ESB NETWORKS

Stakeholder Engagement Strategy & Plan 2025

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Foreword

I am delighted to present ESB Networks Stakeholder Engagement Strategy and Plan for 2025. In this Strategy and Plan we set out how we propose to collaborate and engage with our stakeholders over the course of 2025 in order to support the delivery of our Networks for Net Zero Strategy targets and ambitions.

Our Networks for Net Zero Strategy sets out our commitment to continue to play a leading role in delivering the Goverment's Climate Action Plan (CAP). It commits us to deliver on our part to achieve the CAP targets set out for 2025 up to 2030 which will require a significant period of investment in the electricity network, vital to achieving national outcomes relating to housing, climate change, economic development and population growth. Over the course of 2024 we have developed our Price Review 6 (PR6) investment proposals for the period 2026 to 2030 which outlines ESB Networks' proposed investment in response to Commission for Regulation of Utilities (CRU) Price Review Six Strategy Paper, which was published in April 2024.

The review of the submission which includes detailed documentation in addition to the overall Business Plan is already underway by the CRU and they will make a final determination on the proposed investment in 2025. We have been engaging extensively with our customers and stakeholders to gain an in-depth understanding of varying needs and priorities to help prepare these investment proposals, the scale of which reflects the strategic importance of the electricity network, in enabling social, economic and environmental transformation over the coming decades.

Ireland's electricity network is a critical component of our national infrastructure which underpins economic growth, sustains our modern economy, and supports the delivery of key policy objectives relating to housing, economic growth, and climate change. Substantial and ongoing investment is needed in the electricity network between now and 2040 to enable the delivery of targets contained in the National Development Plan, the draft National Planning Framework, Housing for All, the Climate Action Plan, and other key policies and frameworks.

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

Through delivering our Networks for Net Zero Strategy in collaboration with all our stakeholders, we will ensure that the electricity network is prepared to meet the changing and evolving needs of our customers in our journey to a clean electric future.

We wish to thank you for your continued support and valuable feedback which is helping shape the delivery of our Networks for Net Zero Strategy targets and ambitions. We look forward to achieving strong and meaningful collaboration and engagement with you throughout 2025 and welcome any comments or feedback you may have on this report, which can be submitted directly to stakeholder@esbnetworks.ie.

Nicholas Tarrant

Nicholas Tarrant Managing Director, ESB Networks

Introduction

Introduction

Who we are

ESB Networks builds and maintains the electricity network that transports electricity to all customers in Ireland through both the distribution and the transmission systems. We have served our customers for over 90 years and have provided the electrical infrastructure on which our society has developed.

ESB Networks works to meet the needs of all Irish electricity customers, providing universal affordable access to the electricity system. We deliver and manage the performance of a network of almost 157,000 km of overhead networks, 26,000 km of underground cables, over 800 high voltage substations, significant amounts of connected generation (including renewable generation connected to the distribution and transmission systems) and over 2.4 million demand customers.

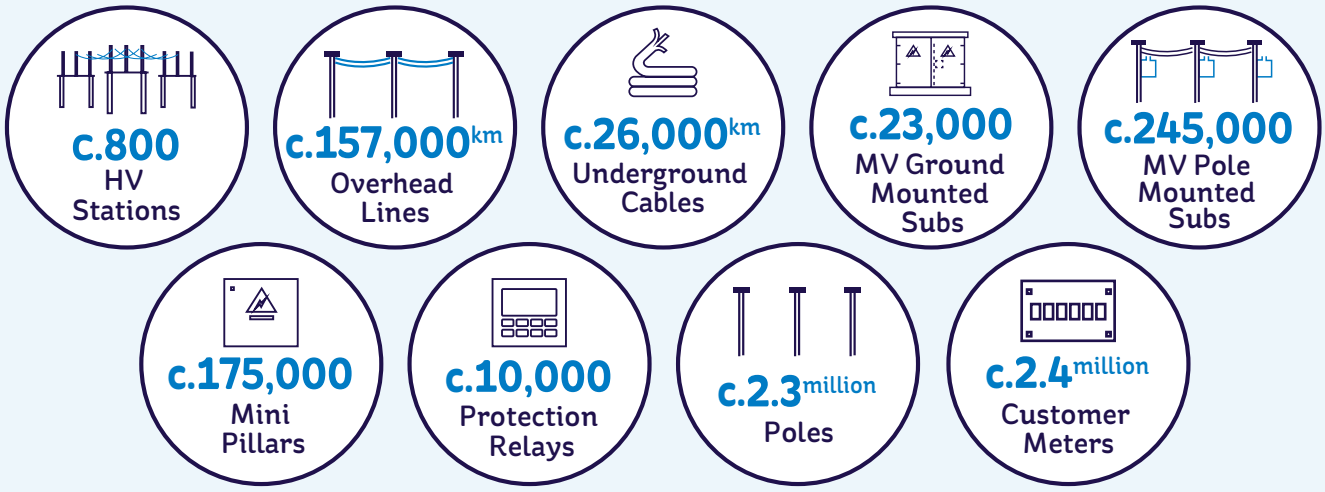
To support the delivery of a safe and reliable distribution system we undertake all the functions related to asset management, planning, construction, maintenance, and operation of the high, medium, and low voltage distribution network. ESB Networks also build and maintain the high voltage transmission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

We also deliver a range of services to the Republic of Ireland (RoI) Retail Electricity Market servicing over 2.4 million customers. We manage relationships with market participants and provide data in a timely and accurate fashion on a daily basis.

ESB Networks supports the wider Irish market through the ring-fenced Meter Registration System Operator (MRSO) and Retail Market Design Service (RMDS) and supports the wholesale Single Electricity Market through the provision of aggregated meter data.

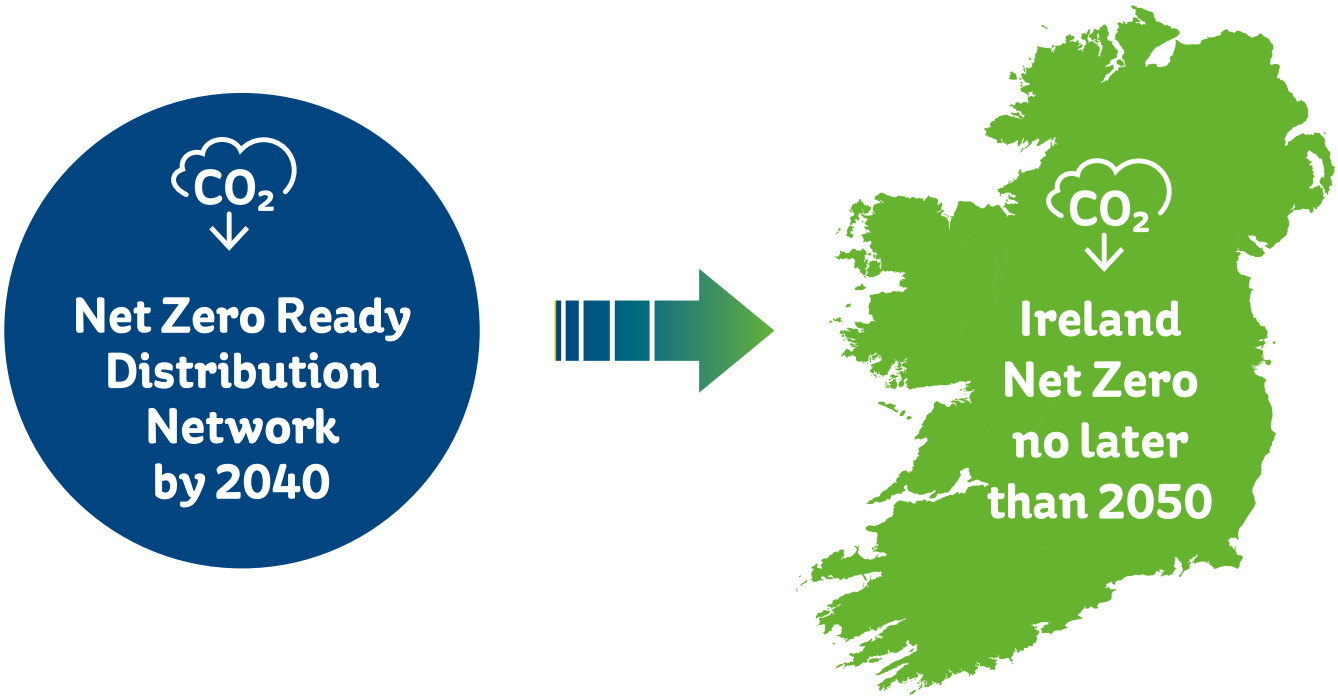
We place customer service at the centre of our operations, providing services to all electricity customers regardless of their supplier. Our staff and approved contractors throughout the country strive for excellence in all interactions with customers, while also supporting them in participating in the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

Our Network



Our Networks for Net Zero Strategy

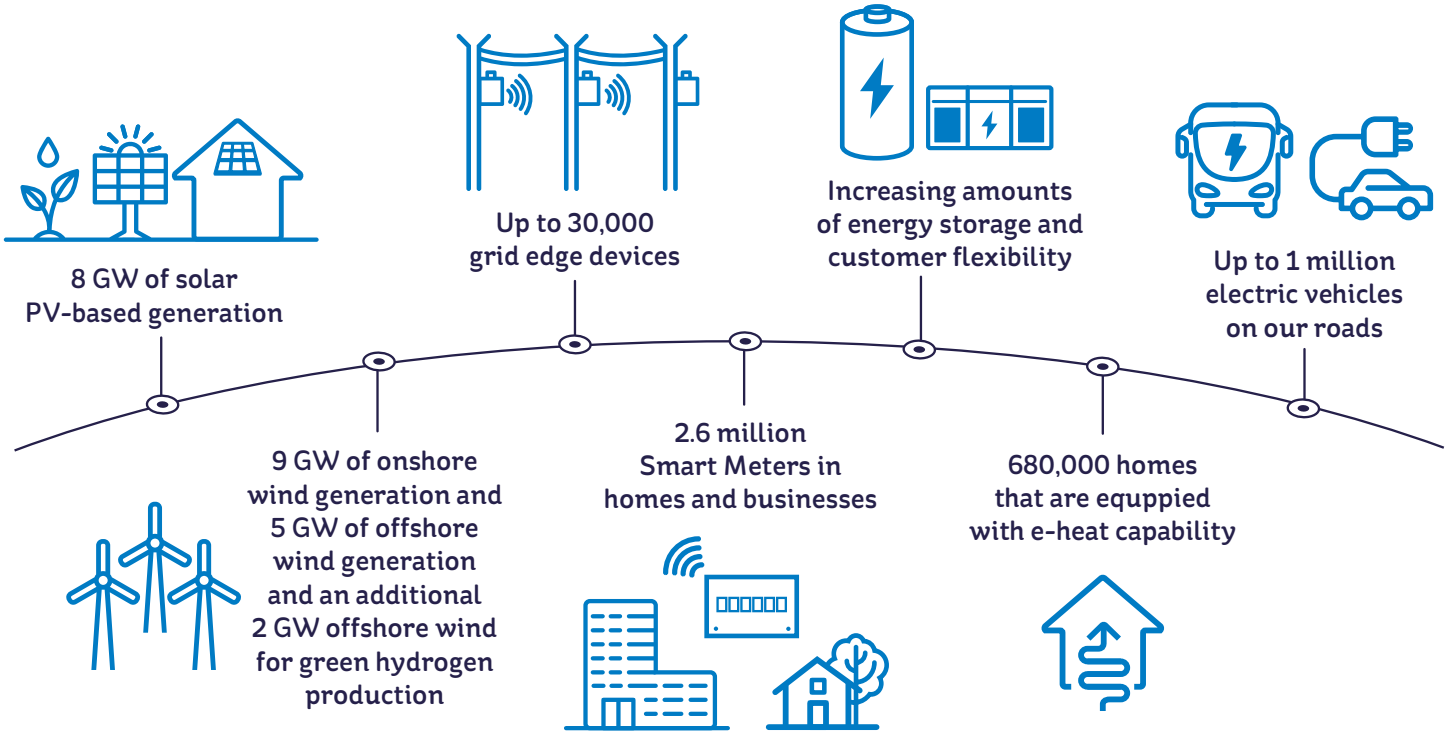
Our Networks for Net Zero Strategy outlines ESB Networks' role in facilitating the implementation of the Irish government's Climate Action Plan, with a view to achieving Ireland's net zero target by 2050. The Strategy aims to develop a flexible and intelligent digital electricity network that will serve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



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

Our Strategy sets out to deliver the targets defined in the Government's Climate Action Plan for 2025 and 2030. It also sets out a clear objective to develop a digital electricity network that is flexible and smart and will provide a foundation for a clean electric future in Ireland by 2040. This means having a Net Zero ready Distribution Network by 2040 to enable Ireland's achievement of net zero no later than 2050. This will be an important milestone on the journey to Ireland being net zero no later than 2050. The work we do under our primary roles of Distribution System Operation (DSO), Distribution Asset Owner (DAO) and onshore Transmission Asset Owner (TAO) is essential and on the critical path to achieve this objective.

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



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

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

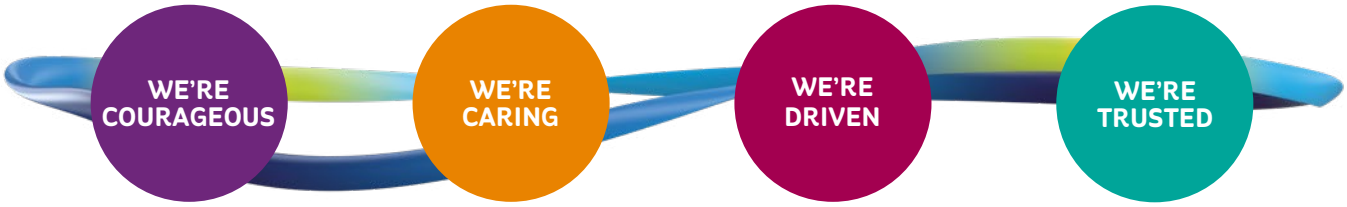
We plan to introduce a 'Build Once for 2040' concept that will ensure that the distribution network and supporting services such as demand management are designed and developed to meet the anticipated needs of customers in 2040 and to deliver a clean electric future. This will eliminate the need for repeated, costly and resource intensive interventions on the network. Essentially, where possible, we will deploy solutions today which are scalable to meet the needs of customers and stakeholders in 2040 and beyond.

Through delivering our Networks for Net Zero Strategy in collaboration with all our stakeholders, we will ensure that the network is prepared to meet the changing and evolving needs of our customers in a clean electric future.

Stakeholders from the renewable energy sector, Electrification and Academia join ESB Networks for launch of new strategy.

Our Values

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



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

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

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

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

Purpose of this report

The purpose of this publication is to set out how ESB Networks proposes to collaborate and engage with our stakeholders over the course of 2025 in order to support the delivery of our Networks for Net Zero Strategy targets and ambitions.

Section 1 describes our enduring engagement strategy framework, which describes how we identify our stakeholders, the principles which guide our engagement, together with our proposed engagement methodology and our governance and control processes.

Section 2 highlights the key areas of engagement focus for 2025 which have been framed by both our Networks for Net Zero Strategy and the needs of our stakeholders as determined through feedback and ongoing collaboration. In response to stakeholder feedback, we have included an enduring **Stakeholder Engagement Metrics Framework for 2025**. This framework describes how we propose to engage and collaborate with our stakeholders in 2025 to help us to deliver against our Networks for Net Zero Strategy targets. It sets out the objectives of our engagement, planned engagement/initiatives and the targeted measures of success and required outcomes.

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

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

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Our Stakeholder Engagement Strategy

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 2.4 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, 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, 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.

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.

PLAN

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

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

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

ACT

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

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

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

REPORT

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

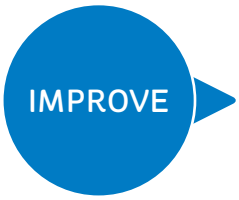
Action: Use a number of channels to communicate the outcomes of our engagement with customers and stakeholders.

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

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

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

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



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

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

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

How We Identify Our Stakeholders

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

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

Tailoring Our Engagement

We assign a level of knowledge/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. We are committed to informing and educating our customers and stakeholders to empower them to engage effectively with us on the topics that matter to them. For example, prior to consultations with stakeholders with limited knowledge on the subject matter at hand, we run supplementary webinars to support customers in the transition from being 'informed' by ESB Networks, to being 'involved' with engagement and fostering a two-way dialogue with them. Continued engagement with stakeholders allows them to have more knowledge of a topic of engagement, and therefore more of an impact on the decision-making process with time.

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

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

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

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.

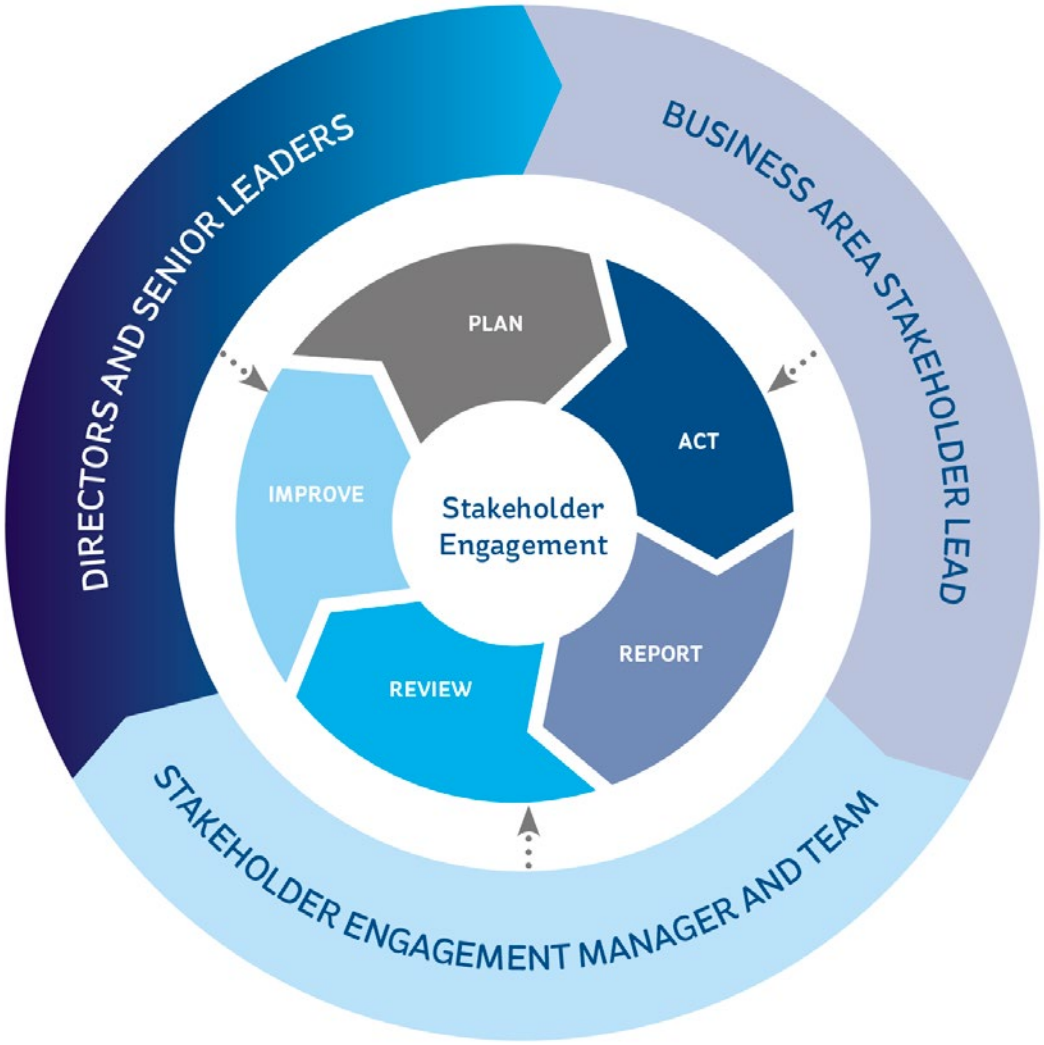
ACCOUNTABILITY ON DELIVERY
For our customers and stakeholders to hold us to account on our promises and to drive continuous improvement.

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

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 senior management, provides overall direction to the stakeholder engagement strategy for ESB Networks. Stakeholder engagement forms a core element of our business processes and remains embedded in our business culture and is seen as the role and responsibility of every employee within the organisation. Our strategically important delivery initiatives such as our National Smart Metering Programme, the National Network and the, 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.



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Our Stakeholder Engagement Plans for 2025

Focus of Our Engagement for 2025

The focus of our engagement in 2025 and beyond will be to support the delivery of our Networks for Net Zero Strategy which is framed by the Government's Climate Action Plan.

We have identified three strategic objectives, which are core to the delivery of our Strategy and upon which we will focus our engagement efforts, 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.

1. Decarbonised electricity

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

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

2. Resilient infrastructure

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

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

3. Empowered customers

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

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

Foundational Capabilities

Our Strategy is also based on four foundational capabilities of, Our People, Digital and Data Driven, Financially Strong, Sustainable and Socially Responsible.

Our People

Our people are crucial to what we deliver as a company. Over the coming five years we will recruit 1,500 people to both sustain and grow our capabilities across a range of areas. We will ensure we have the resource capacity and flexible deployment capability to deliver this Strategy, supporting Ireland's Climate Action Plan and our net zero future.

An important part of ensuring the deployment capability is the work we do with our partners and suppliers to deliver our projected work programmes. We value this relationship with our Suppliers and Contract Partners, and today we have €4bn of Framework Contracts in place. Our strategic approach to procurement and our delivery strategy position ESB Networks to increase the number of Framework Contracts to ramp up and deliver at pace if and when required.

Digital and Data Driven

Digital is the integration of technology and new ways of working into all aspects of the business, driving change in how we operate, serve our customers, and deliver value to society. Transforming operations and systems with data and digital technologies and new ways of working can create substantial value and improve performance in areas such as safety, reliability, customer satisfaction, predictable and efficient delivery, and enabling the active customer.

Financially Strong

Maintaining ESB Networks' financial strength is critical to ensure we can fund the continued development of the electricity infrastructure and for the activities necessary to deliver the Networks for Net Zero Strategy. We expect to invest in the region of €10bn by 2030. We will continue to balance the need to invest to provide a resilient network and essential infrastructure to support economic growth (e.g. provide connections for new housing) and to provide a smart network to enable a decarbonised economy while maintaining affordability for customers by focussing on operating as efficiently as possible.

Sustainable and Socially Responsible

ESB Networks believes in the role of electricity infrastructure as an enabler of social, environmental, and economic growth. We will work to reduce the carbon footprint of our business. As the electricity network is embedded in every community right across the country, the safety of the public is fundamental to how we design, operate, and manage the system today and into the future. Our Public Safety Strategy, including public safety awareness campaigns will continue to be developed as people become more reliant on electricity. While ESB Networks has made large strides in the carbon reduction area over the past few years, we are committed to accelerating our progress on the trajectory to net zero by 2040. We will integrate Carbon Emission Assessment as part of all infrastructure capital investments by 2025. We will reduce our impact on the environment by applying similar principles to those in Green Public Procurement (GPP).

The focus of our engagement in 2025 will be therefore to help support delivery of all our strategy targets which we have set out in our Net Zero Action Plan to 2030.

2023

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

2024

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

2025

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

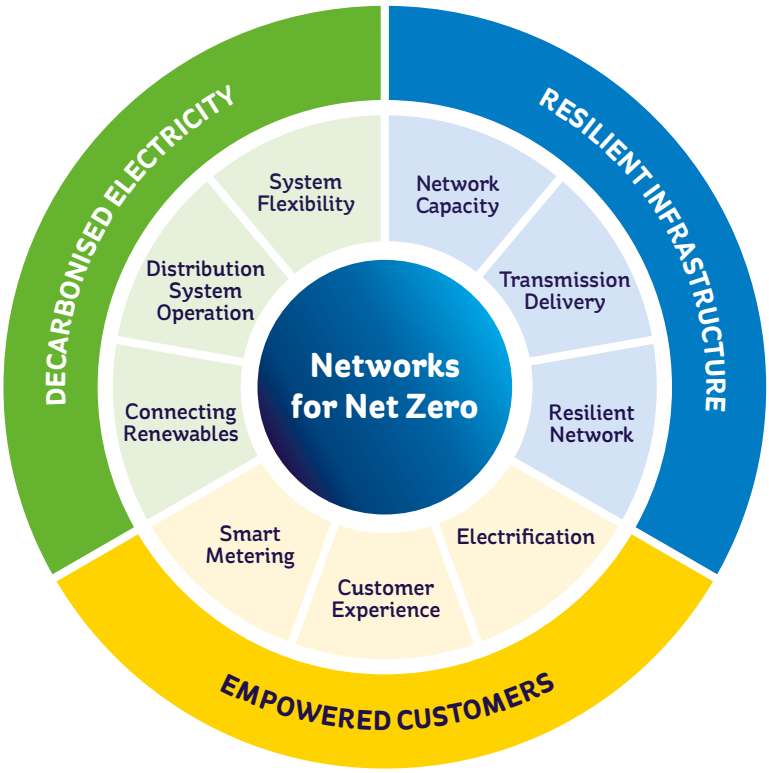
2030

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

Our Engagement Metrics Framework - Engaging to deliver our Networks for Net Zero Strategy

In this next section we set out our proposed engagement metrics framework describing how we propose to engage and collaborate with our stakeholders over the course of 2025, to help us to deliver against our Networks for Net Zero Strategy targets.

We have presented our framework in terms of our three strategic objectives, Decarbonised Electricity, Resilient Infrastructure, and Empowered Customers, and identified for each focus area our engagement objectives, our planned engagement channels and initiatives, and the required outcomes and targeted measures of success.



We have also included where appropriate planned engagements which support delivery of our foundational capabilities of;

Our People, ensuring we have the resource capacity and flexible deployment capability to deliver.

Digital and Data Driven, delivering a fully digitally enabled business and workforce.

Financially Strong, investing estimated 10bn in the distribution and transmission networks.

Sustainable and Socially Responsible, delivering internal net zero by 2030.

Our Engagement Framework has been developed in response to feedback from our stakeholders who have asked for a clear linkage to be made between our longer-term vision to 2030 and our annual stakeholder engagement plans and the development and roll out of an enduring metrics framework for stakeholders.

We have also included in our Appendix for reference, three tables providing details and timings of our proposed engagement activities (consultations, publications, meetings, forums, working groups, events, and webinars) currently planned for 2025.

These tables will also be published on our website to allow regular updates to be made to our plans ensuring they meet all our business, regulatory, stakeholder, and customer needs in an ever-changing industry landscape.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Decarbonised Electricity

Focus Area: Connecting Renewables

Our Net Zero Targets 2025	Engagement Objectives	Planned Engagements	Success Outcome/ Metric
Connect additional renewable generation to decarbonise up to 50% of electricity. **Deliver up to 5 GW of solar and 6 GW of onshore wind connections by 2025.** **Continue the transition of Micro/Mini/SSG into BAU.**	Significantly increase our customer engagement to provide guidance on different pathways for connecting renewables. Increase transparency for industry on the availability of network capacity when developing renewable projects. Reflect our stakeholders needs in our response to regulated consultations. Provide clarity on the ongoing development of process for connection.	Customer engagement on ECP process to optimize connection offers. Continue 3-way, EirGrid, Customer and ESB Networks meetings and quarterly engagement with key industry bodies, WEI, ISEA, SEI, IWFA to ensure processes are understood and developed to enable achievement of CAP deliverables. Provide informative webinars on ECP and pre-engagement /customer clinics and improve online tools (Capacity Heat Maps, Generator Cost Tool, Capacity workbooks) to provide clarity and support with various connection processes including ECP, micro, mini and small-scale gen. Undertake quarterly engagements with all major customers. Conduct formal lessons learnt reviews for projects not delivered to the customers satisfaction and apply data from independent surveys to design improvement plans. Key participant and contributor to the Accelerate Renewables Taskforce. Monthly stakeholder engagement meetings with installers and customers.	**All contracted renewable projects, ready to connect, energised on the distribution network.** **Enhanced process that meets the expected 30% increase in applications in 2025.**

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Decarbonised electricity

Focus Area: Distribution System Operation

Our Net Zero Targets 2025	Engagement Objectives	Planned Engagements	Success Outcome/ Metric
Deliver a smart distribution system through the National Network, Local Connections (NN,LC) programme. **Deploy the DSO tools and capabilities to manage and deliver 15-20% system flexibility. Deliver 50% distribution system visibility.**	Gain external insights into proposals/plans for NN,LC programme. Reflect the industry view in the development of our Multi-Year Plans.	Engage with key stakeholders to ensure full awareness of programme rollout, vision, and implementation plans such that they can fully inform the design and direction of the programme. Co-ordinate with the TSO and the wholesale market in a new TSO/DSO operating model. Consult with external stakeholders on the development of our Multi-Year Plans by issuing a Call for Input in Q2 2025. Continue to work closely with our partners in the TSO as part of our Joint System Operator Programme.	**Stakeholder feedback will inform the development of our Multi-Year Plans to be submitted to CRU at the end of Q3 2025.**

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Decarbonised electricity

Focus Area: System Flexibility

Our Net Zero Targets 2025	Engagement Objectives	Planned Engagements	Success Outcome/ Metric
Manage 15-20% of all electricity demand flexibly	Work closely with CRU, DECC, EirGrid and other stakeholders to deliver those actions where ESB Networks is designated Responsible Body under the CRU National Energy Demand Strategy. Continue to liaise closely with our external stakeholders to inform development of our propositions and deliverables as part of our Blueprint and associated roadmaps. Continue to deliver our National Outreach Programme to support customer behavior change (mindful electricity use) and start on the journey of behavior change across customer segments and geographies. Reflect the industry view in the development of our Multi-Year Plans.	Participate and input to the CRU's National Energy Demand Strategy governance groups throughout 2025. Continue our engagements with CRU, DECC and other external stakeholders on the development of our wider Blueprint and associated roadmaps which sets out the myriad requirements where ESB Networks will be required to work collectively with CRU, DECC and industry to deliver. Participate and input on behalf of ESB Networks to key DECC groups (e.g. Storage & System Services Working Group, Smart Energy Services Working Group, etc.) Facilitate engagement with our key external stakeholders via the NN, LC Advisory Council throughout 2025 which will provide stakeholders with an update on our progress and afford them the opportunity to shape our propositions. Consult with external stakeholders on the development of our Multi-Year Plans to be submitted to CRU at the end of Q3 2025. Where appropriate, engage with our external stakeholders via ad hoc roundtables, webinars, etc., on specific propositions throughout the year (e.g. Demand Flexibility Product, Behind-the-Meter standards, lessons learned sessions for existing pilots, etc.) Engage with our TSO partners on the Joint System Operator Programme via the existing programme governance groups (e.g. Discussion Board, Management Liaison Board, etc.) and continue engagement with CRU and our external stakeholders on development of the TSO/ DSO operating model.	**ESB Networks is delivering on its actions under the CRU's National Energy Demand Strategy.** **ESB Networks is reflecting the views of its key stakeholders in development of propositions to meet our share of the national flexibility targets.** **Well informed customers using flexibility to deliver on ESB Networks contribution to national climate action targets.** **ESB Networks continues to coordinate with our partners in the TSO to deliver our joint requirements under the JSOP.**

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Resilient infrastructure

Focus Area: Network Capacity

Our Net Zero Targets 2025	Engagement Objectives	Planned Engagements	Success Outcome/ Metric
Deliver the network capacity for 2025 AFIR, DART+ and public transport charging, demand growth and renewables connection according to CAP.	Publish Capacity Workbooks. Publish Distribution Network Development Plan.	The first Capacity Workbooks to be published by the end of 2024 will consider all projects that will be delivered under the Price Review 5. Capacity Workbooks will be updated on ESB Networks' website every year, and in 2025 they will consider our planned investments in Price Review 6 (2026-2030 period). ESB Networks is planning to publish the Distribution Network Development Plan (DNDP) by the end of Q2 2025. The DNDP will set out the distribution system planned investments for the next five-to-ten years.	**Published information forecasting future available capacity for demand and generation connections on the distribution network.**

Focus Area: Transmission Delivery

Our Net Zero Targets 2025	Engagement Objectives	Planned Engagements	Success Outcome/ Metric
Deliver PR5 Transmission Development Plan	Work closely with EirGrid to plan and deliver a large programme of transmission works for 2030, especially work required to deliver onshore facilities to connect offshore wind generation. Work with EirGrid to maximise availability of transmission outages and utilise available outage time efficiently to complete required construction works.	Evolve the strategic ESB Networks/ EirGrid relationship through collaboration on our joint ESB Networks/EirGrid working groups and committees. • Operational Services • Network Delivery • Maintenance Policy and Standards • Procurement Strategy • TSO-DSO • Health and Safety • External Engagement • EirGrid and ESB Networks Outage Transformation Programme and coordination teams	**Deliver the Transmission Development Plan and the pipeline of projects in collaboration with EirGrid.**

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Resilient infrastructure

Focus Area: Resilient Network

Our Net Zero Targets 2025	Engagement Objectives	Planned Engagements	Success Outcome/ Metric
Deliver a 'smart' resilient network of the future with a reduction in unplanned Customer Minutes Lost below 60 per annum by 2030. **Enhance our Climate Adaptability Framework and harden the network to be more resilient to the extreme weather events.**	Develop operating control architecture through operations technology to deliver against the government's Climate Action Plan requirements. Further develop an asset health approach for assets that supports investment decisions, targeting assets to deliver a future network (capacity challenge and electrification) and enhance security of supply.	Continue partnerships with other utilities, DNOs, original equipment manufacturers (OEMs) and expert groups including CEATI, ENA, and EPRI to foster shared learnings and experiences as we build on proven solutions and partner for new solutions. Engagement with expert groups such as Met Eireann and the Environmental Protection Agency (EPA) to gather evidence-based data. Engage with partners to deliver purpose-built telecommunications network by the end of 2026 to provide resilience, stability, and security of our electrical networks.	**Reduce unplanned Customer Minutes Lost below 76.6 per annum.** **Reduce unplanned Customer Interruptions below 109.6 per annum.**

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Empowered customers

Focus Area: Electrification

Our Net Zero Targets 2025	Engagement Objectives	Planned Engagements	Success Outcome/ Metric
Deliver network capacity for 215,000 HPs and up to 196,000 EVs including public charging capacity infrastructure. **Develop a Low Carbon Technology register.**	Key advocacy & engagement with Government departments and agencies with responsibility for national implementation of electrified heat & transport. Establish a list of all low carbon technologies that meet the standards required by ESB Networks to permit their connection to the LV Network and Database.	Direct support & engagement with ZEVI led WGs, and workshops for targeted stakeholder cohorts linked to, the Nat'l EV Charging Infrastructure Strategy – including CPOs, Regional & Local Authorities. Direct support and engagement with TII and the AFPO (Alternative Fuels Programme Office) Direct engagement with DoT teams responsible for other aspects of AFIR – Port and Airports, as well as with Port & Airport Authorities. Direct engagement with DECC teams responsible for electrified heat, including scoping of large-scale domestic HP deployment pilot, that will support accelerated policy implementation. Continuous engagement with SEAI in defining the scope of collaboration. Engaging with other UK DNOs to understand what the best solution for ESB Networks could be based on lessons learned from other utilities.	**Support our customers and stakeholders with clear information and guidance in relation to the installation and connection of heat pumps and recharging infrastructure to the distribution system.**

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Empowered customers

Focus Area: Customer Experience

Our Net Zero Targets 2025	Engagement Objectives	Planned Engagements	Success Outcome/ Metric
Streamline connections/ outage customer journeys.	Improve our customer operational KPIs and customer service targets through continued improved digital processes	Grow digital services on our Customer Online account to improve customer experience and empower self-service for our customers. Continue the delivery of new services on the customer portal to empower customers with information and tips to manage their energy consumption via marketing – online portal, Beat the Peak, Smart Meter Services, etc. Map out future customer personas, needs, and services, and grow our awareness campaigns and participation in pilots and low-carbon schemes to support our customers on their journey to net zero. Deliver general safety advertising campaigns and targeted safety campaigns for schools, construction, and farming. Continue to enhance the website to improve customer service and provide improved user navigation for all our customers and stakeholders.	**> 60% of all customer engagements will be digital.** **Deliver > 83% customer satisfaction rating.** **Enable 10% of all households and businesses participating in flexibility services by 2025.**

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Empowered customers

Focus Area: Smart Metering

Our Net Zero Targets 2025	Engagement Objectives	Planned Engagements	Success Outcome/ Metric
Substantially complete the national rollout of 2.4 million smart meters.	Use smart meter data to optimise smart solutions for network operations and development. Provide customers with easily accessible information on the electricity they have used or exported via their smart meter. Encourage customers to sign up for an ESB Networks Online Account where they can view their electricity usage.	Continue to run the NSMP's multi-channel engagement programme via direct communications with customers whose meters are scheduled to be replaced, and public advertising in support of the ongoing national rollout in print, radio, social, and digital media channels. Continue to engage with public reps and other stakeholders, and attend conferences and events, responding proactively to media requests and queries about the programme. Maintain successful working relationships with regulatory authorities and market participants, including ongoing engagement with electricity suppliers, through regular meetings of the programme's industry forum, including the stakeholder steering group, industry liaison group, and communications and engagement working group. Ongoing meetings with DECC, CRU, and electricity supply companies to agree customer journey and messaging in support of: • Delivery of smart PAYG services • Access to smart meter data by eligible parties • Access to near real-time consumption data by customers Support the remainder of the rollout via local engagement.	**Maintain over 80% customer satisfaction rate with the meter installation experience.** **Deliver the smart meter infrastructure that facilitates customer participation in flexibility and energy sharing.** **Continue to support the meter replacement programme and build customer awareness of the ESB Networks Online Account.**

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Foundational capabilities

Focus Area: Sustainable & Socially Responsible

Our Net Zero Targets 2025	Engagement Objectives	Planned Engagements	Success Outcome/ Metric
Continue engagement with Business for Biodiversity Platform.	Progress action on biodiversity and drive knowledge sharing with other businesses.	Contribute to all scheduled meetings of the Business for Biodiversity Members Community of Practice and Energy Sector Community of Practice (6 meetings).	**Increased engagement in biodiversity initiatives and improved reporting capacity.**
Engagement with Local Schools on Biodiversity Action.	Leverage biodiversity action for increased community contact and environmental advocacy.	Facilitate a combined total of 10 school visits and on-site demonstrations to communicate biodiversity action.	**Increased community awareness of ESB Networks environmental actions.**
Engagement with Local Authorities in respect of fluid-filled cable replacement.	To ensure that ESB Networks continues to progress its cable replacement programme.	Continue to engage with relevant Local Authorities in the Dublin and Cork regions on an ongoing basis.	**Ongoing installation of ducting for fluid-filled cable replacement.**

Appendix 1

CONSULTATIONS

Planned ESB Networks public consultations for 2025

Consultation Title	Objective	Mechanism	Timing
Innovating to Deliver Networks for Net Zero	Consultation to share information and garner feedback on ESB Networks' innovation strategy, projects and activities.	ESB Networks Consultation	Q1 2025
ESB Networks Report on Stakeholder Engagement in 2024	Describe and capture our stakeholder engagement approach and activities during 2024 and seek stakeholder views and feedback on our engagement performance for 2024.	ESB Networks Consultation	Q1 2025
DMSO Strategy Blueprint	Develop a blueprint that represents customer and industry priorities, in a collaborative and open manner.	ESB Networks Consultation	Q1/Q2 2025
National Network, Local Connections Programme	There will be a suite of consultations to garner feedback on the design of individual flexibility products.	ESB Networks Consultations	Q1-Q4 2025
Joint TSO and TAO Investment Planning and Delivery Report 2024	Seek stakeholder feedback on TSO and TAO Electricity Transmission Performance Report 2024.	ESB Networks/ EirGrid Consultation	Q3 2025
DSO/TSO Multi-Year Plan 2026 - 2030 Call for Input	To give stakeholders an opportunity to provide input and feedback on the planned activities.	ESB Networks Consultation	Q3 2025
TAO/TSO Multi Year Plan - Call for Input	To give stakeholders an opportunity to provide input and feedback on the planned activities.	ESB Networks Consultation	Q3 2025
ERT Accuracy Multi-Year Plan 2026 - 2030 Call for Input	Seek stakeholder feedback on the strategies for introducing flexibility and addressing different market and consumer perspectives.	ESB Networks Consultation	Q3 2025
Flexibility Multi-Year Plan 2026 - 2030 Call for Input	Seek stakeholder feedback on ESB Networks' proposed strategies for introducing flexibility and addressing different market and consumer perspectives.	ESB Networks Consultation	Q3 2025
Visibility Multi-Year Plan 2026 - 2030 Call for Input	Seek stakeholder input on ESB Network's plan to secure and share visibility of the network through mapping, modelling, and monitoring the electricity network down to the local, low voltage (LV) networks.	ESB Networks Consultation	Q3 2025
Independent Role of the DSO Multi-Year Plan 2026 - 2030 Call for Input	Seek stakeholder feedback on ESB Networks role as an independent Distribution System Operator.	ESB Networks Consultation	Q3 2025

Appendix 1

CONSULTATIONS (continued)
Planned ESB Networks public consultations for 2025

Consultation Title	Objective	Mechanism	Timing
Joint TSO and TAO Electricity Transmission Performance Report 2024	Seek Stakeholder feedback on TSO and TAO Investment Planning and Delivery Report 2024	ESB Networks/ EirGrid Consultation	Q4 2025
Distribution Annual Performance Report 2024	Seek stakeholder feedback on Distribution Annual Performance Report 2024	ESB Networks Consultation	Q4 2025
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	Q1-Q4 2025

Appendix 2

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

Publication Title	Objective	Mechanism	Timing
Innovation Consultation Response Paper	To provide ESB Networks response to feedback received on the Innovation Consultation.	Publication on ESB Networks' website	Q2 2025
ESB Networks Grid Development Report	To share a report on large-scale distribution system onshore grid development projects to be delivered in 2025.	Publication on ESB Networks' website	Q1 2025
Generator Statement of Charges	To share the standard charges applicable to generation customers connecting to the distribution network.	Publication on ESB Networks' website	Q1 2025
ESB Networks Innovation Strategy	Develop and publish a new innovation strategy that will outline the areas of focus for innovation activities over the coming years, project selection process and a revised governance framework, fostering greater collaboration and partnerships with our stakeholders.	Publication on ESB Networks' website	Q2 2025
Stakeholder Newsletter	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
Joint TSO and TAO Investment Planning and Delivery Final Report 2024	Final CRU Approval on TSO and TAO Investment Planning and Delivery 2024.	Publication on ESB Networks' website	Q3 2025
Joint TSO and TAO Electricity Transmission Performance Final Report 2024	Final CRU Approval on TSO and TAO Electricity Transmission Performance Report 2024.	Publication on ESB Networks' website	Q3 2025
Annual Environmental Performance Report 2024	Annual summary of information on the environmental and sustainability aspects of our business.	Publication on ESB Networks' website	Q3 2025

Appendix 2

PUBLICATIONS (continued)
Reports/information booklets/data sharing on ESB Networks' website

Publication Title	Objective	Mechanism	Timing
Heat Map of available Capacity	Provide an indication of available network capacity for new demand and generation customers.	Interactive map on ESB Networks' website, updated quaterly	Q1-Q4 2025
Capacity Workbooks (Version 2)	Provide an indication of available network capacity for demand and generation connections for the next 5-10 years (future capacity) based on current investment plans.	Publication on ESB Networks' website	Q3 2025
Distribution Network Development Plan	Ten Year Distribution Network Development Plan.	Publication on ESB Networks' website	Q3 2025
Generator Connections Reporting	Ensuring consistently reported figures for Generator Connections to the electricity grid in Ireland to track delivery against CAP Targets.	Monthly reporting on ESB Networks Website and directly with key stakeholders	Ongoing
Distribution use of System DuoS Statement of Charges	To share the standard charges applicable to demand customers connecting to the distribution network.	Publication on ESB Networks' website	Q4 2025
Public Safety Strategy 2021-2025	Inform and educate the public about safe behaviours in relation to the electricity network.	Publication on ESB Networks' website	On-going
TAO/TSO Multi-Year Plan 2026 - 2030	Sets out TAO/TSO planned initiatives to deliver for next 5 years.	Publication on ESB Networks' website	Q4 2025
DSO/TSO Multi-Year Plan 2026 - 2030	Sets out DSO/TSO planned initiatives to deliver for next 5 years.	Publication on ESB Networks' website	Q4 2025
ERT Accuracy Multi Year Plan 2026 - 2030	Sets out DSO planned initiatives to deliver for next 5 years.	Publication on ESB Networks' website	Q4 2025
Flexibility Multi-Year Plan 2026 - 2030	Sets out DSO planned initiatives to deliver for next 5 years.	Publication on ESB Networks' website	Q4 2025

Appendix 2

PUBLICATIONS (continued)
Reports/information booklets/data sharing on ESB Networks website

Publication Title	Objective	Mechanism	Timing
Visibility Multi-Year Plan 2026 - 2030	Sets out DSO planned initiatives to deliver for next 5 years.	Publication on ESB Networks' website	Q4 2025
Independent Role of DSO Multi-Year Plan 2026 - 2030	Sets out DSO planned initiatives to deliver for next 5 years.	Publication on ESB Networks' website	Q4 2025
Smart Metering Programme	Updated video to 'How to Read Your New Meter' to help customers read their new meter and support the provision of new smart services from electricity suppliers.	Video uploaded on ESB Networks' website	Q4 2025
Smart Metering Programme	Guidelines on how to connect to the in-home channel on your smart meter in order to access near real time data.	Networks website Smart FAQ's	Q1 & Q4 2025
Community-led renewable energy projects guidebook	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	Ongoing
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	Ongoing

Appendix 3

PATHWAYS TO ENGAGEMENT

Planned ESB Networks meetings, forums, working groups, events and webinars 2025

Pathway Title	Objective	Mechanism	Timing	Audience
Mini and small scale generation - enduring process	Present on the new Enduring Connection process for mini and small scale generation applications	MS Teams Webinar	Q1 2025	Generator customers looking to make a grid application
Enduring Connection Policy Industry Body Updates	Present on the new Enduring Connection Policy/Generation & System Services design (ECP3) and subsequent application window openings in line with the CRU RED3 directive.	MS Teams Webinar	Q1 2025	Renewable Energy Industry Body Representatives
Small Scale Generation Connections	Supporting customers, consultants and key stakeholders to understand continued developments and improvements in our connections processes as we move trial processes to BAU.	Key customer/ stakeholder meetings	Monthly meetings	DECC/CRU/SEAI/ Renewable Industry
ESB Networks Distribution Outage Programme (DOP)	Provide customised outage programme for 2025 to each HV connected customer based on TSO, DSO and customer outage schedules.	Email notification	Q1 2025	All HV Connected Customers, EirGrid, Industry Bodies, External Asset Managers and Contractors
	Provide ongoing outage update information during 'sliding outage window' in 2025.	MS Teams meetings and email	Q1 - Q4 2025	All HV Connected Customers, External Asset Managers and Contractors
	Present at EirGrid Outturn Availability Forum.	MS Teams Webinar	Q1 2025	HV Connected Customers, EirGrid, Industry Bodies, External Asset Managers and Contractors
	Host Webinar on DOP Process.	MS Teams Webinar	Q2 2025	Renewables Industry, External Asset Managers and Contractors

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)
Planned ESB Networks meetings, forums, working groups, events and webinars 2025

Pathway Title	Objective	Mechanism	Timing	Audience
Strategic level quarterly meetings with WEI and ISEA	Knowledge sharing and high level engagement opportunity on ESB Networks' business strategy and plans and gain renewable industry insights and feedback	Mix of in person and MS Team Quarterly meetings	Q1 – Q4 2025	Renewable Industry body representatives
Construction Safety Partnership Advisory Committee	Promote best practice of electricity safety in construction	Quarterly meetings	Q1 – Q4 2025	CIF, HSA, LGMA, Engineers Ireland, SOLAS, Government Departments
Safety Committee	Discuss projects and safety incidents.	Quarterly meetings	Q1 – Q4 2025	EirGrid; ESB Engineering & Major Projects (E&MP) & ESB Networks
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	Q1 – Q4 2025	Members of the DCRP - representative of various types of users of the Distribution System, plus the DSO, TSO and the CRU
Safe & Sound Transition Year Student Programme	Students learn about to the various types of work activities conducted within ESB Networks	National ESB Networks Training Center, Portlaoise	Q2 2025	Secondary School Transition Year (TY) students
Safety Conference	Maintaining and enhancing safety performance	Physical conference	Q2 2025	European Distribution System Operators Forum: seventy delegates from utilities across Europe
Joint Utility Safety Forum	Share safety best practice and learnings across utilities	Biannual meeting	Q1 & Q2 2025	Public utilities, GNI, EIR, Irish Water

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)
Planned ESB Networks meetings, forums, working groups, events and webinars 2025

Pathway Title	Objective	Mechanism	Timing	Audience
Innovation Panel	Provide a platform to enable open discussion and feedback with stakeholders from across all industry sectors on our innovation strategy, projects and activities.	Biannual meeting	Q2 & Q4 2025	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
Pre engagement Customer meetings - for generator customers applying for DSO Enduring Connection Policy Process	Give customers an opportunity to discuss potential connection options and high level costs pre making an application under DSO ECP process	Bilateral Customer meetings	Q3 2025	Generator customers looking to make a grid application
Pre-engagement for Demand Customer & Customer meetings	Give customers an opportunity to discuss programmes of development, timing and considerations pre making an application	Customer meetings	Q4 2025	Demand customers looking to make a grid application
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) Plus, engagement with Industry and CRU through separate planned Forums	Ongoing	Renewable Energy sector/ communities

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)
Planned ESB Networks meetings, forums, working groups, events and webinars 2025

Pathway Title	Objective	Mechanism	Timing	Audience
Innovation Conference	Sharing of information on our innovation activities and the dissemination of project learnings and outcomes.	Physical conference	Q4 2025	All
National Network, Local Connections Programme - Advisory Council	Collaborate with industry on the adoption of proposed smart consumer energy technology standards (e.g. smart inverters and smart chargers) at a national level.	Quarterly meetings	Q1 - Q4, 2025	Cross section of stakeholders
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 give insight and inform the direction the market services should take.	1:1 Meetings	Ongoing	Suppliers, Aggregators, Large Energy Users
National Network, Local Connections Programme - Bilateral	Bilaterals with stakeholders who requested more engagement with the programme.	Bilateral meetings	Q1 -Q4, 2025	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	Ongoing	In partnership with SEAI, target stakeholders are anyone with an interest in Funding for Energy Research Projects

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)
Planned ESB Networks meetings, forums, working groups, events and webinars 2025

Pathway Title	Objective	Mechanism	Timing	Audience
Price Review 6 Engagement	To ensure stakeholders are aware of and understand ESB Networks' objectives in the PR6 submission. To ensure stakeholders can recognise where their interests are are being addressed in our proposed PR6 proposals. To energise and equip stakeholders to engage with and respond to the CRU through the consultation process. To increase awareness and understanding of ESB Networks, and support its stakeholder relationships in general.	Bilateral meetings and presentations	Q1-Q4 2025	All
	Reach out to our customers and stakeholders to share what we do and our plans for the future taking the opportunity for ESB Networks to position itself as a trusted partner in the transition to a net zero future. ESB Networks needs to educate the public about grid investments and infrastructure upgrades.	Web-based surveys and workshops	Q1-Q4 2025	All

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)
Planned ESB Networks meetings, forums, working groups, events and webinars 2025

Pathway Title	Objective	Mechanism	Timing	Audience
Smart Metering Programme	Industry engagement: - Industry Liaison Group (ILG) - Communications & Engagement Working Group (CEWG)	Conference calls	Monthly meetings	CRU, DECC, SEAI & electricity suppliers
	Working groups: - Smart meter technical working group - One-to-one engagement sessions with industry participants to support Phase 3 of the programme.	Ongoing meetings	Q1-Q4 2025	Industry participants
	Customer engagement: - 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. Throughout 2025	Customers whose meters are scheduled to be upgraded. Individual customers
	Public awareness & stakeholder engagement: - Awareness campaign via targeted media campaigns supported by updates on our website - Available for briefings to national and local elected representatives and other stakeholders	Multi-channel approach programme briefings	Q1-Q4 2025	All
Customer Experience Focus Groups	To test various customer experience initiatives and advertising campaigns	Workshops	Q1 - Q4	All
Electricity Suppliers, Customer Service Opportunities	To engage with Suppliers in a focused way based on data analysis outputs where opportunities arise for Customer Service. Examples include, erroneous customer contacts, process enhancement opportunities.	Meetings	Biannual meetings 2025	Electricity Suppliers

Appendix 3

PATHWAYS TO ENGAGEMENT (continued)
Planned ESB Networks meetings, forums, working groups, events and webinars 2025

Pathway Title	Objective	Mechanism	Timing	Audience
Contact Centre Accreditation Organisation	To engage with CCA and key members of the CCA via webinars, in person information sharing, with a view to identifying customer service best practice and trends/roadmaps, to stay current with latest thinking in customer service. This includes undertaking an annual accreditation audit.	Meetings and Webinars.	Monthly webinars 2025	CCA, other Irish and UK members of CCA.
Regional Developer Days	Provides two way engagement opportunity for developers and regional teams to discuss new connections, design and construction processes.	Physical events (one-day)	Ongoing	Housing Developers
CIF workshops	Provides opportunity for ESB to provide information on new connections, design and construction processes.	Physical and virtual events	Ongoing	Housing developers and the construction industry
Irish Home Builders Association IHBA workshops	Provides opportunity for ESB to provide information on new connections, design and construction processes.	Physical and virtual events	Ongoing	Housing developers and the construction industry
IHBA EV Charging workshops	Provides opportunity for ESB to provide information on EV charging infrastructure requirements and discuss feedback.	Meetings	Ongoing	Housing developers and the construction industry
Local Authority Meetings	Provides opportunity for ESB to provide information on overall strategy, high level work programmes, capacity issues and receive feedback on LA's work programme and high level objectives.	Meetings	Ongoing	Local Authorities
LDA Meetings	Provides opportunity for ESB to provide information on new connections, design and construction processes and discuss LDA muti year work programme.	Quarterly In Person Meetings	Q1-Q4 2025	LDA

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