



NETWORKS

STAKEHOLDER ENGAGEMENT STRATEGY & PLAN 2024

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Foreword

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

At ESB Networks, we're delivering an electricity network to empower our 2.4 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.



Earlier this year we published our [Networks for Net Zero Strategy](#) which outlines our commitment to futureproofing Ireland's electricity network and making the country's goal of net zero by 2050 a reality. This will require deploying innovative solutions today which are scalable to meet the electricity needs of the nation by 2040. The Networks for Net Zero Strategy will underpin an energy transition that will enable electricity customers to adopt new technologies, products, and services in the decades ahead, changing how they generate, store, and consume electricity.

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 2024, and welcome any comments or feedback you may have on this report, which can be submitted directly to stakeholder@esbnetworks.ie

A handwritten signature in black ink that reads "Nicholas Tarrant".

Nicholas Tarrant

Managing Director
ESB Networks

Introduction

Purpose of report

The purpose of this publication is to set out how ESB Networks propose to collaborate and engage with our stakeholders over the course of 2024 in order to support the delivery of our Networks for Net Zero Strategy targets and ambitions.

Section 1 describes our enduring Stakeholder Engagement Strategy, which concerns 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 2024 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. This year in response to stakeholder feedback we have included an enduring Stakeholder Engagement Metrics Framework for 2024. This framework

describes how we propose to engage and collaborate with our stakeholders in 2024 to help us to deliver against our Networks for Net Zero Strategy targets. It sets out the objectives of our engagement, our planned engagement channels and 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 ESB Networks led consultations, publications, and pathways to engage (meetings, forums, working groups, events, and webinars) currently planned for the year ahead.

In recognising 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 both our Stakeholder Engagement Metrics Framework for 2024 and our tables of consultations, publications, and pathways. 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



ESB Networks – Who we are

ESB Networks provide the electricity infrastructure 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 work 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 2.4 million demand customers.

To support the delivery of a safe and reliable distribution system we undertake all the functions related

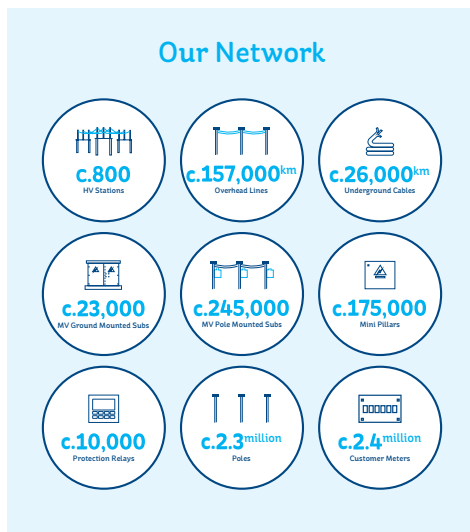
to asset management, planning, construction, maintenance, and operation of the high, medium, and low voltage distribution network. ESB Networks also build and maintain the high voltage transmission system.

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 support 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.

ESB Networks 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 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 2023, 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.



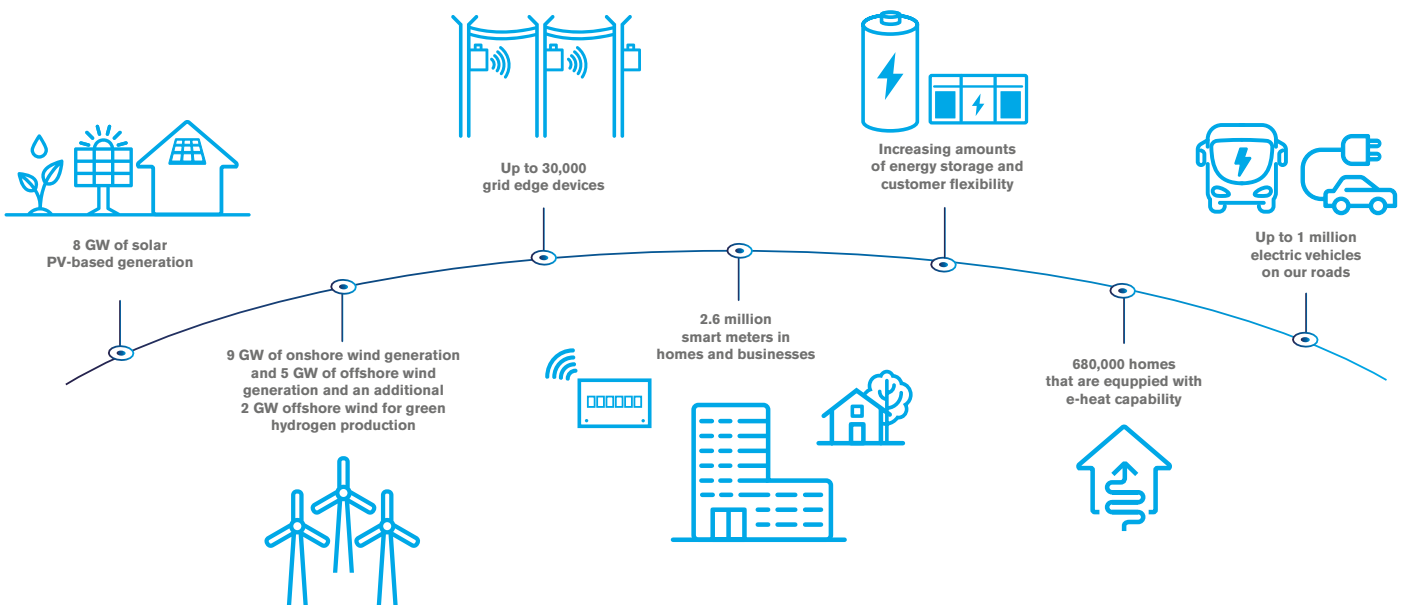
Our purpose at ESB Networks has always been to connect and distribute electricity - safely, securely, and affordably. Acknowledging the central role that electricity plays in climate action, our purpose has evolved to deliver a clean electric future through the

electrification of heat, transport, and industry, as well as connecting renewable generation at scale to the electricity network. This means delivering our role to help the targets for 2025 and 2030 as set out in the government's Climate Action Plan.

Our Strategy sets out to deliver the targets defined in CAP23 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



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

are scalable to meet the needs of customers and stakeholders in 2040.

At ESB Networks, we understand that we have been entrusted with the responsibility to play a vital role in Ireland's energy future, and we know we cannot do this alone.

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.

Our Values

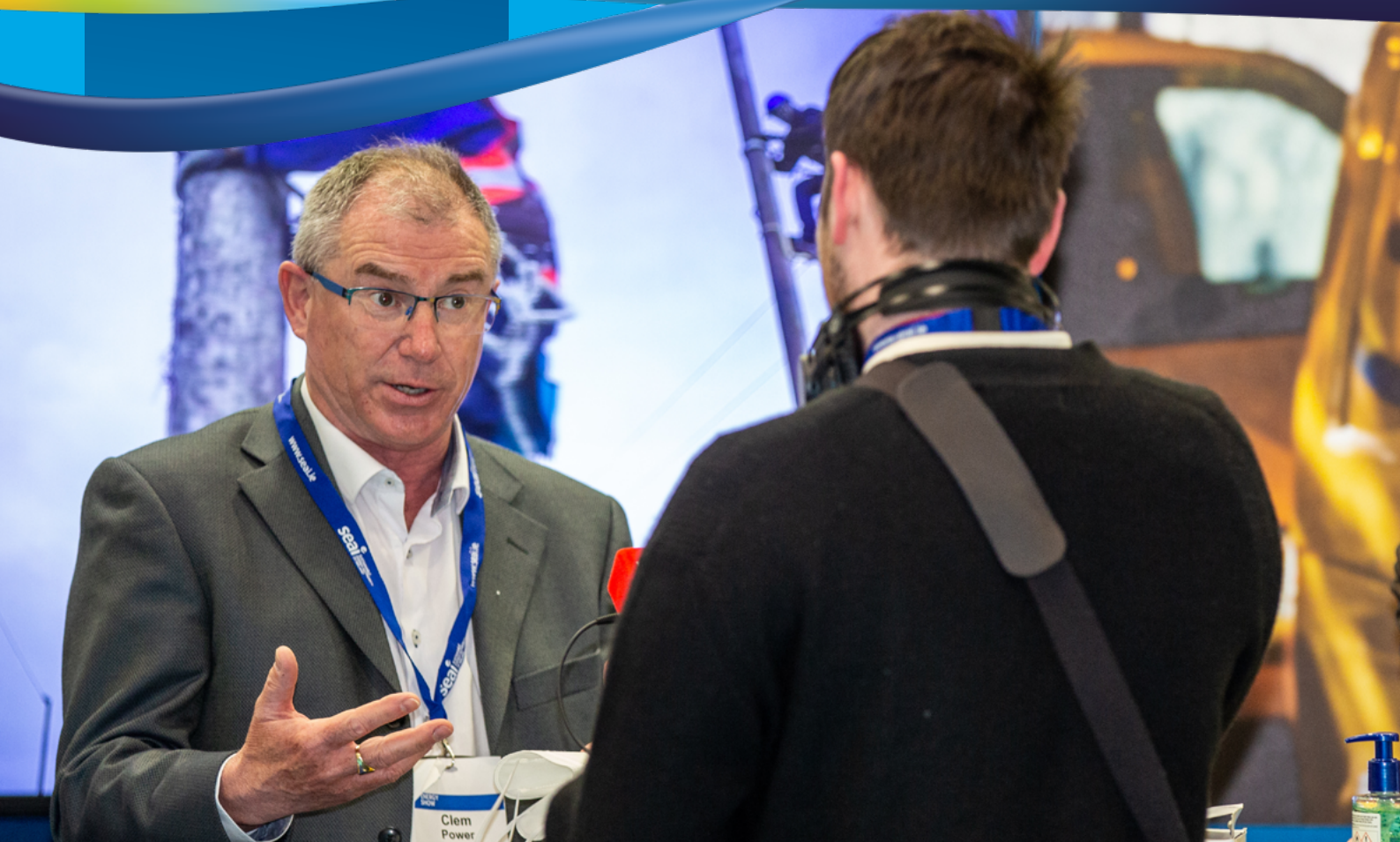
Our vision is to enable the clean electric future together with our stakeholders and customers who will be at the heart of this transformation. The delivery of this is underpinned by Our Values of being Courageous, Caring, Driven, and Trusted.



SECTION

1

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 2.5 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, while 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 and segmentation. This will enable us to be even more purpose driven in how we conduct our engagement activities, and help to ensure that we are driving inclusive engagement by not leaving any stakeholder group behind.



Our Engagement Methodology

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

PRINCIPLES OF ENGAGEMENT



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



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



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, while 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. 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 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.

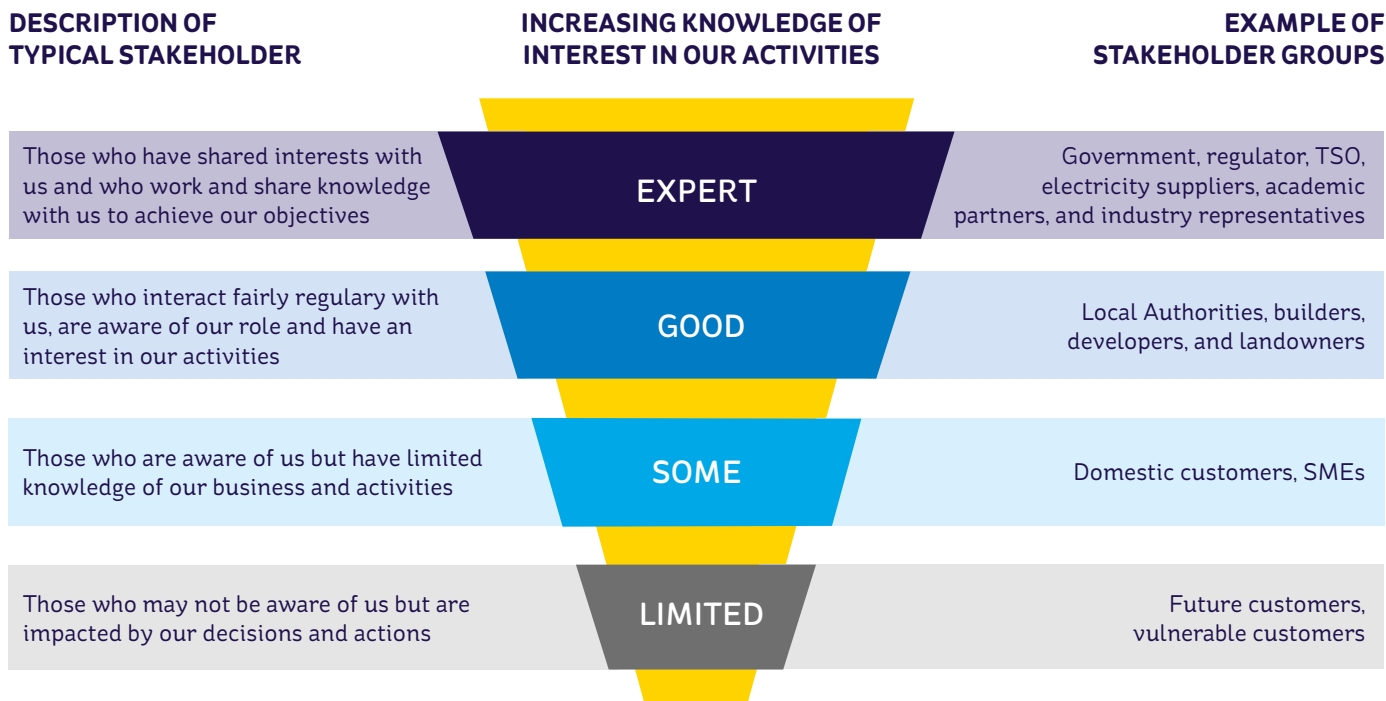


Tailoring Our Engagement

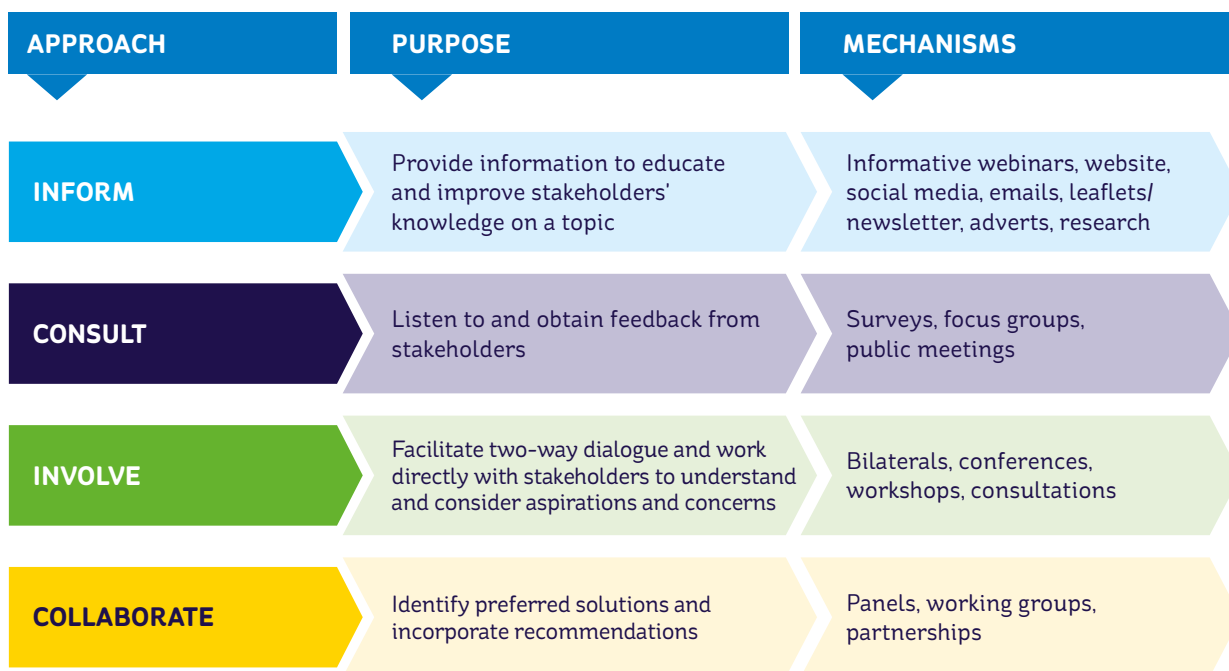
We assign a level of knowledge and interest to each stakeholder group across each of our strategic engagement areas. Awareness of knowledge levels of each stakeholder group allows us to better tailor engagement to specific stakeholder groups, such as the engagement method, and the appropriate use of technical language. This approach helps us to answer questions around how different customer and stakeholder groups could influence our decision-making and how best to involve them. Different levels of stakeholder engagement are appropriate, depending on the purpose, materiality, desired outcome, timeframe, resources, and level of interest. The level of engagement that is appropriate is

considered during the planning phase. This involves an assessment of the materiality of the subject matter of engagement, both for our stakeholders and our business, and includes an evaluation of potential impact and risk. Issues of major significance involving high levels of investment, impact, and risk will warrant greater levels of engagement. Where the issue has lower significance and less impact, the provision of information may be more appropriate. In each case, we will discuss our approach with our stakeholders. While we acknowledge that not all stakeholders can be experts 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.



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



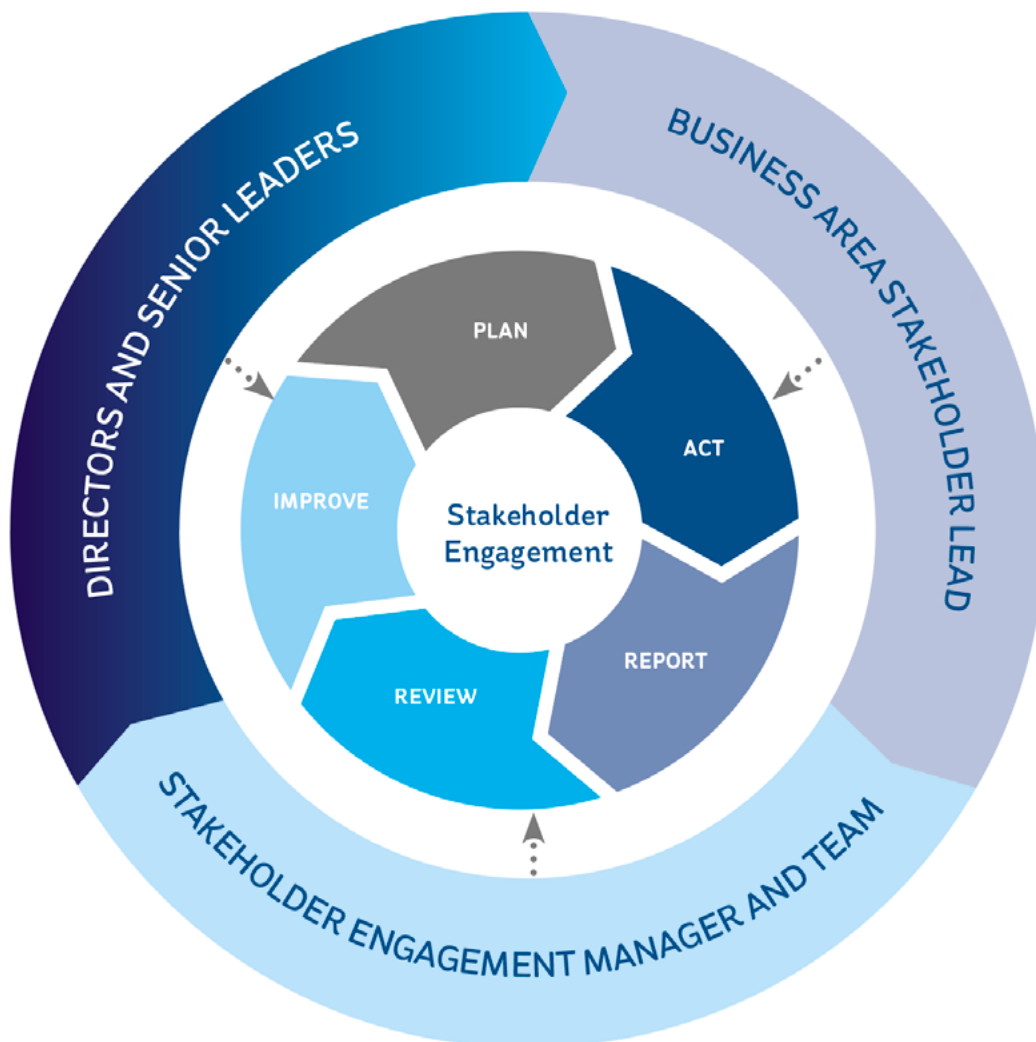
Engagement is at the Heart of Our Operations

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



SECTION

2

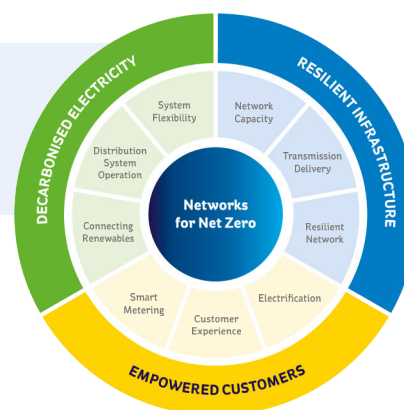
OUR STAKEHOLDER ENGAGEMENT PLANS FOR 2024



Focus of Our Engagement for 2024

The focus of our engagement in 2024 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 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.



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, distribution system operation at all voltage levels is core to what we do today. The energy transition and the rollout 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 National Networks, Local Connections programme and the connection of renewable generation to enable up to 80% of decarbonised electricity.

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 the clean electricity. In addition, we need to provide network capacity for the demand associated with significant population growth, new housing developments, and economic growth, as well as a significant increase in demand due to electrification of heat, transport, and industry.

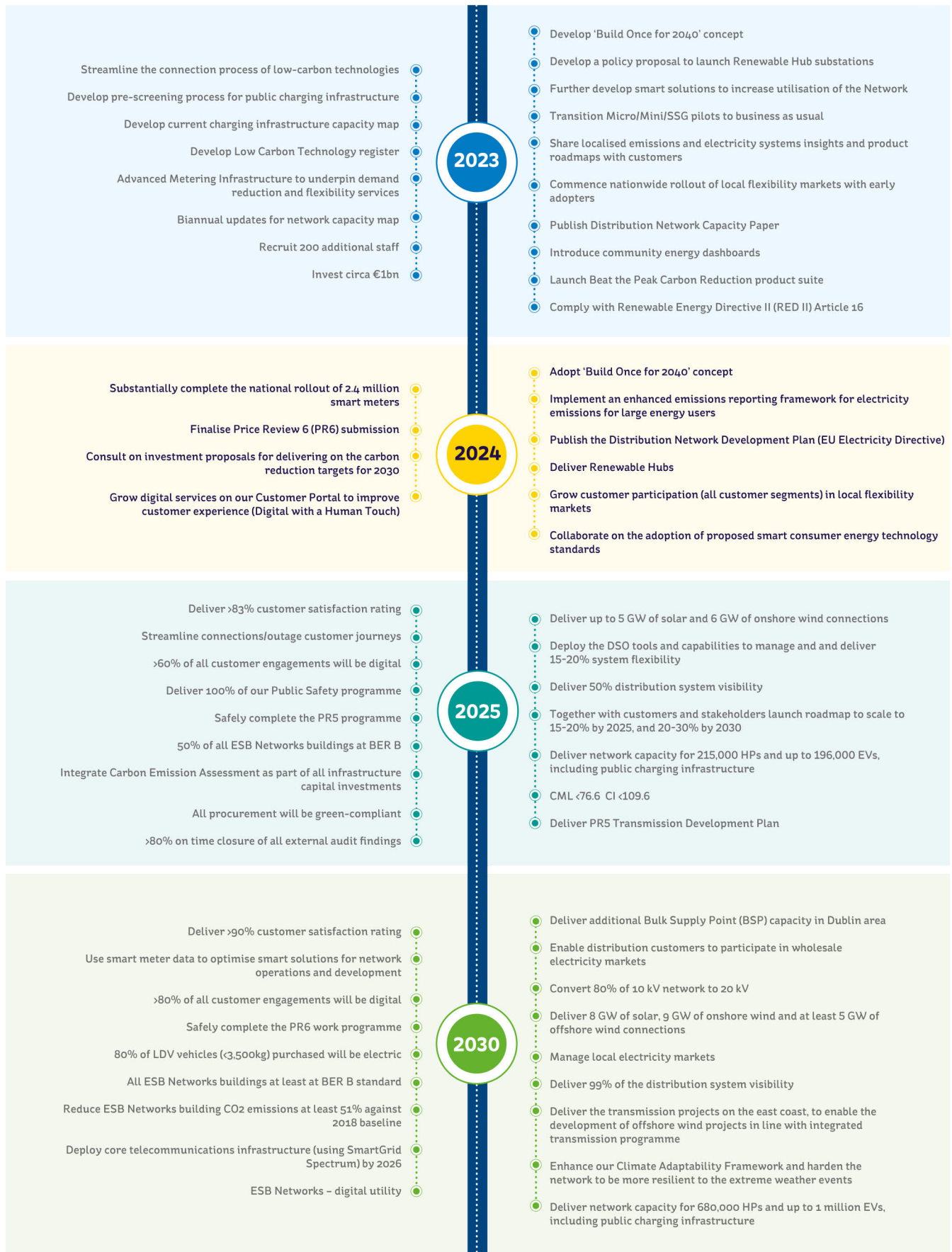
Our 2030 targets include delivering network capacity based on demand growth and decarbonisation of electricity, delivery of a Transmission Development Plan, and reduction of unplanned Customer Minutes Lost (CML) to less than 60 per annum.

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.

ESB Networks for Net Zero Action Plan to 2030



Our Engagement Metrics Framework

In this next section we set out our proposed engagement framework describing how we propose to engage and collaborate with our stakeholders over the course of 2024, 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.

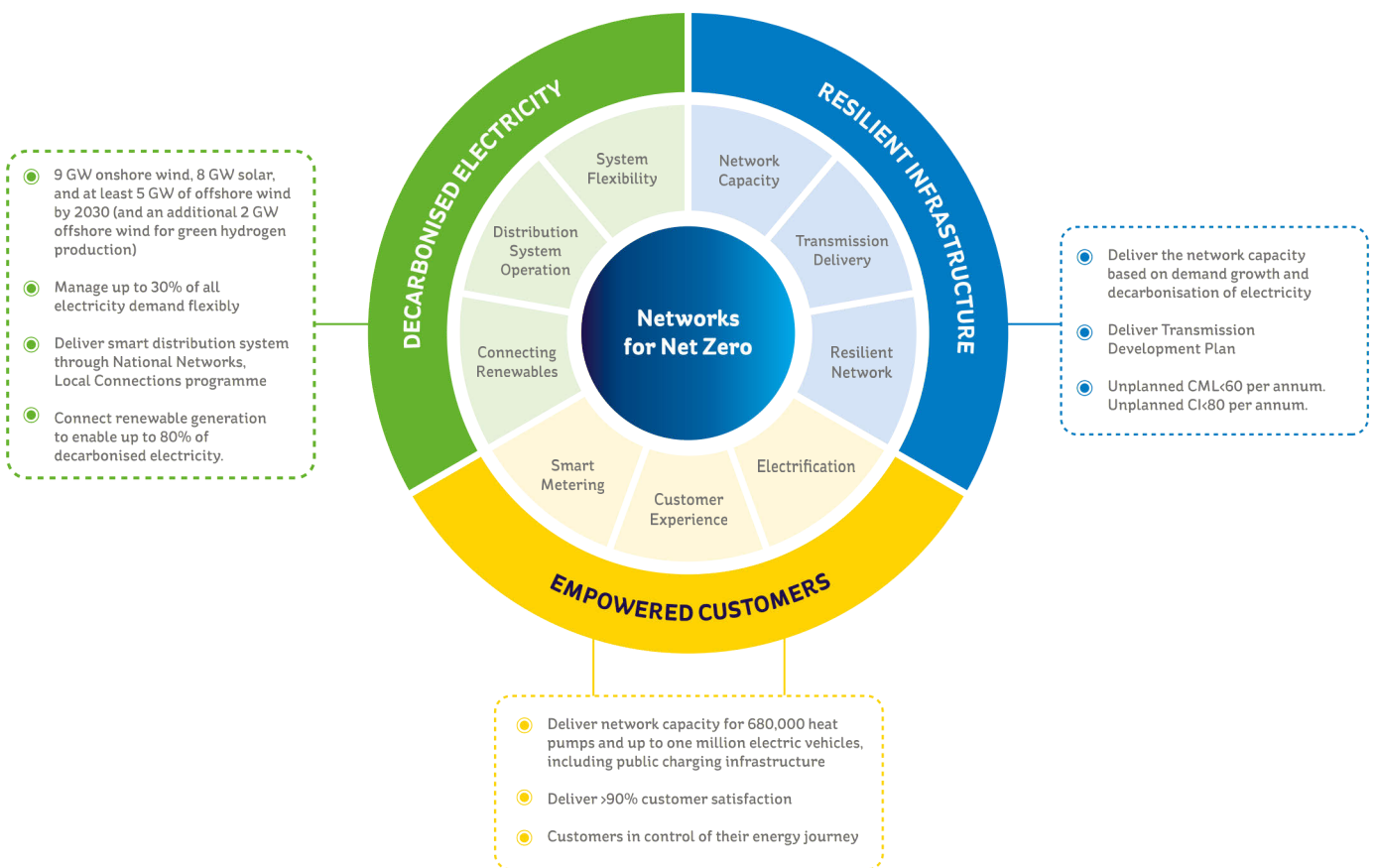
This framework has been developed in response to feedback from our stakeholders who have asked for:

- 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 2024.

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.

ESB Networks for Net Zero 2030 Targets





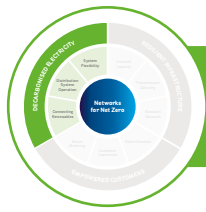
OUR ENGAGEMENT METRICS FRAMEWORK 2024 DECARBONISED ELECTRICITY

FOCUS AREA: CONNECTING RENEWABLES

OUR NET ZERO TARGETS	ENGAGEMENT OBJECTIVES	PLANNED ENGAGEMENTS TO DELIVER	REQUIRED OUTCOME/ METRIC
<p>Continue to connect renewable generation customers to our networks in a safe, timely, and cost-effective manner to meet the 2030 CAP23 renewable targets and any revised targets for 2025.</p> <p>Connect additional renewable generation to decarbonise up to 50% of electricity.</p> <p>Deliver up to 5 GW of solar and 6 GW of onshore wind connections by 2025.</p> <p>Share network insights with customers and enhance engagement through digitalisation of systems and processes.</p>	<p>Significantly increase our customer engagement to provide guidance on different pathways for connecting renewables.</p> <p>Reflect our stakeholders needs in our response to regulated consultations on Renewable Hubs, Flexibility, Private Wires, Hybrid Solutions, Timed Connections and the DUOS Tariff Structure.</p> <p>Increase transparency for industry on the availability of network capacity when developing renewable projects.</p> <p>Address customer journey pain points by understanding customer connection experiences from post project delivery lessons learned and independent research.</p> <p>Support Community Led Energy projects connecting to the distribution system.</p>	<p>Customer engagement on ECP2.4 process to optimise connection offers. Continue three-way EirGrid, customer and ESB Networks meetings and quarterly engagement with key industry bodies (WEI, ISEA, ESI, and SEAI) to ensure processes are understood and developed to enable achievement of CAP23 deliverables.</p> <p>Participate in the National Planning Forum, to help support the new Planning Act with the formation of national guidelines to support ESB Networks and the electricity industry.</p> <p>Provide informative webinars/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 generation.</p> <p>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.</p>	<p>Customers to be issued with a project communication pack within 60 days of payment of second stage payment. Pack to include:</p> <ul style="list-style-type: none"> • Project implementation plan • Project programme • Project organisation chart and contact details <p>Scale up processing of NC6, NC7 and NC8 applications to approx. 45K p.a.</p> <p>Identify three key areas in the customer journey for improvement in 2024.</p>

FOCUS AREA: DISTRIBUTION SYSTEM OPERATION

OUR NET ZERO TARGETS	ENGAGEMENT OBJECTIVES	PLANNED ENGAGEMENTS TO DELIVER	REQUIRED OUTCOME/ METRIC
<p>Deliver a smart distribution system through the National Networks, Local Connections (NNLC) programme.</p> <p>Launch a range of policy and plans to deliver smart solutions, optimised planning, and local markets for the future DSO.</p>	<p>Gain external insights into proposals/plans for NNLC programme.</p> <p>Take a customer-centric approach to provide support to all our customers as they adopt new and innovative technologies on their decarbonisation journey.</p>	<p>Engage with (minimum three times a year) the established External Stakeholder Advisory Council (made up of 17 key industry leaders). Publish presentations and minutes on our website for transparency.</p> <p>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.</p>	<p>Share localised emissions and electricity systems insights and product roadmaps to give customers and emerging flexibility providers line of sight of the potential to reduce carbon.</p>



OUR ENGAGEMENT METRICS FRAMEWORK 2024 DECARBONISED ELECTRICITY

FOCUS AREA: SYSTEM FLEXIBILITY

OUR NET ZERO TARGETS	ENGAGEMENT OBJECTIVES	PLANNED ENGAGEMENTS TO DELIVER	REQUIRED OUTCOME/ METRIC
<p>Manage 15-20% of all electricity demand flexibly.</p> <p>Our planned approach for realising 15-20% flexible demand is to deliver a scaled rollout, maintaining our evidence-based and discovery-led values. We are publishing the potential for flexibility services and storage nationwide, to inform the developing storage and demand side flexibility markets of the investment potential.</p> <p>Our published call for input consultation, "Scenarios for 15-20% Flexible System Demand" outlines the roadmap for delivering flexibility services and features the following strategic proposals:</p> <ul style="list-style-type: none"> • Market Design • Power Systems Requirements • Commercial and Domestic Customer • Behind the Meter Infrastructure • 15-20% Flexible System Demand 	<p>Inform, drive awareness, and potentially support stakeholder in adopting flexible demand products and services, in partnership with industry and other public sector bodies.</p> <p>Help customers and communities understand flexible demand and ESB Networks' flexible connections, and support the adoption of market-based flexibility products for all.</p> <p>Support our colleagues in EirGrid and show how the DSO/TSO work in collaboration to support communities.</p> <p>Collaborate with industry on the adoption of proposed smart consumer energy technology standards (e.g., smart inverters and smart chargers) at a national level.</p> <p>Establish a DSO/supplier and DSO energy company partnership and transition model.</p> <p>Ensure proposed policies and technical standards are at the right pace and scale for industry to engage.</p> <p>Ensure vulnerable customers representative groups are engaged and relevant outreach designed to ensure no one is left behind on this energy transition.</p>	<p>Awareness, education, and engagement activity, in partnership with industry and other public sector bodies.</p> <p>Launch a school's programme to introduce the concept of flexible demand.</p> <p>Create a central hub on the ESB Networks website to support all customers to understand flexible demand.</p> <p>Engage with key stakeholders to help launch the following products: XLEU Carbon abatement, sector coupling, commercial and industrial heat product, new domestic and commercial products.</p> <p>Joint engagement with EirGrid at the Citizens Energy Forum which are ongoing roadshows throughout the year at community townhalls across Ireland.</p> <p>Develop in collaboration with industry a market blueprint and a DSO transition model.</p> <p>Non-Domestic customer engagement via mixed research methodology.</p> <p>Engage with key stakeholders on Behind the Meter proposals.</p> <p>Engage with community stakeholders on market design for community-based flexibility participation.</p> <p>Engage with organisations representing vulnerable customers.</p>	<p>Enable 10% of all households and businesses to participate in flexibility services by 2025.</p> <p>Customer and stakeholder adoption of flexible demand products and services.</p> <p>Grow customer participation in local flexibility markets, including through industry partnerships, collaboratively building, and sharing learnings and insights.</p> <p>Enhanced reputation, adoption of products and services, and engagement around flexible demand concept.</p> <p>Provide 'flexible demand' area on the website to provide customer/industry engagement evidenced through incremental increased traffic.</p>



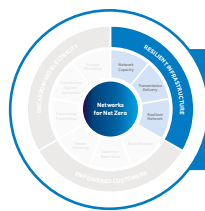
OUR ENGAGEMENT METRICS FRAMEWORK 2024 RESILIENT INFRASTRUCTURE

FOCUS AREA: NETWORK CAPACITY

OUR NET ZERO TARGETS	ENGAGEMENT OBJECTIVES	PLANNED ENGAGEMENTS TO DELIVER	REQUIRED OUTCOME/ METRIC
<p>Deliver the network capacity for 2025 AFIR, DART+ and public transport charging, demand growth, and renewables connection according to the government's Climate Action Plan.</p>	<p>Adopt 'Build Once for 2040' concept to provide adequate capacity for decarbonised society and develop Advance Infrastructure Policy.</p> <p>Seek feedback on the electricity distribution network capacity requirement ESB Networks are predicting on the distribution system to deliver on the targets set in the government's Climate Action Plan.</p>	<p>Engage with our contractors to increase the pace at which the remaining 10 kV network is converted to 20 kV. This will result in a 60% increased capacity on our MV network from current levels.</p> <p>Work closely with EirGrid to plan and deliver a large programme of transmission works for 2030, especially the work required for delivery of onshore facilities to connect offshore wind generation.</p> <p>Engage with EirGrid, local authorities, industry, and various stakeholders through information webinars on our published "Electricity Distribution Network Capacity Pathways" consultation report, that addresses our current plans to absorb electrification of the system, connect renewables to decarbonise electricity, and provide capacity for new demand driven by increase in population and the growth of the economy.</p>	<p>Publish the Distribution Network Development Plan as required by the EU Electricity Directive 33, by the end of 2024.</p> <p>Publish the Network Capacity Workbooks and Distribution Network Headroom Report as required by the EU Electricity Directive 33, in 2024.</p> <p>Publish a revision of 'Distribution System Security and Planning Standards'.</p>

FOCUS AREA: TRANSMISSION DELIVERY

OUR NET ZERO TARGETS	ENGAGEMENT OBJECTIVES	PLANNED ENGAGEMENTS TO DELIVER	REQUIRED OUTCOME/ METRIC
<p>Deliver the Transmission Development Plan and the pipeline of projects in collaboration with EirGrid.</p>	<p>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.</p> <p>Work with EirGrid to maximise availability of transmission outages and utilise available outage time efficiently to complete required construction works.</p>	<p>Evolve the strategic ESB Networks/EirGrid relationship through collaboration on our joint ESB Networks/EirGrid working groups and committees</p> <ul style="list-style-type: none"> - 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 	<p>Deliver the PR5 Transmission Development Plan by end of 2025.</p>



OUR ENGAGEMENT METRICS FRAMEWORK 2024 RESILIENT INFRASTRUCTURE

FOCUS AREA: RESILIENT NETWORK

OUR NET ZERO TARGETS	ENGAGEMENT OBJECTIVES	PLANNED ENGAGEMENTS TO DELIVER	REQUIRED OUTCOME/ METRIC
<p>Deliver a 'smart' resilient network of the future with a reduction in unplanned Customer Minutes Lost below 60 per annum by 2030.</p> <p>Reduce unplanned Customer Interruptions below 80 per annum by 2030.</p>	<p>Develop operating control architecture through operations technology to deliver against the government's Climate Action Plan requirements.</p> <p>Enhance our Climate Adaptability Framework and harden the network to be more resilient to the extreme weather events.</p> <p>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.</p>	<p>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.</p> <p>Engagement with expert groups such as Met Eireann and the Environmental Protection Agency (EPA) to gather evidence-based data.</p> <p>Engage with partners to deliver purpose-built telecommunications network by the end of 2026 to provide resilience, stability, and security of our electrical networks.</p>	<p>Reduce unplanned Customer Minutes Lost below 76.6 per annum by 2025.</p> <p>Reduce unplanned Customer Interruptions below 109.6 per annum by 2025.</p>



OUR ENGAGEMENT METRICS FRAMEWORK 2024 EMPOWERED CUSTOMERS

FOCUS AREA: ELECTRIFICATION

OUR NET ZERO TARGETS	ENGAGEMENT OBJECTIVES	PLANNED ENGAGEMENTS TO DELIVER	REQUIRED OUTCOME/ METRIC
<p>Develop 'Build Once for 2040' concept to strengthen our network to accommodate electrification of heat and transport, and to accommodate public charging infrastructure at LV, MV, and HV level.</p> <p>Our electrification strategic commitments relate to ensuring network readiness, developing ESB Networks' policies, standards, guides etc. that will support and enable electrification.</p> <p>We will engage and empower our customer to electrify.</p>	<p>Collaborate with our stakeholders to ensure a whole of system approach is used to optimally develop national heat, transport, and energy infrastructure.</p> <p>Review our connection agreements and terms and conditions to ensure their suitability for customers adopting electrified heat and transport and/or other LCT uptake, and to seek opportunity to provide cost savings to customers.</p> <p>Develop processes, systems, and designs to streamline the connection process of low-carbon technologies to the distribution system.</p> <p>Engage with electric vehicle charge point operators and developers to better understand their experiences in relation to access and continued use of the electricity distribution network.</p>	<p>Work with key stakeholders including DoT, ZEVI, the CRU, and industry to actively support the development of governmental, national body, and local authority standards, policies and various codes of practice arising in this space.</p> <p>Work with industry partners and academia to develop forecasting tools that will support our decision-making process for system reinforcement that will accommodate additional recharging infrastructure for both public and private electrified transport.</p> <p>Develop policy, guidelines, plans, and customer clinics that will support the delivery of electrification targets. Consult on and prepare an updated electrification strategy.</p> <p>Collaboration on timed connections pilot to investigate potential for new flexibly managed connection arrangements.</p> <p>Develop and implement standards and design for EV recharging infrastructure.</p> <p>Streamline the connection process for low-carbon technologies.</p> <p>Develop a LCT register</p> <p>Evolve our connection screening for all demand connections by end of 2024.</p>	<p>Deliver network capacity for 215,000 HPs, 196,000 EVs, and 180 MW of public charging infrastructure capacity by 2025.</p> <p>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.</p>

FOCUS AREA: CUSTOMER EXPERIENCE

OUR NET ZERO TARGETS	ENGAGEMENT OBJECTIVES	PLANNED ENGAGEMENTS TO DELIVER	REQUIRED OUTCOME/ METRIC
CSAT	Customer Improvement Action Plans	Comprehensive customer focus workshops across all regions in 2023 to focus on CSAT in each region. A programme of key workstreams which focus on voltage, new connections, complaints and referrals, outages, communications and training are developed and an implementation plan for 2024 is in progress.	Deliver >83% customer satisfaction by end 2024
ESATRAT Targets	Contact Centre of the Future Roadmap	The roadmap developed based on comprehensive customer insights and programmes of work across organisation structure, systems, and technology are integral to delivery of this. Key area is continued research, implementing system upgrades and new tools, enhanced complaints and referrals system and web chat.	Deliver >90% customer service metrics



OUR ENGAGEMENT METRICS FRAMEWORK 2024 EMPOWERED CUSTOMERS

FOCUS AREA: CUSTOMER EXPERIENCE

OUR NET ZERO TARGETS	ENGAGEMENT OBJECTIVES	PLANNED ENGAGEMENTS TO DELIVER	REQUIRED OUTCOME/ METRIC
<p>Grow digital services on our customer portal to improve customer experience (Digital with a Human Touch)</p>	<p>Streamline connections, services, and outage customer journeys to increase customer satisfaction rating above 90% by 2030.</p> <p>Empower customers with information and tips to manage their energy consumption via marketing – online portal, Beat the Peak, Smart Meter Services, etc.</p> <p>Customer service-focused website.</p>	<p>Deliver new services on the customer portal – outage notifications, connections, new services, online payments on the online portal etc.</p> <p>Improve our customer operational KPIs and customer service targets with improved digital processes and single points of contact for business customers.</p> <p>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.</p> <p>Deliver safety general public advertising campaigns and targeted safety campaigns for schools, construction, and farming.</p>	<p>>60% of all customer interactions to be digital by the end of 2025.</p> <p>Enable 10% of all households and businesses participating in flexibility services by 2025.</p>

FOCUS AREA: SMART METERING

OUR NET ZERO TARGETS	ENGAGEMENT OBJECTIVES	PLANNED ENGAGEMENTS TO DELIVER	REQUIRED OUTCOME/ METRIC
<p>Substantially complete the smart meter installation programme by early 2025.</p> <p>Provide access to smart meter data in accordance with the Smart Meter Data Access Code (being progressed by CRU).</p> <p>Provide enhancements to the ESB Networks online account.</p> <p>Implement the infrastructure to support Supplier smart Pay As You Go (PAYG) services.</p> <p>Enabling the in-home channel which provides near real time data from the smart meter into the home by end of 2024.</p>	<p>Maintain trust in ESB Networks and customer acceptance of the meter exchange programme.</p> <p>To inform and encourage more customers to utilise their smart meter data to enable them to reduce their energy usage and carbon footprint, and choose a Time of Use tariff that suits their lifestyle.</p> <p>In response to customer feedback provide enhancements to 'My Energy Consumption' including additional smart meter information.</p> <p>Working with electricity supply companies to deliver smart PAYG offerings to customers by end of 2024.</p>	<p>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.</p> <p>Continue to engage with public reps and other stakeholders, and attend conferences and events, responding proactively to media requests and queries about the programme.</p> <p>Maintain successful working relationship 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.</p> <p>Ongoing meetings with DECC, CRU, and electricity supply companies to agree customer journey and messaging in support of:</p> <ul style="list-style-type: none"> • Delivery of smart PAYG services • Access to smart meter data by eligible parties • Access to near real-time consumption data by customers 	<p>Maintain over 80% customer satisfaction rate with the meter installation experience.</p> <p>Deliver the smart meter infrastructure that facilitates customer participation in flexibility and energy sharing.</p> <p>Provide customers with easily accessible information on the electricity they have used or exported via their smart meter.</p> <p>Deliver the smart meter infrastructure to support the introduction of smart PAYG services by end 2024.</p> <p>Facilitate access to near real-time consumption data by end 2024.</p>

OUR ENGAGEMENT METRICS FRAMEWORK 2024 PRICE REVIEW 6 (PR6)

FOCUS AREA: PRICE REVIEW 6 (PR6)

OUR NET ZERO TARGETS	ENGAGEMENT OBJECTIVES	ENGAGEMENT CHANNELS/INITIATIVES TO BE DELIVERED	REQUIRED OUTCOME/ METRIC
<p>Finalise Price Review 6 (PR6) submission.</p>	<p>Proactive engagement with the CRU and their consultants to help deliver an optimal outcome for the customer, CRU and ESB Networks in 2025.</p> <p>Bring stakeholders and interested parties on the journey as we work to agree an appropriate determination outcome and plan for 2026 to 2030.</p>	<p>Consult on investment proposals for delivering on the carbon reduction targets for 2030. Interested stakeholders may include:</p> <ul style="list-style-type: none"> • CRU • DECC • EirGrid • Industry associations (IWEA, ISEA) • Sustainable Association of Ireland (SEAI) • Customers and their representative bodies • Others <p>The engagement will require ongoing engagement in the following ways:</p> <p>Expert insights – Discussions with system users and policy makers who have key insights into how they expect and need the electricity system to support Irish social and economic development.</p> <p>Reaching out – Open workshops and forums, to share what we do today and discuss tomorrow. Web-based survey and information, sharing the workshop materials.</p> <p>Summary Business Plan – Document will translate the 2040 Networks for Net Zero Strategy into a high-level business plan, and will also seek feedback to ensure that ESB Networks deliver the most effective, deliverable, and affordable submission possible to CRU for PR6.</p> <p>Feeding back – Open workshops and forums, to present options and seek customers' preferences. Web-based survey and information, sharing workshop materials.</p>	<p>Compilation of perspectives, evidence, and other material to support PR6 proposition</p> <p>Production of Summary PR6 Business Plan at the Q2 2024.</p> <p>An optimum PR6 result which is deliverable and financeable, and which aligns with the Networks for Net Zero Strategy and delivers on Ireland's CAP targets.</p>

APPENDIX 1:

PUBLIC CONSULTATIONS 2024

Planned ESB Networks-led public consultations for 2024

CONSULTATION	OBJECTIVE	MECHANISM	TIMING
ESB Networks Distribution Networks Capacity Pathways Report	To seek feedback on the electricity demand network capacity requirement ESB Networks are predicting on the distribution system, to deliver on the targets set in the government's Climate Action Plan 2023.	ESB Networks Consultation	Q1 2024
Innovation 2024: 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 2024
ESB Networks Report on Stakeholder Engagement in 2023	Describe and capture our stakeholder engagement approach and activities during 2023 and seek stakeholder views and feedback on our engagement performance for 2023.	ESB Networks Consultation	Q1 2024
Price Review 6 Summary Business Plan	Document will translate the 2040 Networks for Net Zero Strategy into a high-level business plan, and will also seek feedback to ensure that ESB Networks deliver the most effective, deliverable, and affordable submission possible to CRU for PR6.	ESB Networks Consultation	Q1/Q2 2024
Distribution Annual Performance Report 2023	Seek stakeholder feedback on Distribution Annual Performance Report 2023.	ESB Networks Consultation	Q3 2024
Joint TSO and TAO Electricity Transmission Performance Report 2023	Seek stakeholder feedback on TSO and TAO Investment Planning and Delivery Report 2023.	ESB Networks/EirGrid Consultation	Q3 2024
DSO Blueprint Strategy	Develop a blueprint that represents customer and industry priorities, in a collaborative and open manner.	ESB Networks Consultation	Q1/Q2 2024
Flexibility Multi-Year Plan 2025 - 2029 Call for Input	Seek stakeholder feedback on the strategies for introducing flexibility and addressing different market and consumer perspectives.	ESB Networks Consultation	Q3 2024
Visibility Multi-Year Plan 2025 - 2029 Call for Input	Seek stakeholder input on the plan to secure and share visibility of the network by mapping, modelling, and monitoring the electricity network down to the local low voltage (LV) networks.	ESB Networks Consultation	Q3 2024

APPENDIX 1:

PUBLIC CONSULTATIONS 2024 (CONTINUED)

Planned ESB Networks-led public consultations for 2024

CONSULTATION	OBJECTIVE	MECHANISM	TIMING
DSO/TSO Multi-Year Plan 2025 - 2029 Call for Input	To give stakeholders an opportunity to provide input and feedback on the planned activities.	ESB Networks Consultation	Q3 2024
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 2024
Smart Metering Programme	Customer sentiment and satisfaction surveys for the programme.	Customer sentiment surveys throughout the year. Track customer satisfaction with the meter installation process.	Quarterly
Electrification Strategy Update	In 2024 we will seek feedback on ESB Networks Strategy for the Electrification of Heat & Transport (2021) in line with our Networks for NetZero Strategy (2023) and prepare and publish a refreshed EoHT Strategy.	ESB Networks Consultation	Q4 2024

APPENDIX 2:

PUBLICATIONS 2024

Planned ESB Networks Publications for 2024

PUBLICATION TITLE	OBJECTIVE	MECHANISM	TIMING
ESB Networks Capacity Workbooks	To give stakeholders ability to forecast future capacity scenarios on the distribution network.	Excel-based workbooks published on ESB Networks' website	Q1 2024
ESB Networks' contribution to the government's 'Housing For All' initiative	To inform key stakeholder groups on ESB Networks contribution to the Governments "Housing for All" initiative.	Publication on ESB Networks' website	Q2 2024
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
Innovation Consultation Response Paper	To provide ESB Networks' response to feedback received on the innovation consultation on 'Innovating to Deliver Networks for Net Zero'.	Publication on ESB Networks' website	Q1 2024
18 Month Innovation Programme	To share our rolling 18 month innovation programme that aligns with ESB Networks' strategic objectives and our commitment to the Climate Action Plan targets.	Biannual publication on ESB Networks' Website	Q2 2024 and Q4 2024
Innovation Project Reports	Share learnings and benefits from our innovation projects through the publication project progress and close-out reports.	Publication on ESB Networks' website	Ongoing
Joint TSO and TAO Investment Planning and Delivery Final Report 2023	Final CRU approval on TSO and TAO investment planning and delivery 2023.	Publication on ESB Networks' website	Q3 2024
Joint TSO and TAO Electricity Transmission Performance Final Report 2023	Final CRU approval on TSO and TAO Electricity Transmission Performance Report 2023.	Publication on ESB Networks' website	Q3 2024
Smart Metering Programme	Updated 'How to Read Your New Meter' video to help customers read their new meter and support the provision of new smart services from electricity suppliers.	Video uploaded on ESB Networks' website	Ongoing
Public Safety Strategy	Inform and educate the public about safe behaviours in relation to the electricity distribution network.	Publication on ESB Networks' website	Ongoing
Heat Map of Available Capacity	Provide an indication of available network capacity for new demand and generation customers.	Interactive map on ESB Networks' website	Biannual update
Community-Led Renewable Energy Projects Guidebook	Increase customer knowledge of the connection process and CRU policies, and to highlight the lower barrier to entry for community-led projects.	Ongoing publication on ESB Networks' website	Ongoing

APPENDIX 2:

PUBLICATIONS 2024 (CONTINUED)

Planned ESB Networks Publications for 2024

PUBLICATION TITLE	OBJECTIVE	MECHANISM	TIMING
Annual Environmental Performance Report 2023	Annual summary of information on the environmental and sustainability aspects of our business.	Publication on ESB Networks' website	Q3 2024
Publishing of Contestable Specifications for the Renewable Industry	Sharing of technical knowledge with renewable customers to advance industry's understanding of ESB Networks' key construction requirements for renewable customer connections.	Publication on ESB Networks' website	Commenced Q1 2022, Enduring and ongoing process
Electrification Strategy Update	In 2024 we will prepare and publish a refreshed ESB Networks Strategy for the Electrification of Heat and Transport (update on 2021) that is both in line with our Networks for Net Zero Strategy and our customer and stakeholder feedback from 2024 consultation on same.	Publication on ESB Networks' website	Q4 2024

APPENDIX 3:

PATHWAYS TO ENGAGEMENT 2024

ESB Networks' planned meetings, working groups, events, and webinars for 2024

PATHWAY TITLE	OBJECTIVE	MECHANISMS	TIMING
Sustainability in our Communities; Local Schools Pilot Programme	Reach out to local schools to engage with our environmental specialists on what sustainable changes we at ESB Networks are making, and how we are improving local biodiversity and making other sustainable changes across the business and across the country.	Meeting with local school principals and agreeing suitable options	Q2 and Q4 2024
Business for Biodiversity Platform	Monthly meetings with representatives from other businesses to discuss biodiversity in business.	Monthly Meetings	Ongoing
Innovation Panel	Provide a platform to enable open discussion and feedback with stakeholders from across all industry sectors on our innovation strategy, projects, and activities.	Biannual meeting	Q2 and Q4 2024
Customer and Society Panel	Provide an opportunity for a critical external perspective (and sounding board) on our business planning and engagement activities, enabling us to consider feedback and suggestions.	Biannual meeting	Q2 and Q4 2024
ESB Networks Distribution Outage Programme (DOP)	Provide customised outage programme information for 2022 to each HV connected customer.	Bilateral meetings and email notification	Q1 2024
Price Review 6 Engagement	Discuss PR6 requirements with system users and policy makers who have key insights into how they expect and need the electricity system to support Irish social and economic development.	Expert insights meetings	Q1 to Q3 2024
	Reach out to our customers and stakeholders to share what we do today and discuss tomorrow.	Web-based survey and workshops	Q1 to Q3 2024
	Present options and ask customers' preferences. Web-based survey and information, sharing workshop materials.	Open workshops and forums	Q1 to Q3 2024
Innovation Conference	Sharing of information on our innovation activities and the dissemination of project learnings and outcomes.	Physical conference	Q4 2024
Distribution Code Review Panel (DCRP)	The Distribution Code is the set of rules that specifies the technical aspects and relationships between the DSO and all other users. The Distribution Code is kept under review and updated as required through the Distribution Code Review Panel (DCRP). The DCRP meets quarterly and is chaired and coordinated by ESB Networks as the DSO.	Quarterly meetings	Q1 to Q4 2024

APPENDIX 3:

PATHWAYS TO ENGAGEMENT 2024 (CONTINUED)

ESB Networks' planned meetings, working groups, events, and webinars for 2024

PATHWAY TITLE	OBJECTIVE	MECHANISMS	TIMING
Smart Metering Programme	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 to Q4 2024
	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
	Public awareness and 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 to Q4 2024
Construction Safety Partnership Advisory Committee	Promote best practice of electricity safety in construction.	Quarterly meetings	January, April, July
Farm Safety Partnership Advisory Committee	Promote best practice electricity safety in farming.	Quarterly meetings	January, March, May, June, July
Safety Joint Utility Forum	Share safety best practice and learnings across utilities.	Biannual meeting	Monthly
FlexTech (Flexible Technology Integration Initiative)	Remove barriers to renewable integration across five work streams i.e. Hybrid, Storage, Large Energy Users, Demand Side Management, Small Scale and Renewable Generation.	Regular monthly meetings or more frequent dependent on project/work stream engagement	Monthly
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) Engagement with industry and CRU through separate planned forums.	Ongoing
Enduring Connection Policy Industry Body Updates	Present progress to date on Enduring Connection Policy (ECP) and application window openings.	MS Teams meeting	Q2 and Q4 2024

APPENDIX 3:

PATHWAYS TO ENGAGEMENT 2024 (CONTINUED)

ESB Networks' planned meetings, working groups, events, and webinars for 2024

PATHWAY TITLE	OBJECTIVE	MECHANISMS	TIMING
Housing For All Government Initiative	To inform and engage with key stakeholder groups on ESB Networks' contribution to the governments Housing for All initiative.	Mix of bilateral meetings and online webinar	Q2 2024
Customer Clinics for Generator Customers Applying for DSO Enduring Connection Policy Process	Give customers an opportunity to discuss potential connection options and high level costs prior to making an application under DSO ECP process.	Customer meetings - 30min slots	Q3 2024
Generator Connections Reporting	Ensuring consistently reported figures for generator connections to the electricity grid in Ireland to track delivery against CAP targets.	Reporting on ESB Networks' website and directly with key stakeholders	Monthly
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 and supporting webinar in Q2	Monthly meetings
Micro and Mini 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
Customer Experience Focus Groups	To test various customer experience initiatives and advertising campaigns.	Workshops	Q1 to Q4 2024
SEAI Energy Show	Provide high-level engagement opportunity on ESB Networks' business strategy and plans.	Physical event (two-day)	Q1 2024
Strategic-Level Quarterly Meetings with WEI and ISEA	Knowledge sharing high-level engagement opportunity on ESB Networks' business strategy and plans, gaining renewable industry insights and feedback.	MS Teams meeting	Q1 to Q4 2024
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.	Meeting	Q2 to Q4 2024
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

APPENDIX 3:

PATHWAYS TO ENGAGEMENT 2024 (CONTINUED)

ESB Networks' planned meetings, working groups, events, and webinars for 2024

PATHWAY TITLE	OBJECTIVE	MECHANISMS	TIMING
National Network, Local Connections Programme - Bilateral	Bilaterals with stakeholders who requested more engagement with the programme has been initiated.	Bilateral meetings	Q1 to Q4, 2024
National Network, Local Connections Programme - Partnership	Partnership with SEAI on the SEAI National Energy Research Development and Demonstration (RD&D) Funding Programme	Partnership	Ongoing
National Network, Local Connections Programme - Partnership	EirGrid Citizens Energy Roadshow.	Partnership	Ongoing
National Network, Local Connections Programme	Engage with community stakeholders on market design for community-based flexibility participation. Engagement with organisations representing vulnerable customers.		
Climate Action Plan 2023/24 Activity Mandated for ESB Networks' National Networks, Local Connections Programme	As set out in Action 101 in the Climate Action Plan, a suite of activity involving various stakeholder will be delivered over the course of 2024.	Mix	Q1 to Q4 2024
Gas & Electricity Emergency Planning Group	Winter Outlook sessions chaired by CRU. Sessions focus on security of supply and emergency response.	Meeting and presentations	Ongoing and into 2024
Pillar A - Security of Supply Operation Group	Security of supply sessions chaired by CRU. Sessions discuss security of supply readiness and ongoing works.	Meeting	Ongoing and into 2024
Post Energisation Webinar for Generation customers	Webinar hosted by ESB Networks Operations with the industry focusing on the DOP, outage requirements, testing requirements, and contact points.	Webinar	Q3 2024
Distribution Outage Programme	Guidance to our demand and generation customers on upcoming HV outages. Platform gives both customer and ESB Networks an opportunity to align outages and create an efficient working process.	Meetings and programmes	Ongoing and into 2024
Demand Control - Stakeholder Engagement	Information sharing sessions held on demand control processes with multiple industry stakeholders. Sessions are aimed to arm the stakeholder with the critical key information regarding Demand Control processes and potential impacts to their sites.	Meetings	Ongoing and into 2024
Distribution Outage Programme (DOP) and Related Topics	Update and refresh target audience on aspects and topics relating to the management of outages on the distribution network.	Webinar	Q1 to Q2 2024
Landowner Engagement with Key Utility Stakeholders and Local Authority Representative Bodies	To share learnings on all aspects of landowner engagement and access.	Quarterly meetings	Q1 to Q4 2024



NETWORKS