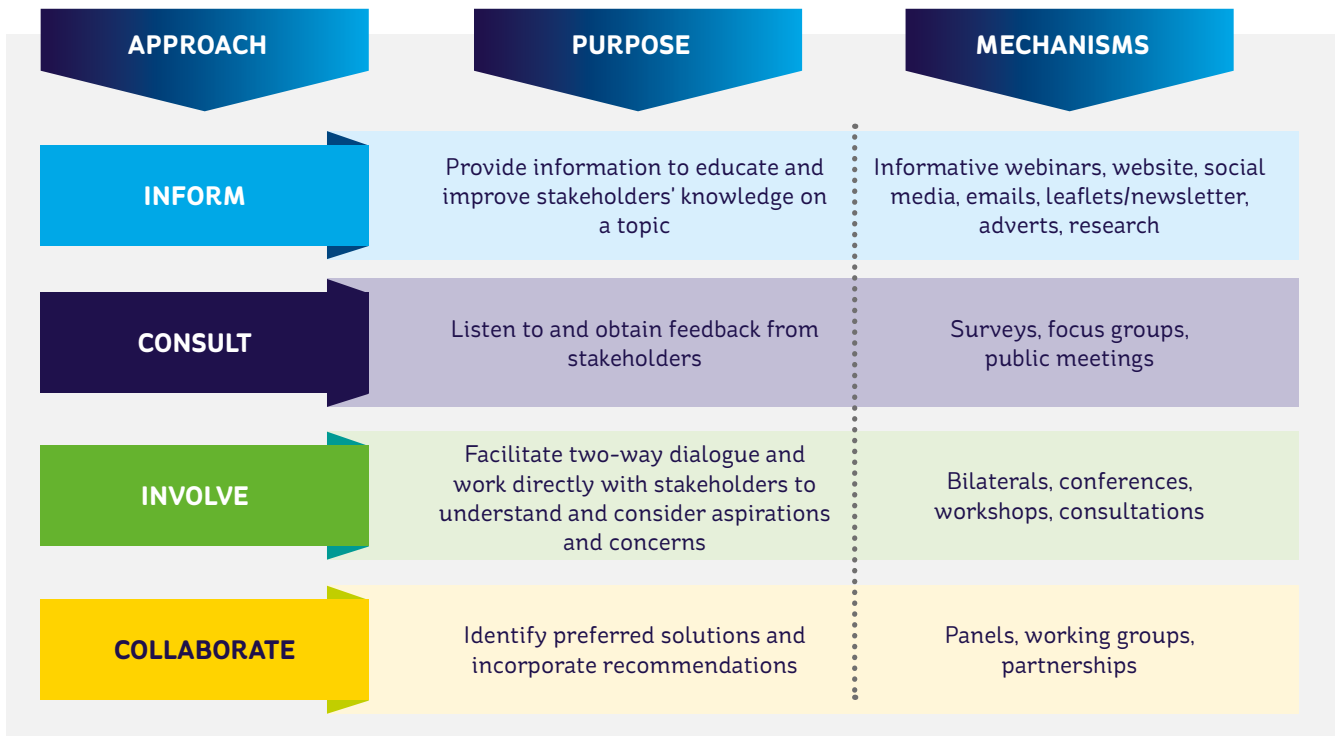
We assign a level of knowledge/ interest to each stakeholder group across each of our strategic engagement areas. Awareness of knowledge levels of each stakeholder group allows us to better tailor engagement to specific stakeholder groups, such as the engagement method, and the appropriate use of technical 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. Whilst 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
<b>CONNECTING RENEWABLES</b>	Non-technical publication on website <b>INFORM</b>	'Assessment of the scope for Higher Penetrations of Distributed Generation on the Low Voltage Distribution Network'	Inform non-technical audience about the technical impacts of increased microgeneration on the distribution network	Domestic customers
<b>SMART METERING</b>	Survey <b>CONSULT</b>	Customer awareness & satisfaction research for the National Smart Metering Programme	Monitor customer sentiment and concerns about the NSMP	All consumers e.g. domestic customers and SMEs
<b>NATIONAL NETWORK LOCAL CONNECTIONS PROGRAMME</b>	Bilaterals <b>INVOLVE</b>	Over 15 Focus Groups with a range of stakeholders	Engage with external stakeholders to inform the development of ESB Network's NNLC roll-out	Renewable installers / suppliers, Academia, Government, EV Charging installers
<b>INNOVATION</b>	Panel <b>COLLABORATE</b>	External Stakeholder Innovation Panel	Provide early engagement on the selection, prioritisation, and timeline planning of innovation projects, by gaining a collaborative understanding of potential benefits and impacts of proposed projects to both internal and external stakeholders	Generation customers, Academia, Research bodies, Consultants, Electricity suppliers, Transmission, Micro-renewable industry and EV charging installers/suppliers

# WHY WE ENGAGE

For ESB Networks, engaging with our customers and stakeholders is crucial to how we shape the future of our business and the electricity network. It helps us develop new initiatives which benefit the

communities and industry we serve, as well as improving and enhancing existing ones. It shapes our business planning and strategic priorities and informs the decision-making process. Engagement with wider

industry 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

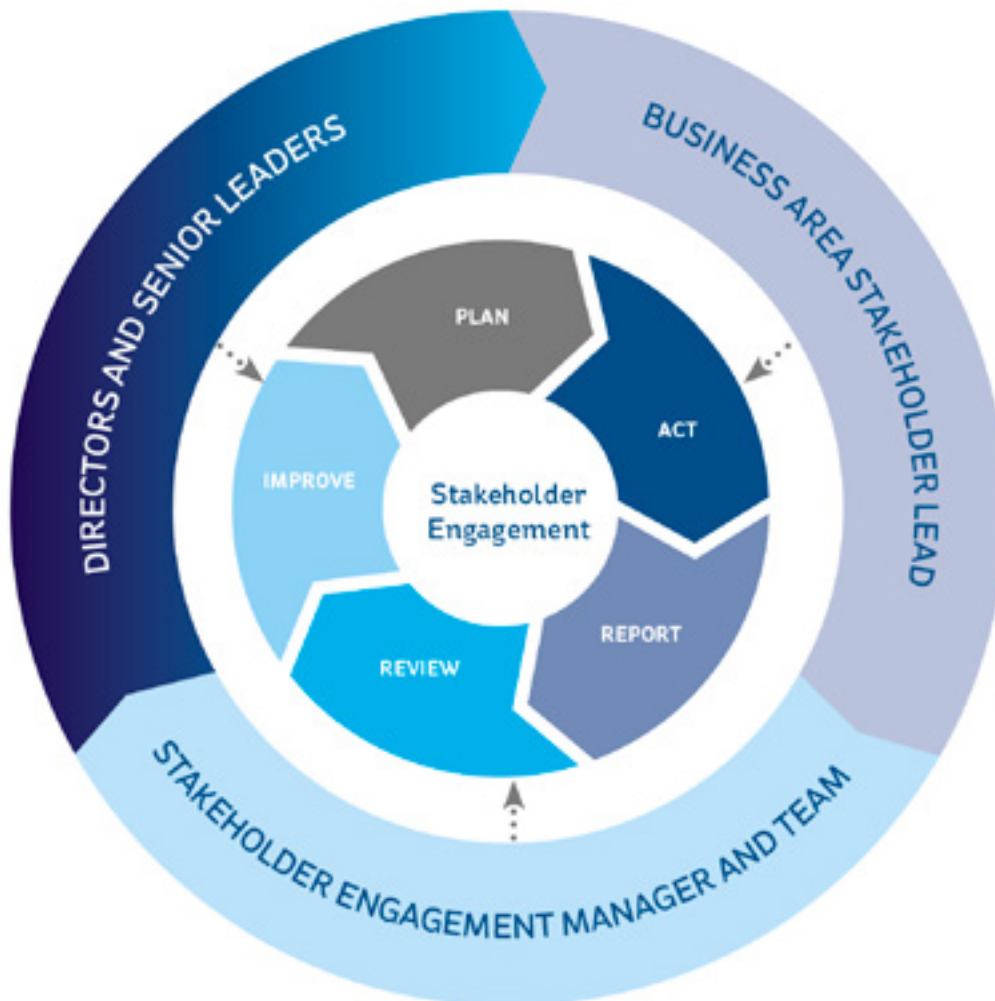
We recognise that effective stakeholder engagement is essential for the successful management of our business. As a strategic priority, it is led by the Directors and the Senior Leadership team and is seen as a vital activity at every level of the organisation.

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 and remains embedded in our business culture and is seen as the role and responsibility of every employee within the organisation. Our strategically important delivery initiatives such as our National

Smart Metering Programme, and the National Network, Local Connections Programme is shaping and informing how we undertake engagement across all our activities from day-to-day service areas such as maintaining the network and customer service through to our flagship innovation programmes to prepare the net zero network of the future.



SECTION

# 2

## OUR STAKEHOLDER ENGAGEMENT PLANS FOR 2023



---

# INTRODUCTION

**At ESB Networks, we understand that we have been entrusted with the responsibility to play a vital role in delivering the electricity network for Ireland's clean electric future, but we cannot do this alone. Collaboration with our customers and all our stakeholders will be critical to achieving our vision and ambition.**

Our purpose and commitment to our customers continues to be to provide a safe, secure, and resilient electricity network. Now our purpose has evolved; to deliver an electricity network for Ireland's clean electric future, by connecting and accommodating high levels of renewable generation and electrification. We recognise that the transition to a net zero, clean electric future will have a significant impact on our customers' day-to-day lives and success will not be achieved without ongoing active customer and stakeholder participation, engagement, and support.

We understand that our customers want to adopt Low Carbon Technologies (LCTs), and it is our responsibility to support their decarbonisation journey. We will ensure the network is resilient and has sufficient capacity to support these technologies while also educating and partnering with our customers as they navigate this transition. We are ready to do what is required to support customers embracing new low carbon opportunities, as well as continuing to ensure a safe, secure, and reliable electricity network.





# FOCUS OF OUR ENGAGEMENT FOR 2023

The focus of our engagement activity for 2023 is aligned with our vision and ambition to deliver the electricity network for Ireland's clean electric future by 2030 and will continue to be shaped through ongoing customer and stakeholder engagement and collaboration.

Some of the key areas of engagement focus for 2023 include:



## NETWORK RESILIENCE

We have always been responsible for the performance of the distribution network in Ireland. However, as electrification and the technologies behind it develop, the quality, condition and performance of the network will become increasingly important. New technologies will need to be seamlessly integrated into the network so that low carbon power is available at the right times to meet energy needs. This must be achieved in the context of managing challenges such as the increasing number of exceptional weather events and the increasing threat of cyber security, both risking network outages for customers. We will continue to ensure that the network has a reliable and resilient

foundation upon which we can collectively transform our clean electric future and lessen the risks of extreme weather events and cyber-attacks. It's vital that we continue to actively engage to ensure continued support and cooperation with the development of our electricity network which is vital for the social and economic development of the country. Engagement and collaboration with all key stakeholders, including our communities, landowners, farmers, and the public, will be key as we maintain the existing network and build out new electrical infrastructure to support the delivery of a cost-effective, resilient, and safe electricity system for all customers.







## SAFETY & ENVIRONMENT:

We have a societal role to play in protecting the safety, health and welfare of our employees, contractors, customers, members of the public and the environment. The safety of our staff and the public are a key input to our designs ensuring safety is integrated into our work processes across ESB Networks. We also recognise that our activities have environmental impacts and that we have a responsibility to manage these impacts in a manner that prevents pollution and provides a high level of protection for the natural environment, while also contributing to the sustainable development of our economy. This

involves continuous improvement in our environmental performance across all our operations, reducing our carbon footprint, increasing our energy efficiency, and delivering on our commitments under the European DSO Sustainable Grid Charter, while ensuring that our actions and reporting are open, transparent, and consistent with our values. Achieving this requires ongoing interaction, engagement, collaboration, and communication with our key stakeholders, including Local Authorities, Statutory Agencies, the Regulator, various business partners and the public.





## CONNECTING RENEWABLES

ESB Networks will continue our role in providing fast and cost-effective connections of renewables to the network. While we have already connected a significant volume of renewable electricity, we will need much more connected to meet the growing demand for electricity and to meet renewable targets for transport and heat. Every renewable energy generation technology, from domestic rooftop solar to large offshore wind installations, will be required to decarbonise electricity. Our commitment to supporting climate action through renewable electricity requires extensive engagement and collaboration with the Commission for Regulation of Utilities (CRU), the Transmission System Operator (EirGrid), industry and government departments to ensure we deliver on our renewable connection targets. We are currently collaborating with key stakeholders in the development of the electricity chapter of the Climate Action Plan 2023 CAP23.

In 2023, we will continue to partner with our customers on their decarbonisation journey through our public consultations, working with industry, asset developers, customers and stakeholders to safely optimise the connection of renewable generation from micro-generation, mini-generation, small scale generation, community energy and other distributed renewable generation schemes. To date, ESB Networks has facilitated over 40,000 micro-generation connection applications, 650 mini-generation connection applications and we have opened the pilot for 100 small scale generation projects at the end of September 2022. Ongoing engagement and collaboration will be key to ensuring enduring solutions that support the fast and cost-effective connection of renewables.







## ELECTRIFICATION

Through electrification, ESB Networks is at the centre of a decarbonised energy future, as we enable our customers to consume clean renewable electricity to heat homes, power transport, heat water, power farms and businesses. We will enable and empower our customers to electrify through extensive engagement and collaboration with government and policy makers, industry, electricity supply companies, customers, and other stakeholders.

The convergence of the energy, transport, and heat sectors, led by the shift towards electrified heat and transport, requires a step change in collaboration and coordination between stakeholders in these sectors. We will deliver on this commitment by updating our relevant policies and standards to reflect current or anticipated changes in the system arising from growth and uptake

in the electrification of heat and transport, by ensuring that all external documents and published guidance are clear and accessible and by actively supporting the development of governmental, national body and local authority standards, policies and various codes of practice arising in this space. The Department of Transport has established a new Office, Zero Emission Vehicles Ireland (ZEVl), which will play a leading role in Ireland's transition to zero emission vehicles. Through a hybrid structure, with input and resource from across a number of Departments and Agencies, including ESB Networks, ZEVl will be the centralised coordination office for the delivery of a number of specific workstreams with prioritised key actions, necessary to ensure the delivery of Government's CAP targets.





## NATIONAL SMART METERING PROGRAMME

The upgrade to smart meters will bring many benefits to customers, the environment, and the economy, and is a key enabler of the Government's Climate Action Plan, specifically regarding micro-generation and the electrification of heat and transport. Smart meters are putting customers in control of their energy usage and giving them the opportunity to: access more accurate bills; sign up to smart services and tariffs from their supplier; and have begun to provide customers with access to details about their electricity consumption from the new ESB Networks Customer Portal. As the programme progresses, further new customer services will be made available, supporting our transition to a clean electric future, driven by renewable energy. ESB Networks

has, so far, installed over one million smart meters across the country. With 10,000 meters being installed every week, the National Smart Metering Programme is on track to have every home, farm and business using a smart meter 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. We look forward to continuing to work with our partners in 2023, as we continue the rollout programme across Ireland. We will continue to engage with our industry stakeholders to support the delivery of the programme, communicate progress, and maintain industry alignment on communications to ensure customers are fully informed and engaged in the programme and its benefits.







## THE NATIONAL NETWORK, LOCAL CONNECTIONS (NNLC) PROGRAMME

The National Network, Local Connections Programme has been established to bring together changes in how we are storing and using electricity. The purpose of this transformational programme is to enable all electricity customers and communities to take control of their own electricity usage and play an active role in climate action, by using or storing renewable electricity when it is available to them locally. This multi-year programme will have a transformative impact on the wider electricity sector enabling stakeholders to develop new customer propositions and offerings to deliver flexible products and services proposed at distribution level. This transformation can only be achieved with the support of, and close collaboration with our stakeholders.

Our [Consultation Framework Delivery Plan](#) sets out our approach to ensure that we continue to advocate for our stakeholders and work in collaboration to deliver and build awareness, education, and engagement in line with the expectations of all our stakeholders.

Our [Multi Year Flexibility Plan](#) sets out the detail of the programme

which is built around a suite of pilot pipelines. We plan to publish a further update to this plan 2023-2027, for further consultation and engagement during Quarter 1, 2023.

The National Network, Local Connections Programme is also working within a wider security of supply programme led by the CRU and the Department for Environment, Climate and Communications to help address security of supply challenges. As we go through a period of unprecedented change in the electricity sector, this winter particularly during the evening peak period (5pm – 7pm), the risk to security of supply is elevated. ESB Networks has now set up a suite of eight initiatives under the 'Beat the Peak' umbrella to work with customers across homes, farms, and businesses to reduce peak demand which will be rolled out from Quarter 4 2022 into 2023. For example, our domestic pilot 'Is This a Good Time?' is an awareness pilot that educates people on how and when they use their electricity throughout the day matters. Its purpose is to invite customers to join the pilot so they can receive customised information which will help empower them to take control of their energy usage.





## CUSTOMER EXPERIENCE

A customer's experience is set by their every-day life experiences, like online banking, online retail, and travel. As a critical service provider of electricity, we're driven to deliver a best-in-class service to all our 2.5 million customers, nationwide. Digital is a key enabler, helping to streamline customer journeys, grow our suite of self-serve digital platforms and make every interaction as simple and as convenient as possible for our customers. We provide an essential service and when customers need answers or have a query, we aim to provide them with relevant and timely information on the first point of contact.

All interactions with us should be easy, convenient and suit the customer's choice of communication channel - phone, email, online or face-to-face. We're undertaking an extensive customer transformation programme to embrace the use of digital technology and online contact channels to improve customer choice and service performance. We continue to draw on the best practice of leading service organisations to develop and improve our product and service offerings online. We've enhanced our customer research and insights capability to understand changing customer needs and to drive continuous improvements across the organisation.



The following tables provide details and timings of our proposed engagement activities (consultations, publications, meetings, forums, working groups, events and webinars) currently planned for 2023. These tables will also be published on our website to allow regular updates to be made to our plans for 2023 to ensure they meet all our business, regulatory, stakeholder and customer needs in an ever-changing industry landscape.

We very much look forward to further collaboration and hearing your feedback on this document which can be submitted directly to [stakeholder@esbnetworks.ie](mailto:stakeholder@esbnetworks.ie).

## CONSULTATIONS

### Planned ESB Networks public consultations for 2023

CONSULTATION	OBJECTIVE	MECHANISMS	TIMING
<b>ESB Networks Stakeholder Engagement Strategy &amp; Plan 2023</b>	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 Consultation	Q1 2023
<b>Annual Innovation Consultation</b>	Consultation to share information and garner feedback on ESB Networks' innovation strategy, projects and activities	ESB Networks Consultation	Q1 2023
<b>National Network, Local Connections Programme</b>	<ul style="list-style-type: none"> <li>Multi Year Flexibility Plan 2023-2027</li> <li>Local Network Visibility</li> <li>Multi Year Plan to 2025</li> </ul>	ESB Networks Consultation	Q1 2023
	<ul style="list-style-type: none"> <li>Multi Year DSO/TSO working Plan 2022-2026</li> </ul>	ESB Networks/EirGrid Consultation	Q1 2023
<b>Joint TSO and TAO Investment Planning and Delivery Report 2022</b>	Seek stakeholder feedback on TSO and TAO Electricity Transmission Performance Report 2020	ESB Networks/EirGrid Consultation	Q3 2023
<b>Joint TSO and TAO Electricity Transmission Performance Report 2022</b>	Seek Stakeholder feedback on TSO and TAO Investment Planning and Delivery Report 2020	ESB Networks/EirGrid Consultation	Q3 2023
<b>Key Stakeholder Surveys</b>	Provide a professional independent analysis and understanding of the baseline of stakeholder satisfaction among key stakeholders and use the learnings of survey to inform decisions on prioritising improvements in ESB Networks services.	Independent research through various online surveys	Q3 & Q4 2023
<b>Smart Metering Programme Surveys</b>	Track customer satisfaction with the meter installation process	Customer sentiment surveys throughout the year.	Quarterly
<b>Post Energisation Communications protocol</b>	To engage with generator customers to develop a post energisation communications protocol	ESB Networks Consultation	Q4 2023
<b>ESB Networks Engagement Strategy and Plan 2024</b>	Seek feedback on ESB Networks' proposed engagement strategy and plan for 2024 such that it is fully informed and shaped by both our business and stakeholders needs	ESB Networks Consultation	Q4 2023



# PUBLICATIONS

Reports/information booklets/data sharing on ESB Networks website during 2023

PUBLICATION	OBJECTIVE	MECHANISMS	TIMING
<b>ESB Networks Strategy 2030</b>	To outline in detail the actions that we will take between now and 2030 to deliver on the clean electric future together.	Publication on ESB Networks' website	Q1 2023
<b>Stakeholder Newsletter</b>	To provide regular updates and overview of engagement activities/opportunities between ESB Networks and stakeholders	Quarterly newsletter emailed to relevant stakeholders and link on ESB Networks website to subscribe	Quarterly
<b>Innovation Consultation Response Paper</b>	To provide ESB Networks response to feedback received on the Innovation Consultation	Publication on ESB Networks' website	Q1 2023
<b>18 Month Innovation Programme</b>	To share our rolling 18 Month Innovation Programme that aligns with ESB Networks strategic objectives and our commitment to the Climate Action Plan targets	Bi-Annual Publication on ESB Networks' Website	Q2 2023 & Q4 2023
<b>Innovation Project Reports</b>	Share learnings and benefits from our Innovation projects through the publication project progress and Close-Out reports	Publication on ESB Networks' Website	On-going
<b>ESB Networks Environmental Performance Report 2022</b>	To provide the CRU with a status update of ESNB's environmental performance for 2022, in accordance with the requirements of its DSO and TAO licences	Publication on ESB Networks' website	Q2 2023
<b>National Network, Local Connections Programme</b>	Response to feedback on Multi Year Flexibility Plan 2023-2027	Publication on ESB Networks' Website	Q2 2023
	Response to Feedback Local Network Visibility Multi Year Plan to 2025	Publication on ESB Networks' Website	Q2 2023
	Response to Feedback on Multi Year DSO/TSO working Plan 2022-2026	Publication on ESB Networks' Website	Q3 2023
<b>ESB Networks Response to CRU Network Tariff Review</b>	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	Publication on ESB Networks' Website	TBA
<b>Joint TSO and TAO Investment Planning and Delivery Final Report 2022</b>	Final CRU Approval on TSO and TAO Investment Planning and Delivery 2022	Publication on ESB Networks' website	Q3 2023
<b>Joint TSO and TAO Electricity Transmission Performance Final Report 2022</b>	Final CRU Approval on TSO and TAO Electricity Transmission Performance Report 2022	Publication on ESB Networks' website	Q3 2023
<b>Smart Metering Programme Advertorials</b>	To mark the installation of 1 million smart meters in Ireland and to create awareness of the programme & its benefits.	Video uploaded on ESB Networks' website	On-going
<b>Public Safety Strategy</b>	Inform and educate the public about safe behaviours in relation to the electricity distribution network	Publication on ESB Networks' website	On-going

## PUBLICATIONS cont'd

Reports/information booklets/data sharing on ESB Networks website during 2023

PUBLICATION	OBJECTIVE	MECHANISMS	TIMING
<b>Heat Map of available Capacity</b>	Provide an indication of available network capacity for new demand and generation customers	Interactive map on ESB Networks' website	On-going
<b>Community-led renewable energy projects guide</b>	Increase customer knowledge of the connection process, CRU policies and to highlight the lower barrier to entry for community-led projects	Ongoing Publication on ESB Networks' website	On-going
<b>Annual Environmental Performance Report 2022</b>	Annual summary of information on the environmental and sustainability aspects of our business	Publication on ESB Networks' website	Q3 2023
<b>Publishing of Contestable Specifications for the Renewable Industry</b>	Sharing of technical knowledge with renewable customers to advance industry's understanding of ESB Networks key construction requirements for renewable customer connections	Publications on ESB Networks' website	On-going

# PATHWAYS TO ENGAGEMENT

Planned ESB Networks meetings, forums, working groups, events and webinars in 2023

PATHWAY	OBJECTIVE	MECHANISMS	TIMING
<b>ESB Networks Business Strategy to 2030 - launch event and mix of focussed engagement events with various stakeholder groups</b>	Provide high level engagement opportunity on ESB Networks' business strategy and plans to 2030	Physical/hybrid events dependent on public health restrictions. More details to be provided in January 2023.	Q1 & Q2 2023
<b>ESB Networks Distribution Outage Programme (DOP)</b>	Provide customised outage programme information for 2022 to each HV connected customer	Bilateral meetings and email notification	Q1 2023
<b>Critical Customer System Security Engagement</b>	Ongoing engagement with critical infrastructure customers to whom security of supply is deemed critical	Meetings/webinars	Q1 2023
<b>System Security Engagement with Large Energy Users</b>	Ongoing engagement with those customers who provide Voluntary Demand Reduction (VDR) and Mandatory Demand Curtailment (MDC) services	Meetings/webinars	Q1 2023
<b>Distribution Code Review Panel (DCRP)</b>	The Distribution Code is the set of rules that specifies the technical aspects and relationships between the DSO and all other users. The Distribution Code is kept under review and updated as required through the Distribution Code Review Panel (DCRP). The DCRP meets quarterly and is chaired and coordinated by ESB Networks as the DSO	Quarterly meetings	Q1 – Q4 2023
<b>Innovation Panel</b>	Provide a platform to enable open discussion and feedback with stakeholders from across all industry sectors on our innovation strategy, projects and activities	Bi-annual meeting	Q2 & Q4 2023
<b>Customer and Society Panel</b>	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	Bi-annual meeting	Q2 & Q4 2023
<b>Innovation Spring and Autumn conference/webinar</b>	Sharing of information on our innovation activities and the dissemination of project learnings and outcomes	Physical/hybrid conference dependent on public health restrictions	Q2 and Q4 2023
<b>Smart Metering Programme</b>	Industry engagement: > Industry Liaison Group (ILG) > Communications & Engagement Working Group (CEWG)	Conference calls	Monthly meetings
	Working groups: > Smart meter technical working group > One-to-one engagement sessions with industry participants to support Phase 2 of the programme	Ongoing meetings	Q1 – Q4 2023
	Customer engagement: > Direct communication – customers whose meter is scheduled for an exchange receive two letters in advance. Responding to individual customer enquiries	Letters/information booklet/ Written responses	Area by area in advance of local deployment
	Public awareness & stakeholder engagement: > Awareness campaign via targeted media campaigns supported by updates on our website > Briefings to national and local elected representatives and other stakeholders	Multi-channel approach Programme briefings	Q1 – Q4 2023



# PATHWAYS TO ENGAGEMENT cont'd

Planned ESB Networks meetings, forums, working groups, events and webinars in 2023

PATHWAY	OBJECTIVE	MECHANISMS	TIMING
<b>Customer Experience Focus Groups</b>	To test various customer experience initiatives and advertising campaigns	Workshops	Q1 – Q4 2023
<b>Construction Safety Partnership Advisory Committee</b>	Promote best practice of electricity safety in construction	Quarterly meetings	January, April, July
<b>Farm Safety Partnership Advisory Committee</b>	Promote best practice of electricity safety in farming	Quarterly meetings	January, March, May, June, July
<b>Safety Joint Utility Forum</b>	Share safety best practice and learnings across utilities	Bi-annual meeting	Monthly
<b>Retail Market Services - Industry Governance Group</b>	Represent ESB Networks at the IGG in conjunction with our SMART project colleagues	Meetings/conference calls	Monthly Ad hoc
<b>Community – led Renewables Energy Liaison Panel</b>	Point of contact for informing on initiatives being provided by ESB Networks to assist community-led renewable energy projects in relation to the connection to the distribution network	Website guides, FAQ dedicated email, plus, engagement with Industry and CRU through separate planned Forums	Ongoing
<b>Enduring Connection Policy Industry Body Updates</b>	Present progress to date on Enduring Connection Policy and application window openings	Webinar and ongoing engagement	Q3 2023
<b>Lean Connections Project Engagement</b>	Engagement with key stakeholder groups on the development of the Lean Connections Project	Bilateral meetings, workshops and webinars	Ongoing
<b>Strategic level quarterly meetings with renewable energy industry representative bodies</b>	Knowledge sharing high level engagement opportunity on ESB Networks' business strategy and plans and gain renewable industry insights and feedback	Meeting	Q1 – Q4 2023
<b>National Network, Local Connections Programme - Advisory Council</b>	Industry engagement: Following from feedback from the National Network, Local Connections Programme Consultation in Q4/2022 an external Advisory Council has been initiated to ensure that stakeholders have early and ongoing transparency of programme developments and an opportunity to shape the direction of the programme.	Meeting	Q2 - Q4, 2023
<b>National Network, Local Connections Programme - Market Design</b>	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 marker services will take	1:1 Meetings	Q1, 2023
<b>National Network, Local Connections Programme - Bilateral</b>	Bilaterals with stakeholders who requested more engagement with the programme have been initiated	Bilateral meetings	Continuous
<b>National Network, Local Connections Programme - Partnership</b>	Partnership with SEAI on the SEAI National Energy Research Development and Demonstration (RD&D) Funding Programme	Partnership	Q2, 2023
	EirGrid Citizens Energy Roadshow. 12 completed in 2022. NN,LC commit to presenting at all roadshows in 2023	Partnership	Q2, 2023

## PATHWAYS TO ENGAGEMENT cont'd

Planned ESB Networks meetings, forums, working groups, events and webinars in 2023

PATHWAY	OBJECTIVE	MECHANISMS	TIMING
<b>National Network, Local Connections Programme - Piloting</b>	Piloting engagement across the 6 pilots will happen over the course of 2023 via a suite of activity from officially procurement notification to local community engagement	Mix	Q1 - Q4, 2023
	Pilot 3b: Official Procurement & Recruitment	Official Procurement	Q1 2023
	Pilot 4: 1:1 meetings with all Projects that satisfy the criteria for pilot 4.	Meetings	Q1, 2023
	Pilot 6: Work with Pilot 6 Pledge partners on case studies	Meetings	Q1 2023
<b>National Network, Local Connections Programme - Governance</b>	Host 4 Advisory Council Meetings	Stakeholder Meetings	Q1 -Q4 2023
<b>Zero Emission Vehicles Ireland (ZEVI) Board and working Groups</b>	ESB Networks is a key board member of ZEVI which is now the one-stop shop for expertise, support and funding to support the electrification of transport in Ireland	Mix of meetings/conference calls /working groups	Ongoing
<b>Generator Customer Connection Clinics</b>	Give customers an opportunity to discuss potential connection options and high level costs before making an application for connection to the distribution network	Customer meetings	Q4 2023



NETWORKS