NETWORKS

Stakeholder Engagement Report 2025

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Foreword

Welcome to ESB Networks' Stakeholder Engagement Report for 2025. This report outlines the substantive engagement we have undertaken with our stakeholders over the past year and demonstrates how we delivered against our planned engagement strategy to support strong outcomes for our customers, communities, and the wider energy system.

Throughout 2025, stakeholder engagement played a central role in enabling us to address the major national priorities shaping Ireland's energy and infrastructure landscape. We undertook extensive engagement on key Government initiatives across housing, transport and energy policy, including active participation in the Accelerating Infrastructure Report and Action Plan, ensuring that our expertise and operational insight of the electricity network were effectively represented.

Storm Éowyn clearly demonstrated the critical role that strong stakeholder and customer engagement plays in responding to major weather events. This was very important during the restoration period as ESB Networks responded to the most damaging storm in our history. After power was restored to all customers, we undertook a comprehensive review shaped by extensive engagement across our stakeholder groups. This collective feedback and collaboration informed the lessons learned, which are outlined in the accompanying case study. We will continue to improve both stakeholder and customer communication for future storm events.

Engagement was also central to the development and approval of our PR6 Business Plan, approved in December 2025 following sustained engagement with customers, communities, Government, industry partners and the CRU. PR6 sets out an investment programme aligned with Ireland's housing, climate and economic goals, enhancing the reliability and resilience of the network, supporting decarbonisation and electrification, and empowering customers to take more control over their energy use. A case study demonstrating the impact of this engagement is included in this report.

Throughout 2025, we continued to work closely with customers and stakeholders across multiple sectors from domestic households, through to housing developers, large employers and infrastructure providers. We also worked with our renewable customers, from developers to community generators, to accelerate Ireland's renewable ambitions. This collaborative approach was reflected in a significant milestone of 2 GW of solar connected by year end, a testament to strong partnership and shared progress.

In all these examples, and throughout our broader work, stakeholder engagement has proven to be a strategic enabler, strengthening transparency, building trust, informing investment decisions and supporting Ireland's preparedness for climate transition and climate related impacts.

Engagement remains integral to our operations as we deliver a safe, resilient, future-ready electricity system. I welcome your continued feedback on our performance and priorities. Your perspectives help us improve and ensure our plans reflect the needs of households, communities, and businesses nationwide.

Nicholas Tarrant

Nicholas Tarrant
Managing Director, ESB Networks

Introduction

About us

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

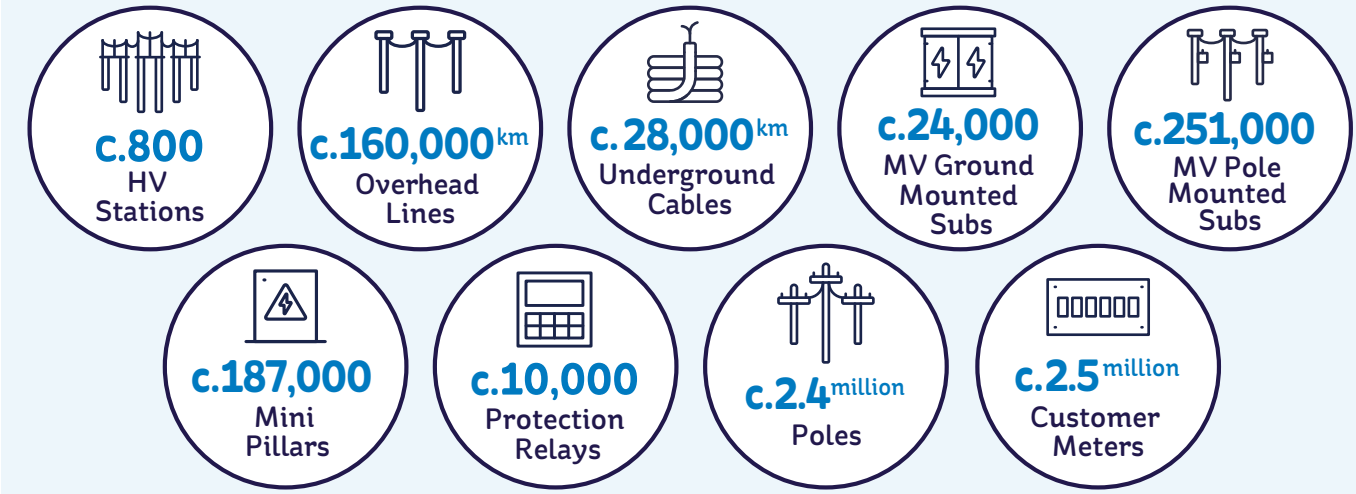
The amount of electricity that the electricity network can handle is determined by the capacity of equipment on the system, including the size of transformers, cables and conductors, and substations. As Distribution System Operator (DSO), ESB Networks is responsible for planning the required capacity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

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

ESB Networks supports the electricity retail market through the ring-fenced Meter Registration System Operator (MRSO) and Retail Market Design Service (RMDS) and supports the wholesale Single Electricity Market through the provision of aggregated electricity meter data. ESB Networks also delivers a range of services to the Republic of Ireland (RoI) Retail Electricity Market servicing over 2.5 million customers. We manage relationships with market participants and provide timely and accurate data daily.

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

Our Network



Background to this report

Under the Price Review 5 (PR5) Incentive and Reporting Framework, the CRU provides an incentive for stakeholder engagement for ESB Networks in our role as Distribution System Operator (DSO). The purpose of this incentive, as set out by the CRU, is to promote a strong stakeholder and customer-centric culture within ESB Networks.

The incentive requires two annual publications:

1. A comprehensive Stakeholder Engagement Strategy and Plan, and
2. An annual Stakeholder Engagement Report outlining the outcomes of the plan and the engagements undertaken throughout the year. This report fulfils that second requirement.

Throughout this report, we describe the breadth and depth of our engagement with stakeholders over the past year. We demonstrate our commitment to continuously improving our engagement performance and show how stakeholder engagement is integral to our day-to-day operations.

How the report is structured

This report outlines how ESB Networks has delivered against the 2025 Stakeholder Engagement Strategy and Plan and provides transparent visibility of our progress and performance in stakeholder engagement. It highlights the outcomes of our engagement activities throughout the year, as aligned to the key pillars of our Networks for Net Zero Strategy. Case studies (Section 2) highlight how stakeholder contributions have helped shape our decision-making, enhance our performance, and influence the development of Ireland's future electricity network.

Section 1 briefly outlines our stakeholder engagement strategy, the principles guiding our engagement, and our key stakeholder audiences. It also describes how we responded to the recommendations provided by the Networks Stakeholder Engagement Evaluation (NSEE) Panel following the publication and presentation of our 2024 Stakeholder Engagement Report in May 2025.

Section 2 includes case studies demonstrating the impact of stakeholder engagement on business decisions and, where relevant, the lessons learned.

Section 3 presents the outcomes of our 2025 engagement initiatives, aligned to the Engagement Metrics Framework set out in the 2025 Stakeholder Engagement Strategy and Plan. Initiatives are grouped under our strategic objectives, Decarbonised Electricity, Resilient Infrastructure, and Empowered Customers, and summarise engagement aims, activities delivered, and outcomes achieved.

The Appendix section offers a high-level summary of stakeholder engagement activity across 2025 and includes:

- **Appendix 1**: ESB Networks-led Consultations delivered in 2025
- **Appendix 2**: ESB Networks' Publications delivered in 2025
- **Appendix 3**: ESB Networks' Pathways to Engagement delivered in 2025
- **Glossary**: A comprehensive glossary of acronyms and technical terminology to support clarity and accessibility.

1 Strategy

In the interest of keeping this report accessible, we have included only a brief overview of our approach to stakeholder engagement, which is guided by the AA1000 Stakeholder Engagement Standard (AA1000SES), the global industry standard for best practice stakeholder engagement. A more comprehensive overview is available in our 2026 Stakeholder Engagement Strategy and Plan, while this report directly references the action plan outlined in the 2025 Stakeholder Engagement Strategy and Plan.

Why We Engage

Engaging with stakeholders is essential to ESB Networks' ability to deliver a reliable, inclusive, and future-focused electricity network in line with our Networks for Net Zero Strategy and our PR6 Investment Programme. By listening to those impacted by our work, we gain valuable insights that enable us to better identify opportunities, manage risks, and align our actions with national policy and societal expectations. Meaningful engagement builds trust, strengthens transparency, and ensures that our decisions reflect the interests of the customers and communities we serve.

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

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

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

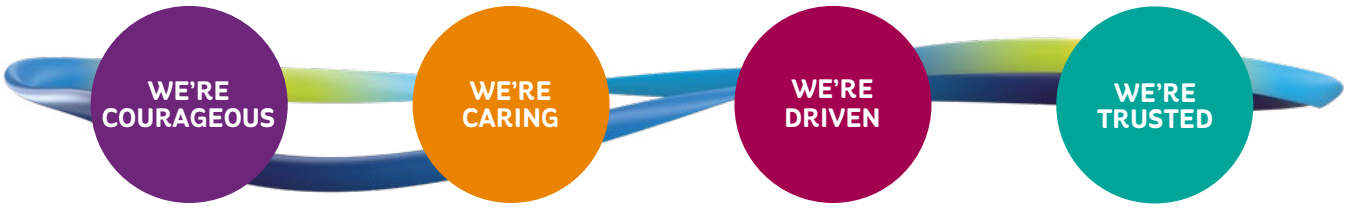
Our Stakeholders

Our stakeholders are the individuals, groups of individuals, communities or organisations that affect, or could be affected by, our activities, products or services and associated performance. Given our central role in the electricity industry connecting over 2.5 million homes, farms, communities, and businesses around the country, we have a very broad range of stakeholders.

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

Our Values

ESB Networks' core values are the foundation of our stakeholder engagement strategy.



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 stakeholders' 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 with our stakeholders 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'.

Engagement Principles

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.

The diagram below illustrates the different engagement approaches and mechanisms we use, tailored to the varying knowledge levels of our audiences. Examples of the engagement mechanisms used across the 2025 programme are outlined in Sections 2 and 3.

Approach	Purpose	Mechanisms
Inform	Provide information to educate and improve stakeholders' knowledge on a topic	Informative webinars, website, social media, emails, leaflets/ newsletters, 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

Improving Our Engagement – Listening to and Acting on Feedback

ESB Networks is committed to continuously improving our approach to engagement and delivering meaningful outcomes for all our customers, stakeholders, and our business.

In addition to our own internal review processes, we actively seek stakeholder and customer feedback through consultation processes, surveys, qualitative research and direct engagement. This ensures our engagement activities remain responsive, transparent, and focused on continuous improvement, strengthening trust and collaboration with stakeholders across the energy sector.

In addition, following the publication of this annual stakeholder engagement report, our performance is independently assessed by the CRU Networks Stakeholder Engagement Evaluation Panel (NSEEP).

The section below summarises the feedback presented below as recommendations received from the NSEEP in 2025 in relation to the 2024 Stakeholder Engagement Report, and the responses presented by ESB Networks to the NSEEP's recommendations in February 2026.

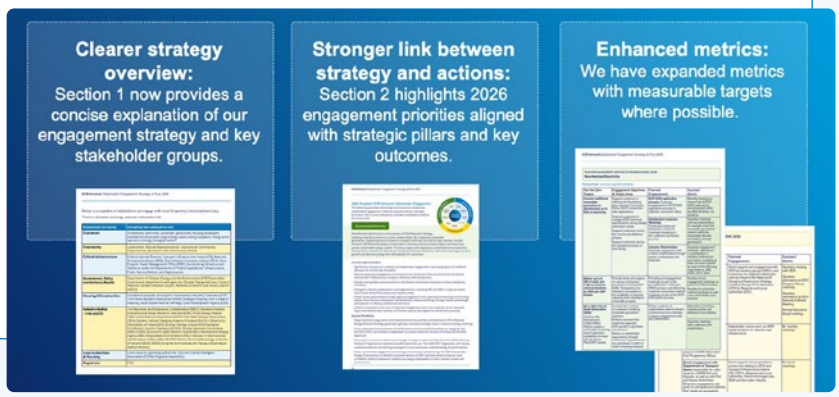
Recommendation

The Panel notes that the effectiveness of the stakeholder engagement strategy is good but can be improved through clarity on the strategy and engagement metrics framework. Metrics could be expanded to include stakeholder trust/sentiment indicators. The strategy could be more clearly articulated, with aims or goals linked to the specific engagement initiatives and the intended outcomes. While some of the details is provided later in the report, it would be more accessible if the objectives of the strategy were outlined earlier.

Response

We have incorporated this feedback, where feasible, into the 2026 Stakeholder Engagement Strategy and Plan,

- Section 1 now provides a concise and more clearly defined overview of our stakeholder engagement strategy, including additional breakdown of our key stakeholder groups
- A new section has been added in Section 2 outlining the key engagement priorities in 2026, aligned with our strategic pillars.
- We have added, where feasible, measurable targets linked to specific engagement initiatives. We already measure customer satisfaction, and track stakeholder feedback where feasible as part of larger engagement programmes.



Next Steps

We recognise this as an area that requires continuous improvement and refinement, and during 2026, we will be focusing on enhancing the metrics and engagement section ahead of our 2027 Stakeholder Engagement Strategy and Plan.

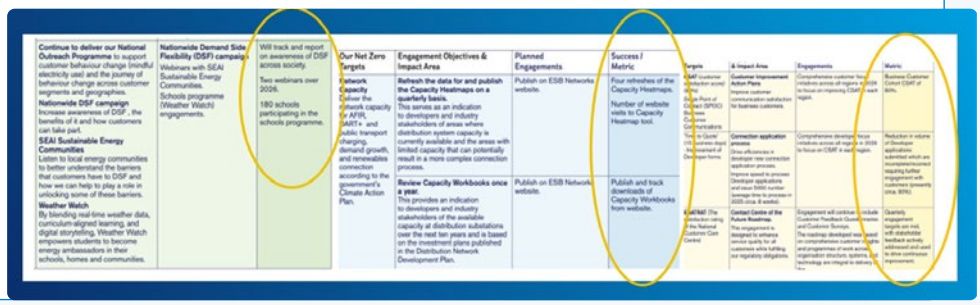
Recommendation

In relation to metrics, it is important that when metrics are included that targets should be mentioned to ensure metrics have context in terms of performance to better articulate impact areas. While KPIs are comprehensive, there was a lack of baselines, for example the target percentages for materiality assessments could benefit from SMART-style measures.

Response

We included more specific targets in the 2026 Stakeholder Engagement Strategy and Plan, where initiatives lend themselves to quantifiable measures.

In certain areas of engagement, such as customer experience, it is easier to apply quantifiable targets and benchmarks due to the level of reporting and tracking that already takes place in those business areas.



Next Steps

The stakeholder engagement team is working with business units across ESB Networks to establish baselines that will allow better tracking of engagement performance. ESB Networks already undertakes extensive customer and stakeholder research, including a quarterly brand health tracker and the Retail Market Services biennial market participants survey. We are working with our internal research team to assess how best to holistically capture and measure stakeholder trust and sentiment, with a view to integrating these indicators into future strategy cycles.

Recommendation
Further consideration should be given to how the report is formatted and presented, as some useful detail was provided in a table in section three towards the end of the report, which the panel found difficult to follow. Some members of the Panel found the structure of the report fragmented.

Response
We have updated the structure of the 2026 Strategy & Plan and removed sections to condense the plan and provide a clearer, more intuitive flow. Section 1 now contains a clear explanation of the steps involved in our engagement process and we have added a dedicated section outlining the 2026 engagement priorities aligned to our strategic pillars.

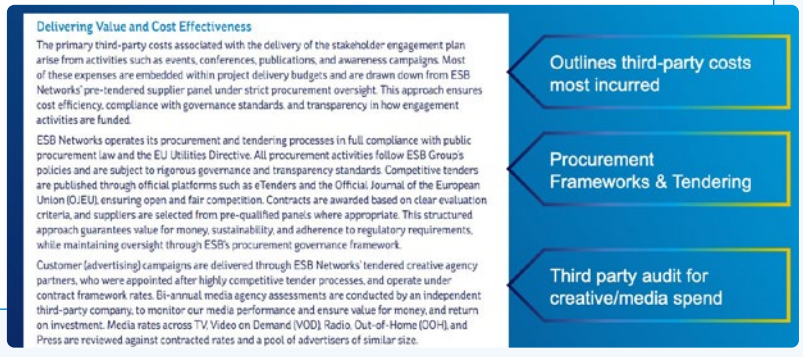
We will continue to review and refine the presentation of the report, in line with accessibility guidelines.

Recommendation
The Panel notes that it is difficult to assess if the strategy was implemented cost effectively, the DSO should however try to include evidence that they approached the strategy in a cost-effective manner. There is currently no detail regarding costs in the strategy. This was previously recommended by the Panel.

Response
In response to this recommendation, we added a new 'Value and Cost Effectiveness' section to the 2026 Strategy and Plan. This outlines the types of third-party costs commonly incurred in stakeholder engagement, the strong governance processes that apply to our procurement frameworks, and the assurance processes in place – including independent audits for marketing and media activity.

Given the breadth and diversity of stakeholder engagement across the organisation—from bilateral meetings to local authority briefings to national conferences and customer focused campaigns—it is challenging to apply a single, consistent metric to demonstrate cost effectiveness across all activities. Engagement formats vary significantly in both purpose and cost. However, we have outlined in the 2026 Stakeholder Engagement Strategy and Plan how we ensure cost effective delivery of significant areas of expenditure, such as advertising and events.

Our engagement approach is delivered in line with the global AA1000 Stakeholder Engagement Standard, ensuring that activities are appropriately resourced and continually evaluated for value.



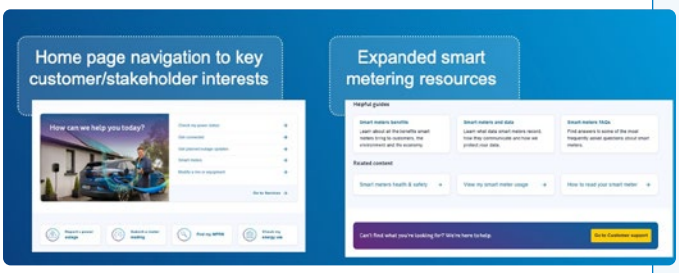
Recommendation

It was noted that the major website improvements did not take place in 2024, and the new website was launched in 2025. This will be considered by the panel for the next year. While the DSO is continuing to work on improving the website, there are additional adjustments that can be made for the benefit of stakeholders, which are listed below:

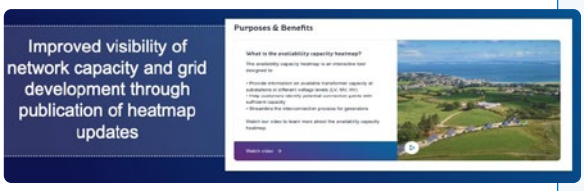
1. For the website development, there should be focus on improving navigation and accessibility.
2. For consultations, a dedicated web page would be welcome. A similar portal to EirGrid would make tracking of consultations more accessible. It would be beneficial if consultation documents and response outcomes are grouped by topic.

Response

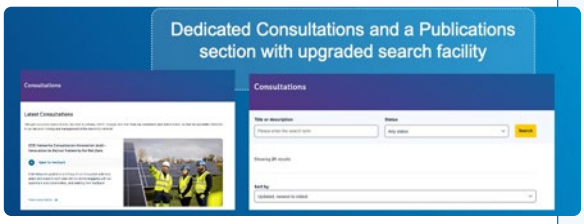
ESB Networks launched its redesigned website in Q1 2025. It now provides a significantly improved user experience and is fully compliant with accessibility legislative requirements and offers clearer navigation, streamlined customer journeys, and improved access to services and publications.



The site now provides enhanced self-service tools, expanded smart metering resources, and improved visibility of network capacity and grid development through the publication of heatmap updates (x3 in 2025), capacity workbooks, and development and performance reports.



The improved usability across the website has proven effective; the bounce rate on the homepage has continued to trend downwards from 40% to 19%, demonstrating that users are finding the information they need without engaging the call centre.



The new platform is fully compliant with the European Accessibility Act (EAA), the Web Accessibility Directive (WAD) and the Official Languages Act (OLA), ensuring a more inclusive and accessible experience for all users.

In direct response to the NSEEP recommendation, we have introduced a dedicated Consultations section on our website. We explored the option of implementing a portal similar to EirGrid's; however, their solution is built on a different platform and is not technically compatible with our existing infrastructure.

We upgraded the search functionality within the Consultations section to enable users to filter and track consultations more effectively, including grouping documents by topic. As a result, there has been a 54% increase in traffic to the consultations landing page since the new site was launched, and there has been a significant increase in the number of responses to consultations submitted to ESB Networks. For example, we received eight responses to our Stakeholder Engagement Strategy and Plan compared with one in 2025, and 21 responses to our Innovation consultation, compared to 12 last year.

Recommendation
The Panel recommended to put internal systems in place to challenge decisions based on feedback received through engagement. It is encouraging to see the continuation of customer surveys but would appreciate seeing how feedback is adopted and communicated with the stakeholders. It would be beneficial to incorporate lessons learned and demonstrate feedback loops.

Response
Stakeholder feedback is systematically reviewed and analysed to identify key themes, concerns and opportunities for improvement, and impacts decision-making and planning processes.

A recent relevant example is the ESB Networks PR6 Customer and Stakeholder Research and Stakeholder Consultation that directly shaped the ESB Networks PR6 Business Plan. The process for engagement, and details on how ESB Networks incorporated the views of customers and stakeholders in the Plan is covered comprehensively in Chapter 2 of the Business Plan.

As a matter of course following any consultation process, we publish a response document containing a summary of the feedback we have received and how we have taken it into consideration.

Outside of formal consultation processes, we use multiple engagement channels to gather insights and feedback from customers, including bilaterals, conferences and roadshows. A good example is the 2026 Developer Days, which incorporated feedback from detailed surveys undertaken at the 2025 Developer Days in relation to formatting and content.

Next Steps
Case studies have been included in Section 2 of this report which demonstrate the impact of stakeholder engagement and any lessons learned.

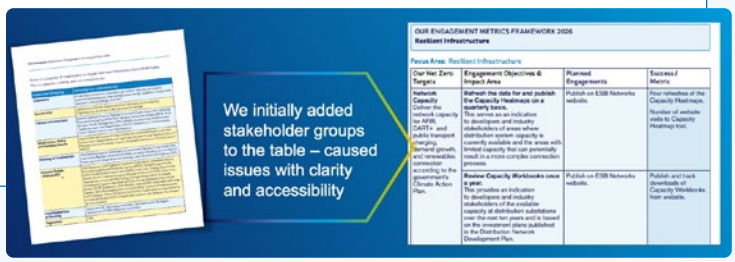
Recommendation

The Panel notes that more referencing to the stakeholder mapping would be good. ESBN may add the audience/stakeholder type to the tables, e.g. Engagement Metrics Framework.

Response

We expanded and enhanced the stakeholder mapping section in the 2026 Strategy and Plan to provide clearer visibility of our key audiences. While we also considered referencing the stakeholder categories within the Engagement Metrics Framework table, this added complexity to the table, and testing showed that it reduced clarity and accessibility.

We have therefore retained the previous table structure while continuing to explore ways to reference stakeholder groups more explicitly across the document.



Recommendation
The Panel recommends that the information provision regarding connections should be improved, especially concerning the firm dates. It should be noted that work still needs to be conducted to improve engagement and demonstrating market participant perspective for connections.

Response
ESB Networks acknowledges the request for greater clarity regarding connection timeframes for customers and has invested significantly in this area over the past year to enhance transparency.

In Q4 2025, we introduced a nationwide Single Point of Contact process for business customers seeking connections under 100 kVA. This customer cohort makes up approximately 85% of all business customers. Within 5 working days of receiving a valid application, these customers receive a timeline estimate based on regularly updated historic data. The connection process and potential timelines to quote are outlined for customers on our website. To date, more than 800 customers have received improved timeline clarity through this new process.

For customers with more complex demand requirements, seeking connections over 100 kVA, it can be challenging to provide firm, standardised data on connection timelines. These connections are influenced by a wide range of factors, including:

- Existing network capacity and infrastructure
- the level of upstream reinforcements required (including approval from the TSO for large connections)
- the information provided by applicants at the early stages
- the complexity of the design.
- the time taken to complete any works required by the customer

To improve support for these customers, we appointed a new multi-site customer relationship partner in ESB Networks in Q3 2025. This new role is dedicated to supporting the >100 kVA - <399 kVA developer/business cohort of customers. This support involves regular in-person/remote meetings with customers, including retailers, telecoms providers, utilities, charge point operators, and governmental bodies. The team also hosts Developer Days to support customers and encourage early engagement in the connection process. Based on feedback from developers, we are also considering the use of other engagement channels, including webinars, to help explain the connection process, outline the key challenges, and provide guidance on how customers can help facilitate more efficient delivery of their projects.

In addition to the actions listed above, the Strategy and Network Development team will embark on an in-depth review of the customer journey for large customers in 2026.

In 2025, across all customer cohorts, ESB Networks delivered 73% of all connections within our published target timelines despite delivering 15% more connections year on year. ESB Networks continues to improve transparency, certainty and accuracy for customers around connection dates.

Recommendation
It was recommended that the industry liaison group be reviewed for areas of improvement on renewable connection issues ensuring that connections are dealt with in a timely manner.

Response
The Industry Liaison Group (ILG) is a governance forum established specifically to support the implementation of the National Smart Metering Programme (NSMP). Its scope, Terms of Reference, and membership are limited to NSMP-related activities. As such, renewable connection issues and connection timelines do not fall within the remit of the ILG, and as the programme concludes, the ILG and the associated NSMP governance forums will be wound down.

Recommendation
The Panel would ask ESBN to consider the addition of a parallel Renewables Industry Liaison Group, which would be for larger-scale generators or offshore developers. This would help to provide both community-scale and commercial-scale renewables better engagement with the DSO.

Response
ESB Networks welcomes the Panel's suggestion to establish a parallel Renewables Industry Liaison Group for large-scale generators. We agree that such a forum could enhance structured engagement with this important stakeholder cohort. However, the establishment, remit and governance of any industry-wide group of this nature sits appropriately with the regulator, who determines connection policy and wider market structures. ESB Networks would fully support and actively participate in such a forum should the regulator decide to progress it.

Separately, the Joint Outage Transformation Programme (JOTP) was established in 2025 to streamline the interface between industry, EirGrid and ESB Networks and support delivery of utility scale renewable projects and will meet quarterly in 2026.

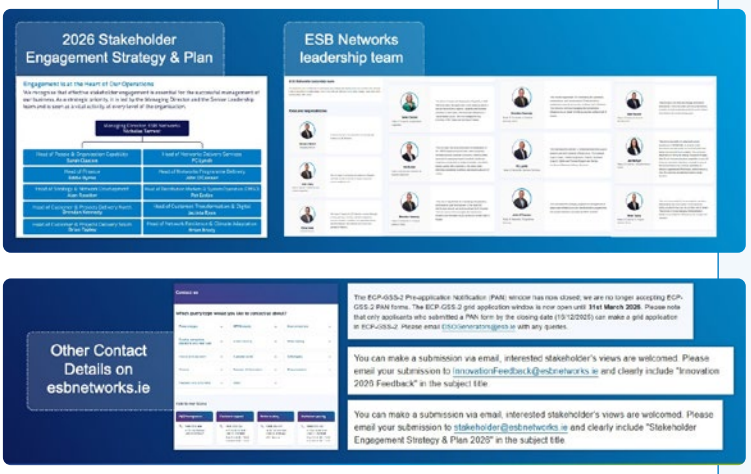
Recommendation
The Panel suggests that ESBN could develop case studies of past engagement which have led to change, consider an annual impact survey and publish the results.

Response
We have included case studies in this report to directly address this feedback and demonstrate how stakeholder engagement has contributed to tangible change. In addition, we are working with ESB Networks' internal research team to develop an annual, structured stakeholder survey to help track overall trust and satisfaction over time.

Recommendation

The Panel noted that contact details are still not available and noted the DSO's comments that this is due to ongoing re-organisation. The panel noted that contact details have been recommended for several years, and it would be helpful if an organisation chart or high-level contacts could be provided, to help stakeholders understand the right person/department to approach for the different associated items.

Response



ESB Networks has published an organisation chart of its senior leadership in the 2026 Stakeholder Engagement Strategy and Plan. We have also published the leadership organisation chart and leadership roles and areas of responsibilities on our website to provide clearer guidance to stakeholders on areas of accountability ESB Networks leadership team | ESB Networks.

Our new self-service customer portal guides users to the most relevant customer area and provides a straightforward process for submitting follow-up queries. Contact details for responding to consultations are clearly signposted and routed to the correct teams, while dedicated stakeholder engagement contact information is readily available on our website.

Separately, the Market Message Owner's Guide is made available to Market Participants on a private SharePoint page managed by RMDS (the Retail Market Design Service), which provides any relevant contact details to the Market Participants.

The contact details supplied on our website are consistent with other DSOs across Europe. Given the scale of our operations and the need to protect teams during high-priority events, such as storms, we continue to direct stakeholders towards formal engagement channels, which provide the most reliable and timely responses.

Recommendation
It was noted that it would be useful for stakeholders to understand the interaction between the TSO and DSO, for example -where long-term engagement on the Networks for Net Zero Strategy crosses over with EirGrid's Net Zero work and in relation to common areas in relation to system operation.

Response
ESB Networks recognises that the DSO–TSO interface between ESB Networks and EirGrid may be confusing for stakeholders.

There are two key areas where we interface as DSO-TSO:

Operational: which is covered by the Joint System Operator Programme (JSOP) established by EirGrid and ESB Networks to ensure coordinated, whole-of-system operation across Ireland's electricity system.

Network Planning: There are several groups and teams across ESB Networks and EirGrid that work together to coordinate network planning, future capacity needs and long-term resilience.

The outcome of that engagement is evident in our PR6 Business Plan, and in both of our long-term network development plans.

In 2026, subject to regulatory approval, we plan to engage with EirGrid to codify the DSO–TSO interface agreement and publish clearer guidance on the distinct roles of each organisation, and how we engage with each other.

Recommendation
The Panel recommended that the plan should address the future timeline and be extended to 2040.

Response
ESB Networks recognises how important it is for stakeholders to clearly understand how our engagement activities support our long-term ambitions for 2040. In our 2026 Stakeholder Engagement Strategy and Plan, we explicitly link all engagement activities to our Networks for Net Zero Strategy, aligning them to our three strategic pillars and ensuring that each action contributes meaningfully toward the outcomes we aim to achieve by 2040. We will continue to make these connections clear in future strategies and plans, demonstrating how the engagement we undertake today directly supports our longer-term goals and the wider system transformation required in the years ahead.

Recommendation
It was noted that procurement engagement should be highlighted across the year.

Response
We understand the Panel's recommendation as a request to ensure that supplier and procurement related engagement is more clearly highlighted. However, ESB Networks' procurement activities fall under operational engagement, rather than stakeholder engagement, and therefore sit outside the scope of our Stakeholder Engagement Strategy and Plan, and the Outturn Report.

ESB Networks is required to ensure procurement is compliant with the EU Procurement Directive for utilities. As a result, ESB Networks applies standard, competitive procurement processes that ensure openness, transparency and equal treatment of tenderers. Details of our procurement tender process and supplier charter are publicly available on ESB Networks' website. Procurement | ESB Networks Contract notices for EU tenders are advertised on TED, the EU tender portal, and tender competitions are run via eTenders, the Irish Government procurement IT system. We also encourage potential suppliers and contractors to register on TED and the eTenders systems, so they can set up automatic alerts for ESB Networks' opportunities.

Recommendation
It was noted that benchmarking against good engagement practices internationally would be useful in terms of exploring innovative approaches and validating the current processes

Response
ESB Networks' stakeholder engagement strategy is aligned with the AA1000 Stakeholder Engagement Standard (AA1000SES v3), a globally recognised benchmark for best practice stakeholder engagement. ESB Networks is also actively participating in the Global Practitioner Review Committee, contributing to the ongoing revision of AA1000SES (scheduled for publication in 2027). Through this participation, we gain direct insight into emerging global best practice and can benchmark our approach against evolving international standards.

We also engage with European DSOs through industry bodies including E.DSO, Eurlectric and the EU.DSO entity on policy, regulatory developments, and future network planning. This ongoing involvement provides a useful channel for sharing experiences, learning from innovative engagement practices, and understanding how peer DSOs engage with their stakeholders across Europe. Senior members of ESB Networks' stakeholder team are also members of the Public Relations Institute of Ireland (PRII), providing access to best practices within public affairs, engagement and public relations (PR) in Ireland.

In 2022, ESB Networks undertook a significant benchmarking review of our stakeholder engagement activities, which shaped the current strategy. A further independent benchmarking review will take place in late 2026, following the publication of the revised AA1000 SES Standards.

2

Stakeholder Engagement Case Studies

Strategic Stakeholder Engagement Case Studies

This section includes case studies to demonstrate how ESB Networks implemented its strategic approach to stakeholder engagement in the context of two major events, one reactive and one planned: our response to and learning from Storm Éowyn, and the sustained programme of engagement that contributed to the PR6 Final Determination in December 2025.

The case studies outline the strategic context underpinning our engagement choices, the actions we took, and the impact those actions delivered across customers, communities, and the wider energy system. They also show how insights and lessons learned from engagement have driven operational changes within the business, including the establishment of new teams and processes. Collectively, they show our commitment to listening, learning, and acting on stakeholder feedback.

Case Studies: Storm and Resilience

To fully reflect the breadth of Storm Éowyn stakeholder engagement, this report includes two complementary case studies: one outlining our engagement with customers and stakeholders during the storm, and another examining the post-storm period, where lessons learned were identified, shared, and implemented. Together, these case studies provide a complete picture of how ESB Networks acted in real time to support communities during a national emergency, and how we subsequently applied those insights to strengthen preparedness, operational resilience, and engagement practices across the organisation.

Case study: Stakeholder Engagement During Storm Éowyn

Strategic Context

On January 24th, 2025, following a nationwide Red Warning alert, Storm Éowyn caused unprecedented damage to Ireland's electricity network. With record-breaking gusts of 184 km/h the storm triggered over 10,000 faults on the network and impacted 768,000 customers at the peak. This was more than double the impact of Storms Darwin (2014) or Ophelia (2017), and an almost 93% increase in customer impact when compared to the most recent storm that ESB Networks experienced, Storm Darragh (December 2024).

ESB Networks' Role

The scale and duration of outages created cascading challenges across essential public services, critical infrastructure, and vulnerable communities, requiring unprecedented multi-agency cooperation. This environment placed stakeholder engagement at the centre of ESB Networks' emergency response, with real-time coordination, communication, and support critical to protecting public safety and managing national and local impacts.

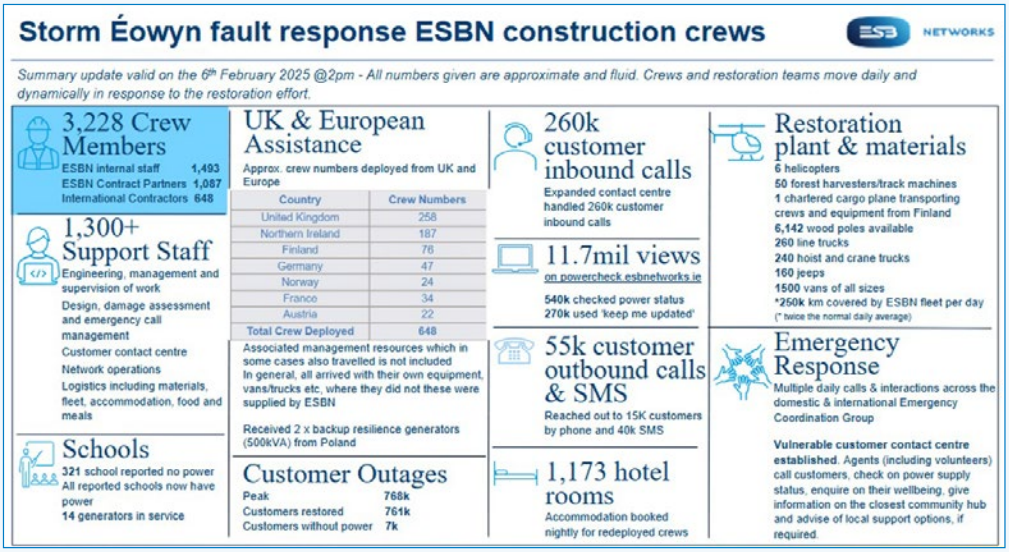
Throughout the storm restoration period, ESB Networks maintained communication and engagement with key stakeholders, including customers, the National Emergency Coordination Group (NECG), government departments, local authorities, emergency services, critical infrastructure operators, the telecoms sector, and community response structures.

ESB Networks considers engagement with customers and stakeholders to be critically important in circumstances such as storms or other major weather events. The duration of the effort required by ESB Networks during Storm Éowyn was the largest ever experienced for a storm event.

Actions Taken

Engagement with Government and National Coordination Bodies

- ESB Networks participated in daily National Emergency Coordination Group (NECG) meetings from 22 January to 10 February, providing status updates, agreeing coordinated responses, and shaping whole-of-Government support.
- Two NECG subgroups, Critical Infrastructure and Humanitarian Assistance, were established due to the scale of disruption. ESB Networks played an active role in both, ensuring the restoration of essential services and facilitating cross-agency support for affected communities.



Engagement with Critical Infrastructure Customers

- Over 1,800 critical infrastructure escalations were managed, including hospitals, water and wastewater facilities, telecoms, transport, emergency communications, and schools.
- ESB Networks provided regular restoration estimates and collaborated with operators to manage restoration.

Forestry and Land Management Stakeholders

- Extensive engagement was required with forestry landowners to gain land access to identify the location of the damage to the electrical network caused by the fallen trees, and the subsequent network repairs.

Support for Vulnerable Customers

- Dedicated teams and volunteers made outbound calls to medically dependent or otherwise vulnerable customers.
- ESB Networks cross-referred urgent cases to the HSE, An Garda Síochána, and emergency services where customers were unreachable.
- Information on humanitarian support was shared via SMS and phone, with local authority hubs providing heating, water, charging, and connectivity.

Engagement with Public Representatives

- Throughout the restoration period, ESB Networks undertook an intensive programme of engagement with politicians and public officials to ensure that decision-makers were fully informed, aligned, and supported in communicating accurately with the public. This included sustained interactions across national and regional political leadership, delivered through hundreds of direct calls, SMS and WhatsApp communications, and structured briefing outputs.
- Senior representatives from ESB Networks provided ongoing bilateral briefings to Ministers, their advisers, Oireachtas members, and key regional representatives. These interactions ensured that public representatives stakeholders had the most up-to-date operational intelligence, enabling accurate public messaging and coordinated responses to local concerns.
- Over 900 representations from politicians were received and responded to throughout the course of the storm (this number of queries would normally equate to approximately eight months' worth of representations).

Extensive Public and Media Communication

- Over 1,000 verbal updates to media, 300 interviews, 50 press releases, and continuous radio, TV, and social media updates kept the public informed. Communications through local radio stations proved to be extremely effective, particularly in areas where loss of power affected customers receiving TV and social media communications. Dedicating time to this important stakeholder engagement activity was crucial and the team provided updates to media from as early as 06:30am each morning.
- PowerCheck received 11.7 million views, making it the most-used ESB Networks customer communication tool during the event.
- Nearly 400 staff and volunteers operated main and backup contact centres. Over 250,000 inbound calls were handled.

Collaboration with ESB Network Framework Contractors and International Utilities

- ESB Networks' response was strongly supported by our framework contractors across overhead lines, timber, and electrical services, whose rapid mobilisation and field expertise were essential to restoring power safely and efficiently.
- We also coordinated support from over 600 international utility personnel, enabled through the North East West South Area Consortium (NEWSAC) and E.DSO channels.
- International crews were fully inducted and integrated into operations through comprehensive safety and operational briefings, ensuring seamless collaboration and safe, effective field work alongside ESB Networks teams.

Results

Effective Restoration Despite Record Damage

- 533,000 customers (70%) had their power restored within 72 hours; 90% of customers were restored within one week and all remaining customers had power restored by 11 February.
- Critical infrastructure continuity was significantly strengthened through NECG coordination and proactive customer escalation management.

Effective Information Delivery at Scale

- Contact centre waiting times were dramatically reduced within days as volunteer mobilisation increased.
- ESB Networks' proactive use of media maintained national awareness despite communications-network outages.
- Extensive and consistent engagement with public representatives and key Government stakeholders ensured stakeholders were kept informed with accurate information throughout the restoration process.

Lessons Learned

Enhance Estimated Restoration Time (ERT) Communication and Data Use

- Customers and stakeholders expressed frustration with repeated Estimated Restoration Time (ERT) changes. ESB Networks identified the need for improved data-driven ERT calculation and clearer public messaging.

Formalise Stakeholder Coordination Structures

- The establishment of NECG subgroups proved highly effective; ESB Networks recommended that these structures become permanent for future events.

Strengthen Vulnerable Customer Protocols Across Agencies

- More consistent and standardised processes for identifying, supporting, and communicating with vulnerable customers are required across the national utilities and public services ecosystem.

Broaden Media and Stakeholder Engagement Capacity

- The intensity of media and public official engagement during the extended storm period highlighted the need for a larger pool of trained ESB Networks' media and public affairs representatives.

Increase Customer and Stakeholder Knowledge of Storm Response Protocol

- We recognise a need for consistent engagement with customers and stakeholders on storm response protocols and preparedness outside of storm crisis periods.

Case study: Post-Storm Stakeholder Engagement Following Storm Éowyn

Strategic Context

The response to Storm Éowyn provided valuable insights and learnings to further strengthen ESB Networks' storm preparedness and restoration capabilities, and engagement with stakeholders for coordination before, during, and after a storm event.

ESB Networks' Role

Once power was restored to all customers, ESB Networks immediately initiated a post-event review involving extensive stakeholder engagement. This phase was designed to consolidate learnings, strengthen national resilience, and coordinate improvements across Government, local authorities, critical infrastructure operators, the telecommunications sector, and international utility partners. ESB Networks recognises that building long-term storm resilience requires not just technical reforms, but a sustained programme of multi-stakeholder collaboration, policy engagement, and organisational transformation.

Actions Taken

Key Stakeholder (Governmental and Regulator) Engagement
ESB Networks engaged with key governmental departments, including the Department of Climate, Energy and Environment, the Department of Agriculture, Food and the Marine, and the Attorney General, and the Department of Culture, Communications and Sport regarding engagement with telecommunications providers on storm restoration and resilience.

As well as a comprehensive storm review, ESB Networks committed to developing the ESB Networks Winter 2025 Resilience Plan with immediate effect. This was published and presented to key stakeholders in March 2025.

Ongoing engagement was required with the CRU in relation to the additional investment needs, that were identified in the PR6 Scope Review following Storm Éowyn.

Senior leaders across ESB Networks engaged with Government departments on the Winter Resilience Plan delivery progress and actions arising from the Storm Éowyn review, including attendance at Oireachtas committee meetings and Parliamentary briefings.

Completion of a Comprehensive Storm Review

ESB Networks completed a detailed, multi-disciplinary review covering storm preparedness, asset performance, resource mobilisation, customer communications, stakeholder engagement and safety. This process included:

- Gathering stakeholder feedback from critical infrastructure owners, international utilities, and internal teams.
- Documenting key findings and over a dozen major recommendations across preparedness, communications, data management, and safety.
- Sharing findings with Government, regulator, and sector stakeholders to drive coordinated improvements

This review served as the evidence base for post-storm stakeholder engagement and future system improvements.

Engagement with Local Authorities

Local authorities played a central role in the humanitarian response during Storm Éowyn. ESB Networks' extensive post-storm engagement focused on:

- Reviewing local-level coordination during the storm through the NECG Humanitarian Subgroup.
- Providing operational data on restoration progress to support local emergency operations centres.
- Working with councils to refine the setup and communication processes of community support hubs that provided heat, food, water, charging, and shelter.
- Supporting the development of more formalised multi-agency protocols for future storms.

Throughout 2025, ESB Networks regional teams engaged with local councils and elected representatives to update them on actions taken through both the Winter Resilience Plan and Storm Review.

Collaboration with Critical Infrastructure Operators

Post-storm, ESB Networks engaged extensively with operators across health, water, telecoms, emergency communications, and transportation to:

- Review over 1,800 escalated critical infrastructure cases managed during Storm Éowyn.
- Identify improvements to backup power strategies, especially for telecoms and water networks, where loss of supply significantly impacted storm restoration.
- Advocate for continued rollout of smart meters at all critical national infrastructure sites to improve outage visibility and escalation accuracy during future events.
- Review priority site lists and restoration logic in partnership with operators and the NECG.

This engagement ensures that interdependencies between electricity and other essential services are better understood and managed.

Strengthening National Emergency Coordination Structures
Based on the strong performance and clear value of the NECG subgroups established during the storm, ESB Networks recommended:

- Formalising the NECG Humanitarian and Critical Infrastructure subgroups as permanent structures.
- Embedding clearer escalation pathways and information sharing protocols between utilities, government, and emergency services.
- Enhancing multi-agency data sharing procedures, particularly for vulnerable customer management.

This ensures that the national response framework remains robust in the face of more frequent climate driven storms.

Establishment of a Storm Resilience Team and Expanded Organisational Structures
Building on lessons learned from the event, ESB Networks moved to strengthen internal structures by:

- Establishment of an enduring Storm Resilience Team.
- Expanding the volunteer pool and training for customer engagement, logistics, and communications.
- Strengthening resource deployment planning, logistics coordination, and storm materials management.
- Enhancing digital and data capability, including plans for a Storm Response Toolkit and improved fault and restoration data capture.

These actions ensured that ESB Networks' organisational readiness was enhanced for future weather events..

Engagement on Forestry and Hedgerow Legislation
Given that 59% of storm faults involved hedgerow timber or forestry, ESB Networks engaged with Government and landowners post-storm to:

- Support the development of new statutory forestry corridors, for which Government has approved the Heads of Bill.
- Advocate for expanded powers allowing ESB Networks to remove trees posing future risk rather than only those already in contact with lines.
- Work with landowners, Coillte, and forestry operators to develop improved vegetation management protocols.

This engagement aims to reduce future storm-related network damage and restoration delays.

Vulnerable Customer Policy Improvements
Following challenges during the storm, ESB Networks began post-storm engagement focused on:

- Working with the NECG to explore consistent national processes for identifying, supporting, and contacting vulnerable customers.
- Enhancing internal vulnerable customer support measures as set out in the PR6 Business Plan.

This will lead to more reliable humanitarian support during long-duration outages.

Results

Strengthened National Winter Resilience Planning
ESB Networks' post-storm engagement directly contributed to the development of Ireland's evolving Winter Resilience approach, shaping improvements in emergency coordination, infrastructure prioritisation, and public-communications readiness.

Shared Understanding of Interdependencies
Structured engagement with telecoms, water, and emergency-response operators highlighted the systemic impacts of electricity loss, leading to collaborative planning for backup generation and improved restoration sequencing.

Improved Stakeholder Coordination Mechanisms
The NECG subgroups proved critical to the storm response and have since informed reforms to national crisis management frameworks.

Organisational Strengthening Within ESB Networks
The company further improved its internal structures, broadened storm-response capacity, and embedded new digital and operational processes that will accelerate future recoveries.

Lessons Learned

- The performance of the NECG's temporary storm subgroups highlighted the need for enduring national coordination structures.
- Enhanced and consistent stakeholder engagement and communication is required outside of storms.
- Continued and sustained engagement is required on land access, and forestry and hedgerow legislation must evolve.
- Vulnerable-customer support requires consistent national policy. Formalised protocols, and pre-storm planning are critical to safeguard at-risk individuals.
- ESB Networks must continue to enhance digital and data systems. Better outage data improves restoration sequencing, ERT accuracy and improved stakeholder and customer communications.

ESB Networks has shared the lessons learned from the storm review extensively with colleagues across Europe, including presenting at an E.DSO European Webinar on stakeholder communication during outages. ESB Networks is also engaging with E.DSO on a mutual assistance framework agreement for DSO's during storm events.

Case Study: Price Review 6

Strategic Context

Ireland's electricity network is a critical component of our national infrastructure which underpins economic growth, sustains our modern economy and supports key policy objectives relating to housing, industrial growth and climate change. Every five years, ESB Networks submits a business plan to the CRU, outlining our planned investments in the network over the next five years as part of a regulated Price Review (PR) process. This process safeguards customers by regulating how much money ESB Networks can recover through electricity bills and ensuring that the benefits for customers are delivered safely, sustainably, and efficiently. Following extensive customer and stakeholder engagement throughout 2024, ESB Networks published its ESB Networks Price Review 6 Business Plan.

ESB Networks' Role

Price Review 6 (PR6) is one of the largest investments in the electricity network in Ireland's history and will involve the delivery of more than 500 major capital projects. Given the national strategic importance of PR6, and our commitment to putting customers at the heart of our Business Plan, we undertook a very comprehensive programme of engagement with customers, Government departments, State bodies, industry groups, NGOs, contracting partners, EirGrid, investors and other stakeholders, as well as with the CRU and their consultants. This took place throughout the development of the Business Plan until the final determination was announced by the CRU in December 2025.

Actions

Continued Stakeholder Collaboration

Throughout 2025, ESB Networks undertook a structured and proactive programme of external stakeholder engagement across the national energy ecosystem, delivering briefings, consultations and presentations to key stakeholders.

Emphasis was placed on ESB Networks future plans and dedicated PR6 sessions were held with entities including the CRU, Department of the Climate, Energy and the Environment (DCEE), the Climate Change Advisory Council (CCAC) and industry forums such as the Construction Industry Federation, Electricity Association of Ireland and Smart Grid Ireland, and civil-society groups such as St Vincent De Paul (SVP) and Money Advice and Budgeting Service (MABS).

Stakeholder engagement included a wide programme of bilateral meetings, including with institutional property investors and other industry representatives, and presentations to local authorities, regional assemblies, and political parties. We also participated in relevant industry and policy conferences and held more than sixty regulatory meetings. Together, these engagements ensured broad representation across regulatory, governmental, industry, contractor, customer, and civil society stakeholders, and demonstrated our commitment to proactive, transparent, and inclusive communication.

A timeline of these engagements across 2025 can be seen below:

The engagement programme aimed to build transparency, ensure stakeholder input remained central to PR6, prepare delivery partners for upcoming programmes, and support regulatory alignment, while also addressing concerns around ambition, affordability and deliverability.

All requests for engagements with stakeholders were facilitated. The insights from these meetings and the sharing of ideas laid the foundations for informed regulatory assessment and ultimately the broader national transition to a secure, flexible, and decarbonised electricity system.

Adapting to Meet Evolving Stakeholder Needs

The PR6 Business Plan, published in December 2024 reflected a point in time, but ESB Networks was always conscious that amendments could be required to meet the emerging needs of customers and society.

Following the widespread disruption to electricity supplies caused by Storm Éowyn in January 2025, ESB Networks developed the ESB Networks Winter 2025 Resilience Plan at the request of the Department of Climate, Energy and Environment. This was followed by a PR6 Scope Review submitted to the CRU which proposed incremental measures, in addition to those already included in our Business Plan, to enhance network resilience and protect the customer in the event of exceptional weather events.

Another evolution of our PR6 Business Plan resulted from accelerated demand for new network connections throughout Winter 2024/2025. This led to capacity headroom being eroded on parts of the network. It was therefore necessary to bring forward interim capacity projects to meet the anticipated profile of customer demand in the near-term until some of the larger projects planned for PR6 were delivered. We highlighted the need for these projects to the CRU in Summer 2025 and engaged extensively with them in relation to our proposed interim capacity delivery programme in advance of the PR6 Final Determination.

Transparency on Stakeholder and Customer Feedback
In February 2025, ESB Networks published the findings of the PR6 Customer and Stakeholder Research, which was carried out by Ipsos/B&A, The report included a comprehensive overview of the customer and stakeholder feedback gathered through quantitative and qualitative research, which directely guided the development of the PR6 Business Plan. A dedicated PR6 mailbox was established to encourage stakeholder engagement, queries and comments. ESB Networks' PR6 team offered to meet parties and address any issues or concerns raised.

The objective of these engagements was to ensure regulatory, policy, industry, contractor and civil-society stakeholders fully understood the scale, ambition and customer impact of the PR6 Business Plan. It also allowed time and opportunity for stakeholders to seek further information and clarity ahead of the CRU consultation on the Draft Determination and also the Final Determination in December 2025.

Results

External engagement in 2025 played a vital role in strengthening the credibility, readiness, and alignment of the proposed PR6 investment programme. Through sustained engagement with our customers, the CRU, policymakers, industry bodies, contractors, and civil society, ESB Networks was able to:

- Share evidence and rationale behind the PR6 plan.
- Demonstrate how stakeholder input shaped the submission.
- Listen and address concerns around affordability, ambition, and deliverability.
- Shape our plan to meet the needs of customers and stakeholders
- Adapt when necessary and remain relevant in terms of its investment plans (weather events, capacity constraints) while always remaining coordinated with the needs of the country (increasing demand)
- Reinforce our commitment to transparency and partnership.

Lessons Learned

- Early, consistent, and transparent stakeholder and customer engagement was a key input to the final ESB Networks PR6 Business Plan and the CRU Final Determination.
- Ongoing stakeholder engagement will be critical throughout the PR6 delivery phase to ensure ongoing support, and update key stakeholders on progress.
- To facilitate this, and a smooth transition to PR7, an enduring Price Review team was established within the wider Strategy and Networks Development funcion.

Case Study: Developer Day Events

New Connections – Engaging with housing developers and home builders

Strategic Context

Since 2020, the annual volume of domestic and commercial connections in Ireland has increased by 46% (30,225 new meters connected 2020 versus 44,829 new meters connected 2025). A significant percentage of these new properties are constructed by housing developers, a key stakeholder group for ESB Networks.

The delivery of new housing is of national strategic importance. Building on the progress of Housing for All, the Government introduced a new housing plan called "Delivering Homes, Building Communities" in 2025 which aims to speed up the delivery of new homes.

ESB Networks' Role

The Government's measure of determining whether a house or apartment has been "completed" is whether it has been connected to the electricity network. Therefore, ESB Networks has a critical role to play in enabling the delivery of new homes at scale and stakeholder engagement with developers and new home builders is crucial.

For those customers with more complex demand requirements i.e. those requiring >100 kVA in capacity, it can be challenging to provide firm, standardised data on connection timelines. These connections are influenced by a wide range of factors, including network capacity, the level of upstream reinforcements required, including approval from the TSO for large connections, and the level of information provided by applicants at the early stages and the complexity of the design.

Proactive engagement between ESB Networks and developers helps to minimise delays, mitigate issues and support this key stakeholder group in the delivery of housing targets.

Actions

In response to stakeholder feedback which indicated a desire for better communication relating to the new connections process, ESB Networks took two key actions in 2025.

1. The appointment of a new multi-site customer relationship manager responsible for customers seeking connections (>100 kVA and <400 kVA).
2. Delivery of regional "Developer Days" to engage stakeholders and outline every aspect of the new connection process.

Regional Developer Days

Regional Developer Days are designed to enhance engagement with developers, site foremen, professional advisers (architects / engineers / quantity surveyors), local authorities, other utilities (Uisce Éireann, Telecoms), construction representative bodies (CIF/IHBA) and anyone else associated with the delivery of housing.

These events provide a unique opportunity for a wide range of teams across ESB Networks to proactively engage with this key stakeholder group, highlight the importance of safety and provide insights into the various stages of the connections journey.

Attendees can also engage directly with the key contacts in their region, including the ESB Networks new connections national manager, area managers, civils team, engineering officers etc.

A key aspect of the Developer Days is the opportunity for ESB Networks to share relevant information regarding improvements delivered, in progress and planned. At each of the Developer Days, ESB Networks' area managers provided an overview of the various capacity enhancement initiatives planned in their respective regions. This information provides developers with greater clarity on the timelines of planned enhancement / expansion initiatives and helps them to plan and phase developments accordingly.

One example comes from a developer day in Q4 2025, where the area manager provided a high-level overview of the planned upgrade to the Portlaoise region to double capacity. This project is now complete and Portlaoise and its hinterland now have sufficient capacity to connect customers until larger PR6 projects come on stream. This project would, in the normal course, have taken three to four years from inception to implementation. It took less than a year under the ESB Networks accelerated projects initiative.

Results

The appointment of a dedicated multi-site customer relationship manager has significantly strengthened ESB Networks' stakeholder engagement by giving housing developers, EV charge point infrastructure providers and other large customers (>100 kVA and <400 kVA) a single, consistent point of contact. This role enables clearer communication, earlier issue identification, and better alignment with developers' build programmes, helping to reduce delays and streamline the connection process. By coordinating more effectively across internal teams and building stronger, trust-based relationships with customers, the role has already improved collaboration and delivered a more efficient, proactive service to this key stakeholder group.

Developer Days - Stakeholder Satisfaction and Feedback
Surveys were conducted at the Developer Days, enabling ESB Networks to measure not just the success of the days but also gain insights into the key issues that developers are experiencing throughout the connection process and identify themes they would like to see us address further in future Developer Days.

- Attendees scored the format and content of the Developer Days highly (primarily indicating satisfied and very satisfied) while also communicating areas of the new connections process they find challenging (primarily the time to quote).
- We are presently analysing this data to cross reference with our CRU mandated 3rd party customer survey model to determine if there are additional areas of concern for us to focus on. This data will be used to further improve our engagement channels.

Solution-focused Engagement
A strong example of the value of early stakeholder engagement emerged during both the Dublin and South West regional Developer Days. Two builders, each with a new connection application in their respective regions and together accounting for 250 housing units, had been advised that their applications were on hold pending a network capacity assessment. Through direct conversations with the relevant area managers, a practical solution was identified. By adjusting their applications to request capacity only for the number of units they realistically expected to construct over the next 12 months, both projects could move forward immediately to design and quotation stage. Additional applications could then be submitted later as needed, allowing ESB Networks time to expand capacity in those areas.

This approach ensured that the builders secured the capacity they required in the short term while avoiding unnecessary delays—all achieved through open discussion and collaboration. This outcome demonstrates the tangible benefits of proactive stakeholder engagement and reinforces our commitment to maintaining strong, solution-focused partnerships with the construction sector.

Lessons Learned

- Early engagement between ESB Networks and developers is essential to enable the delivery of government targets on housing.
- Developers really appreciate the opportunity for face-to-face engagement and the chance to collaborate with relevant teams. They value clear information on how each stage of connection works and having a better understanding how the process works within ESB Networks.
- Direct engagement at Developer Days presents opportunities to resolve issues and find near term solutions to issues developers maybe facing due to capacity constraints.
- Engaging with this key stakeholder group has provided valuable insights on how ESB Networks can continue to improve the new connection process, and our engagement channels.
- Feedback received through our stakeholder surveys at the 2025 Developer Days has directly impacted our engagement plans for 2026 including improving website communications, introduction of themed webinars and increasing the number of regional Developer Days.

Case Study: Demand Flexible Product

Strategic Context

The Climate Action Plan includes a target for the CRU to reach 20-30% flexible system demand by 2030 by collaborating with the energy system operators and industry. The CRU requested ESB Networks to accelerate and expand the scope of several initiatives with the goal of facilitating greater demand flexibility on the electricity system. In response, ESB Networks developed and consulted on proposals for a medium-term Demand Flexibility Product to address specific locational network congestion needs. The CRU subsequently approved the procurement of up to 500 MW of flexibility products aimed at reducing demand, shifting demand, and injecting power for at least four hours daily during specified periods.

ESB Networks' Role

As this is the first time that ESB Networks was engaging the market to procure Demand Flexible Products, extensive stakeholder engagement, outside of normal operational procurement processes, was required to ensure transparency throughout the process.

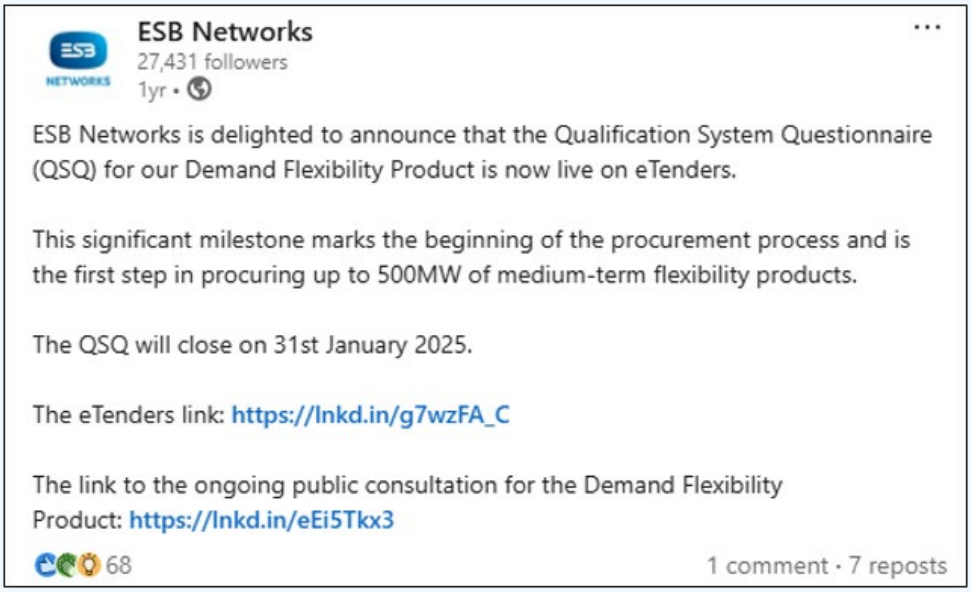
Actions

A comprehensive and transparent approach to engagement with stakeholders was undertaken to support the procurement of the Demand Flexibility Product. Channels of communications and engagement included the ESB Networks, the CRU and eTenders websites and social media channels. An extensive programme of bilateral and multilateral meetings have also been conducted since the first Demand Flexibility Product proposal was published in December 2023.

The following section outlines the comprehensive approach to stakeholder engagement that was adopted, and the measures taken to ensure that stakeholders across the sector were kept fully informed of the procurement plans, timelines and any updates required in advance of the product launch in 2025.

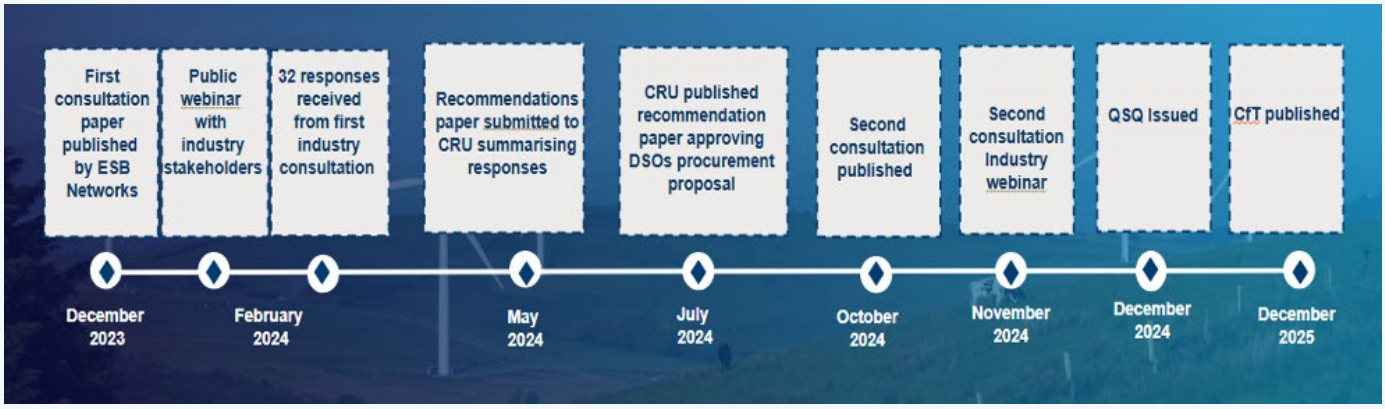
Initial Stakeholder Engagement

- In December 2023, the first Demand Flexibility Product Proposal Consultation Document was published on the CRU website to provide an overview of the guiding principles of the product, proposals for high-level product characteristics and the associated procurement approach. This consultation was open for eight weeks and included a public webinar with stakeholders on 8th February 2024. Notice of the webinar was published on the CRU website and interested parties were requested to register their interest.
- In May 2024, ESB Networks submitted a Recommendations Paper to the CRU, summarising the responses and providing recommendations to the CRU on product characteristics.
- A Demand Flexibility Product Recommendations Paper was published in June 2024, with recommendations on responses received to the consultation document.
- The CRU published their decision on the Recommendations Paper approving the DSO's procurement proposal for the Demand Flexibility Product in July 2024 and provisional dates relating to the tendering process were published.
- ESB Networks published an initial list of locations where medium-term demand flexibility was identified as a possible solution to congestion.
- In October 2024, ESB Networks' second consultation on the Demand Flexibility Product Proposal was published on ESB Networks and the CRU websites, seeking stakeholders' views on specific arrangements for the product. This consultation was open for a six-week period, and a public webinar was held with stakeholders on 26th November 2024 (with 131 registrants) where an update on publication of the Qualification System Questionnaire (QSQ) for the Demand Flexibility Product was provided. Fifteen consultation responses were received.
- A registration invite was issued to 163 recipients for the second consultation webinar for the Demand Flexibility Product and details were shared on ESB Networks website, LinkedIn and social media platforms.
- In December 2024, the QSQ was published on the eTenders website.



2025 Stakeholder Engagement

- Updates on the demand flexibility product, including an overview of the QSQ timelines was provided at the Advisory Council Meetings and the materials were subsequently published on the ESB Networks' website.
- An updated list of Demand Flexibility Product locations was published in March 2025 on the ESB Networks' website and on LinkedIn.
- In May 2025, a reminder was issued, informing stakeholders that the deadline for the QSQ had been extended and a final reminder was subsequently issued reminding the 131 registrants of the QSQ closing date.
- The CRU Decision Paper for DSO Demand Flexibility Product Arrangements was published in May 2025.
- A Call for Tender was published on eTenders in September 2025, and closed in January 2026, to source up to 109 MW of flexibility targeted at specific grid locations experiencing grid congestion in the first procurement batch. Further procurement batches will then follow to meet the targets set[1].



The figure above shows an overview of a timeline for the key engagement steps involved in the procurement process between December 2023 and December 2025.

1 *Microsoft Word - CRU202560 DSO Demand Flexibility Product*

Results & Learnings

The introduction of a new market process like this requires a comprehensive market and stakeholder engagement programme outside of normal operational procurement engagement.

The success of this first call for tender was dependent on ongoing engagement to provide transparency around timelines, information updates and reminders to market participants throughout the process.

- ESB Networks engaged with market participants repeatedly through multiple channels, including publications, webinars, multilateral meetings and social media posts on the ESB Networks and the CRU channels. This multi-channel approach was key to ensuring ongoing effective communication with the relevant stakeholder groups.

Next Steps

Phase one of the Demand Flexibility Product is currently expected to conclude in Q2 2026 with award of the first contract. ESB Networks will engage with the CRU and industry participants on lessons learned from this engagement process that can be applied to future processes.

Case Study: Beat the Peak Business

Strategic Context

As more renewable generation connects to the grid and electricity demand continues to grow, there are times when we have more renewable energy than we can use and other times when the grid comes under significant pressure. To keep the system stable, affordable, and low carbon, we increasingly need customers to use electricity more flexibly by adjusting when and how they use it in response to changing supply and demand.

Flexibility or flexible demand is the ability to adjust electricity usage in response to supply or demand. It enables customers to control when they use or store electricity, depending on local renewable generation and network conditions. By shifting demand to times of high local renewable generation, national energy costs and carbon footprint can be reduced.

ESB Networks' Role

ESB Networks' Beat the Peak Business (BTP-B) is a flexibility initiative introduced by ESB Networks whereby eligible commercial users are paid to reduce demand at critical times, supporting a more flexible, reliable and renewable electricity system.

Actions

About Beat the Peak Business (BTP-B)

- BTB-P is a Demand Response Scheme (DRS) where eligible commercial electricity users could get paid to reduce their electricity demand.
- Flexible Service Providers specify, at the outset, the Flexible Capacity (in MW) that each of their Flexible Service Assets will deliver during Daily and Peak Events.
- Participants were initially recruited following targeted media campaigns in print, video, and social media to drive awareness in and interest of the initiative (pre 2025 engagement).
- Four webinars were held for Industry and organisations that had expressed interest in the tender through the eTenders platform (pre 2025 engagement).

How BTP-B worked

- Daily Events, held each business day (Mon–Fri, excluding public holidays) from 4:30pm to 7:00pm, where participants were incentivised to reduce electricity demand.
- These reductions supported the distribution network during Ireland's transition to a more flexible, renewables-based electricity system.
- During periods of heightened system pressure, ESB Networks issued a Peak Event notification, alerting participants that additional demand reduction was required and offering an enhanced payment rate.
- After each Daily or Peak Event, each Flexible Service Asset's electricity usage was measured against its baseline, and payments were issued based on verified demand reduction.

System Coordination with EirGrid
To coordinate effectively with the TSO, ESB Networks and EirGrid developed two formal mechanisms:

- **Stop Instruction Process:** This process may be activated if the asset is participating in EirGrid's DS3 and/or Capacity Market. In such cases, ESB Networks instructs those assets to cease BTP-B participation for the specified period. No stop instructions were issued by ESB Networks on behalf of EirGrid in 2025.
- **System Event Process:** This process allows ESB Networks to request enhanced response from BTP-B assets during system stress. On 9th January 2025, a new system peak of 6,024MW was recorded, which was approximately 5% higher than the previous peak. Generation on the system was expected to struggle to meet expected demand, so ESB Networks informed EirGrid of its intent to issue a System Alert. ESB Networks successfully requested all BTP-B assets to provide services at the enhanced event price. This coordination demonstrates that the stop/system event framework is understood by participants and can be executed quickly when needed.

Industry Engagement with Flexible Service Providers (FSPs)
- ESB Networks engaged with Flexible Service Providers (FSPs) to support performance, clarify processes, and capture feedback.
- Ten Proving Tests took place in 2025 for BTP-B. Out of those, five were successful, with the other five failing and subsequently opting to adjust their contracted capacity.
- One new Flexible Service Provider (FSP) was onboarded on 11th August 2025, while another participated in both Pilot 2 and BTP-B, helping to maintain continuity across iterations of the programme.

Results

- 15 Flexible Service Assets were onboarded to the BTP-B programme.
- One new Flexible Service Provider was onboarded.
- 15.46 MW of flexibility was procured.
- > 7200 MWh flexibility during lifetime of initiative.
- > 4000 hits to webpage.

Lessons Learned

- Clear TSO–DSO protocols (stop/system-event) build confidence and speed of response.
- Regular FSP touchpoints (briefings with tracked actions) improve performance and reduce friction.
- Proving test discipline protects programme integrity; capacity right-sizing post-fail is an effective corrective action.
- Price signals matter: enhanced event pricing increases responsiveness when it is most needed.

Next Steps

- The learnings from BTB-P will inform future product development. Future products will include earlier stakeholder engagement and awareness campaigns. Learnings around timings and sequencing of specific procurement steps will also be incorporated into future product initiatives.

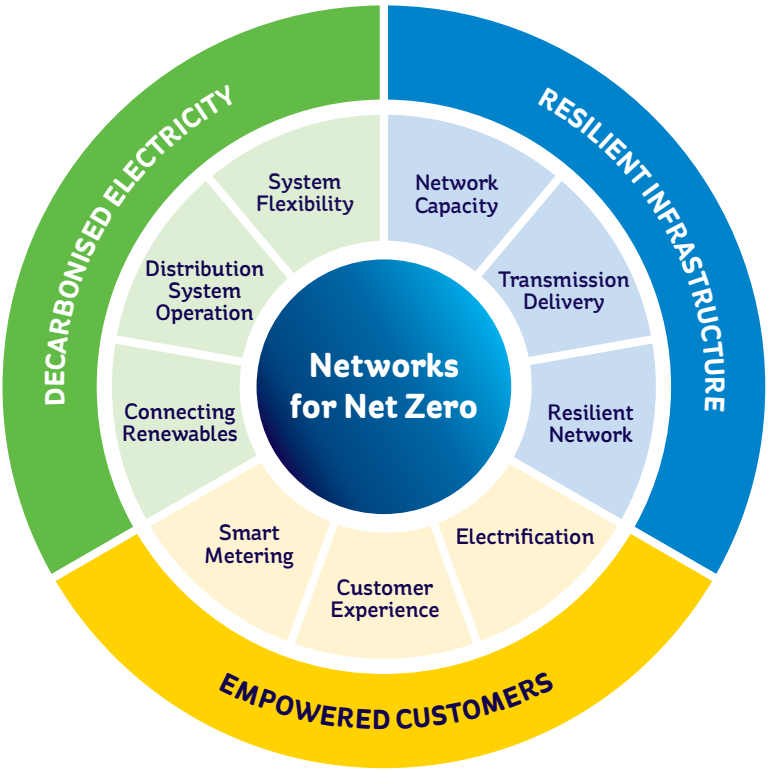
3

Stakeholder Engagement Effectiveness

Engagement Metrics

Overview

ESB Networks delivered a comprehensive programme of stakeholder engagement activities in 2025 to support progress across our three strategic pillars, Decarbonised Electricity, Resilient Infrastructure, and Empowered Customers. By deepening collaboration, enhancing transparency, and embedding lessons learned, we strengthened how we listen, respond, and act on stakeholder needs. The following section sets out what we delivered over the past year and demonstrates how the insights gained through engagement have directly shaped our decisions, improved service outcomes, and supported Ireland's wider transition to a cleaner and more resilient energy system.



2025 Stakeholder Engagement Highlights

This section summarises the key engagement activities and achievements under each pillar of our Networks for Net Zero Strategy.

Decarbonised Electricity

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

Connecting Renewables

ESB Networks supported Ireland's renewable generation ambitions through a coordinated, transparent, and insight-driven engagement approach with renewable developers.

- Maintained consistent dialogue with customers regarding the Electricity Connection Policy and Electricity Connection Policy Generation and System Services, (ECP-GSS) process to reduce complexity and improve predictability for developers.
- Collaborated more intensively with industry bodies, including Wind Energy Ireland, Solar Ireland, the Wind Farmers Association, Energy Storage Ireland, and Safe Electricity Ireland, to align activities with Climate Action Plan targets and support a rapidly expanding sector.
- Increased our presence at industry events, attending over five major forums, and introduced improved tracking and follow-up processes to ensure engagement led to tangible outcomes.
- Enhanced transparency by upgrading online tools such as capacity heat maps, the generator cost tool, capacity workbooks, and network visibility resources to support better customer and industry decision-making.
- Established the Joint Outage Transformation Programme (JOTP) with EirGrid to streamline processes for utility-scale renewable projects; the group met three times in 2025 and will continue quarterly in 2026.
- Supported key national milestones, including the announcements that solar capacity surpassing 2 GW in November 2025, and rooftop solar exceeding 1 GW in December 2025.

System Flexibility

ESB Networks continued to support national system flexibility efforts by contributing to the CRU's National Energy Demand Strategy governance groups and engaging with the CRU, the Department of Climate, Energy and the Environment (DCEE), and industry stakeholders to advance Climate Action Plan objectives on system flexibility.

- Engaged stakeholders on the Demand Flexibility Product (DFP), ensuring clarity and shared understanding of its role in supporting a more flexible electricity system.
- Delivered extensive engagement on the Beat the Peak programme across households and businesses, including:
  - The launch of a new influencer marketing campaign featuring Irish Budgeting, Carlow Weather and Foodstagram, helping the "Is This a Good Time?" programme reach 40,000 sign ups in 2025.
  - Hosting 32 energy events to help households shift energy use off peak and increase reliance on renewable electricity.
  - Refreshing the customer dashboard, giving participants full visibility of their activity and rewards in one place to strengthen transparency and motivation.
  - Launching a refer-a-friend feature, making it easier for participants to invite others to join the community.
  - Expanding the Weather Watch schools programme, engaging 180 schools and 15,000 students in 2025.
- Updating the Community Toolkit, creating a new digital learning space with interactive tools to help customers better understand and manage their energy use.
- Strengthened community engagement and energy awareness by collaborating with SEAI and Sustainable Energy Communities to identify barriers to Demand Side Flexibility (DSF) and support broader participation.

Distribution Systems Operator (DSO)
In our role as Distribution System Operator, we undertook the following engagements to facilitate whole of system planning and operations:

- Collaborated with the TSO, EirGrid in the delivery of the Joint System Operator Programme (JSOP) to collaboratively address system needs and deliver whole system solutions. The programme facilitated ongoing stakeholder engagement through weekly project management meetings, monthly management meetings and quarterly executive meetings.
- Engaged industry stakeholders (in partnership with EirGrid) to update them on the progress of future TSO-DSO Operating Model, which included an overview of the four key concepts within the design, and an update on plans for implementation.
- Participated in the TSO-DSO Operating Model Working Group. This forum focuses on advancing the design of the future operating model and identifying the developments required for implementation.
- Hosted and facilitated three Advisory Council Meetings in 2025 ensuring alignment on market and operational priorities.
- Engaged regularly with the CRU and DCEE to provide updates on progress and key milestones.

Resilient Infrastructure

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

Network Capacity

Rapid economic growth, housing delivery, climate targets, and population increases have driven a sharp rise in demand for network connections. This has reduced available capacity headroom on parts of the network. To meet customer needs while long-term reinforcements are delivered, we undertook active stakeholder engagement throughout 2025.

- Held a public consultation on the Distribution Network Development Plan (DNDP) to provide clear and accessible information on current distribution network capacity and how it is expected to evolve over the next 5–10 years.
- Outlined future demand growth areas, potential constraints, and the investment options available, ensuring transparency on how our plans align with national standards and technical requirements.
- Published the DNDP Consultation Summary of Responses, demonstrating how stakeholder feedback directly informed the development and implementation of the DNDP.
- Proactively communicated with customers, stakeholders, and partners, including EirGrid, on emerging capacity needs through our new Network Capacity Deployment team, established in 2025 to identify and deliver interim capacity solutions ahead of multi-year reinforcements.
- Updated our online capacity screening tools, including three updates to the Capacity Heat Map, giving customers clearer visibility of available capacity and areas where connections may be more complex or require longer timelines.
- Increased transparency for large customers through the publication of the Capacity Workbook outlining planned network investments over the coming years.
- Delivered regional events for housing developers, home builders, Local Authorities and other relevant bodies including utilities, enabling open discussions on connection timelines and network development plans.

Resilient Network

Storm Éowyn

As outlined in the case studies earlier in this report, ESB Networks engaged in intensive stakeholder engagement both during and after Storm Éowyn:

- Sustained engagement with public officials and politicians at national and local levels, managing hundreds of direct calls, texts, WhatsApp messages, and structured briefings. We received and responded to over 900 representations throughout the storm.
- Undertook extensive media engagement to keep customers informed. This included more than 1,000 verbal briefings, 300 interviews, 50 press releases, and social media posts.
- Mobilised approximately 400 staff and volunteers to operate main and backup contact centres, collectively handling over 250,000 inbound calls during the event.
- Carried out extensive post-storm engagement, focusing on actions informed by stakeholders and reflected in the ESB Networks Storm Éowyn Review and ESB Networks Winter 2025 Resilience Plan

Transmission Delivery

ESB Networks developed and agreed a joint, integrated, multi-year transmission programme with the Transmission System Operator (TSO) EirGrid to optimise transmission investment and prioritise project delivery. This programme formed the joint basis for both organisations' submissions to the CRU for Price Review 6 and informed the final determination.

- Undertook ongoing stakeholder engagement and communications in our role as Transmission Asset Owner (TAO), ensuring transparency and coordination on all transmission construction and maintenance works defined by EirGrid.
- Implemented outage related improvements through the Joint Outage Transformation Programme (JOTP), reducing outage requirements, increasing outage availability, maximising utilisation, and improve overall outage effectiveness. We provided regular updates to stakeholders on these initiatives.
- Hosted JOTP Customer Group forums with transmission customers and industry participants to promote awareness, clarify connecting party responsibilities, and strengthen programme management and outage performance.
- Transitioned nine of the eighteen Joint System Operator Plan (JSOP) interventions into business as usual within both the TAO and TSO, marking 50% completion of the JOTP and embedding more efficient processes into daily operations.

European, Government and Policy Engagement

ESB Networks engaged regularly with Government, policy, and regulatory stakeholders to progress critical grid infrastructure and shape Ireland's future energy landscape:

- Maintained active consultation with Government departments and regulatory authorities, providing input on key policies and strategic issues through formal correspondence, bilateral meetings, and participation in taskforces, working groups, and cross industry forums.
- ESB Networks participates in several Government taskforces and working groups, including the Accelerating Renewables, Heat and Built Environment, and National Energy Affordability Task Force. As part of the Accelerating Infrastructure Task Force, we contributed to the development of the Accelerating Infrastructure Report and Action Plan (published December 2025), a key Government initiative aimed at removing barriers to infrastructure delivery across Ireland.
- Engaged at European level with multiple industry bodies, including E.DSO, Eurelectric and the EU DSO Entity on policy, regulation, network planning, stakeholder engagement, mutual assistance, and addressing skills gaps.

Empowered Customers

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

Smart Meters and ESB Networks Online Account

ESB Networks passed a major national milestone in 2025, surpassing 2 million smart meter installations, with over 80% of households upgraded. Smart meters enabled greater adoption of microgeneration, Time of Use tariffs, and improved fault monitoring and service prioritisation.

- Published new customer support materials as part of our 2025 stakeholder engagement programme, including:
  - Updated How to Read Your New Meter instructional video (Q3 2025).
  - New guidelines for connecting LED Pulse Readers (Q1 and Q4 2025) to allow customers access to near real-time consumption data inside the home.
  - New FAQs to support customers requiring three-phase meter upgrades.
  - Quarterly customer experience blogs highlighting how households use smart meters to understand and manage their energy consumption.
- Engaged with the CRU, DCEE, SEAI, suppliers, and industry stakeholders through regular working groups and participation in national and local awareness events, including Energy Roadshows.
- Delivered the 2025 Smart Meter advertising campaign, helping customers understand how to use smart meter data to make informed energy decisions, choose suitable tariffs, reduce costs, and tailor energy use to their individual circumstances.

ESB Networks Online Account

- ESB Networks enhanced the online account experience in 2025, with the "energy consumption" tool receiving over 1 million views, reflecting a significant shift in customer behaviour.
- Enabled customers to upload smart meter usage data more easily to price comparison websites, helping them identify the most suitable tariff.
- Launched a major mid 2025 campaign "Take the guesswork out of finding the right price plan" encouraging customers to register and use smart insights tools.
- Integrated microgeneration visibility into the online account, allowing customers with solar and other microgeneration systems to monitor their export data through smart meter insights.
- Improved energy-use dashboards, supported by press and newsroom communications, to give customers clearer, more detailed consumption insights and help them choose appropriate smart tariffs.

Customer Experience - New ESB Networks' Website

ESB Networks launched its new website in Q1 2025, marking a major milestone in delivering a best-in-class digital experience for customers and stakeholders.

- Strengthened our digital-first ambition by making every interaction easier, more intuitive, and increasingly self-serve.
- Expanded the website's role as a central customer platform, publishing new online resources to improve transparency, self-service, and access to critical network information.
- Improved smart meter support through updated instructional videos, new in-home channel connection guidance, and expanded FAQs to help customers understand and manage their energy use.
- Enhanced network transparency for generators, developers, local authorities, and industry partners through quarterly updates to the interactive Heat Map, publication of future capacity workbooks, and regular release of grid development, performance, and investment reports.
- Introduced new dedicated Consultations and Publications section and issued regular stakeholder newsletters and advance notice of consultations and publications, creating clear and accessible pathways for stakeholders to engage in regulatory, strategic, and technical processes.
- Ensured compliance with the European Accessibility Act (EAA) and the Web Accessibility Directive (WAD), and Official Language Act (OLA) obligations reflecting our commitment to accessibility and inclusive digital design.

Electrification

ESB Networks engaged regularly with Government departments and agencies to inform policy development and support the implementation of national electrification objectives across heat and transport.

- Supported the continued rollout of electric vehicle (EV) infrastructure by contributing to ZEVI led working groups and workshops with Charge Point Operators (CPOs) and local authorities, ensuring alignment with the National EV Charging Infrastructure Strategy.
- Collaborated with key industry stakeholders, including ZEVI, Transport Infrastructure Ireland (TII), CPOs, local authorities, SEAI, and wider industry groups, to share insights, strengthen coordination, and drive consistent electrification outcomes.
- Encouraged early engagement with electrification customers, providing guidance on ESB Networks' approved processes and standards and gaining visibility of customer plans to support more efficient delivery.
- Engaged with other Distribution Network Operators (DNOs) and contributed to the Energy Networks Association's (ENA) low carbon technology boards to share learnings, adopt innovative solutions, and support best practice approaches to electrification.

Innovation

ESB Networks' innovation collaboration and stakeholder engagement broadened significantly nationally and internationally across 2025.

- Engaged in cross-utility working groups through organisations such as E.DSO, CIRED, CIGRE, DSO Entity and ENA, focusing on resilience, flexibility, and smart grid development. These collaborations have enabled us to integrate learnings from other jurisdictions into our operations and inform the delivery of innovative projects that enhance capacity, resilience, and customer empowerment.
- Participated in global innovation initiatives, including the Free Electrons programme, which allow us to stay connected with international best practice and emerging technologies and solutions. Through Free Electrons, we can fast-track innovation pilots, leverage learnings from other jurisdictions and take a fast-follower where appropriate.
- Contributed to research programmes and industry forums, including the Energy Transition Summit, where we shared insights and shaped strategies to accelerate Ireland's clean energy future.

- Supported the EU Mission for Climate-Neutral and Smart Cities, part of the Horizon Europe programme, which aims to support, promote, and showcase 112 pioneering European cities in their journey to achieve climate neutrality by 2030. In Ireland, Dublin and Cork have been selected as Mission Cities and are working to systematically transform sectors like mobility, energy, and waste management. By 2050, these cities are intended to act as models for all other European cities to follow, ensuring a just transition to a greener, more sustainable future. Through this collaboration, we engaged with the cities in relation to their net zero plans in the context of our PR6 Business Plan.

Energy Citizen Roadshow

- Continued participation in the EirGrid Energy Citizen Roadshow in 2025 at four events in Leitrim, Carlow, Tipperary and Donegal, facilitating in-person engagement with stakeholders in key delivery areas,
- The events, delivered by EirGrid in partnership with ESB Networks and the Sustainable Energy Authority of Ireland (SEAI), and supported by relevant local authorities, are aimed at informing local communities on plans to future-proof the electricity grid, as well as relevant information on microgeneration, home retrofitting, and energy upgrades.

The following tables outline the engagement metrics, organised under our strategic objectives, Decarbonised Electricity, Resilient Infrastructure, and Empowered Customers. They provide a summary of the engagement goals, activities undertaken, and outcomes delivered through our 2025 engagement initiatives, in line with the Engagement Metrics Framework described in the 2025 Stakeholder Engagement Strategy and Plan.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Decarbonised Electricity

Focus Area: Connecting Renewables

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Connect Additional Renewable Generation to Decarbonise up to 50% of Electricity	Significantly increase our customer engagement to provide guidance on different pathways for connecting renewables.	Processed ECP 2.4 and 2.5 runs September to September.	ESB Networks facilitated the delivery of close to 50 ECP 2.4 and 2.5 engagement meetings, supporting timely progression through the programme.
		1. Customer engagement on Electricity Connection Policy Generation and System Services (ECP-GSS) process to optimise connection offers.	ESB Networks strengthened engagement with customers through the ECP-GSS process, delivering close to 90 meetings across Phases 1 and 2 in 2025 to support the development of optimised connection offers.
		2. Three-way, EirGrid, Customer and ESB Networks meetings.	We enhanced joint project delivery through regular three-way meetings involving EirGrid, customers and ESB Networks. Across 15 projects in 2025, this engagement framework included monthly, weekly and daily interactions, totalling around 250 meetings. We supported the delivery of 19 DSO projects in 2025 through consistent customer engagement, delivering approximately 280 monthly, weekly and daily meetings.
		3. Quarterly engagement with key industry bodies, Wind Energy Ireland (WEI), Solar Ireland, Energy Storage Ireland (ESI).	We continued our quarterly engagement with leading industry representatives, offering clear and timely updates on the ECP 2.5 and ECP-GSS 1 application processes to support sector-wide awareness. We strengthened collaboration with leading renewable energy bodies such as WEI, Solar Ireland and ESI through our quarterly engagement programme. Although the scheduled Q4 meetings were deferred to Q1 2026, our involvement in industry conferences and panel forums ensured ongoing dialogue and alignment during 2025. Through sustained engagement across the full year, we facilitated the delivery of 25 renewable projects in 2025, resulting in 573 MW of new renewable generation capacity connected to the network.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Decarbonised Electricity

Focus Area: Connecting Renewables continued

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Deliver up to 5 GW of Solar and 6 GW of Onshore Wind Connections by 2025	Increase transparency for industry on the availability of network capacity when developing renewable projects.	Provided informative webinar on ECP-GSS and pre-engagement meetings and improved online tools (Capacity Heat Maps, Generator Cost Tool, Capacity workbooks) to provide clarity and support with various connection processes including ECP-GSS, micro, mini and small-scale gen.	In Q2 2025, we hosted a webinar to provide stakeholders with clear guidance on the ECP-GSS process and associated customer engagement activities, enhancing transparency and sector-wide awareness.
	Reflect our stakeholders' needs in our response to regulated consultations.	Quarterly engagements with all major customers. Conducted formal lessons learned reviews for projects not delivered to the customers satisfaction and applied data from independent surveys to design improvement plans.	We held strategic planning sessions with customers operating multi-site renewable portfolios, enabling collaborative planning and alignment on project priorities and timelines. Approximately 30 strategic planning meetings were held with multi-site renewable portfolio customers during 2025. Three lessons-learned workshops were undertaken for DSO projects that fell outside programme timelines. The resulting improvement actions are currently being consolidated and allocated for completion.
	Provide clarity on the ongoing development of process for connections.	Key participant and contributor to the Accelerate Renewable Electricity Taskforce (ARET).	**Accelerate Renewable Electricity Taskforce (ARET)** ESB Networks acted as a key contributor and active participant in three ARET meetings in 2025, alongside providing ongoing representation at 25 Working Group meetings held every two months.
		Monthly stakeholder engagement meetings with installers and customers.	Throughout 2025, we conducted 12 monthly engagement meetings with installers and customers, fostering consistent dialogue and collaborative problem-solving.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Decarbonised Electricity

Focus Area: Connecting Renewables continued

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Micro/Mini/ Small-Scale Generation (SSG) Continue the development of Micro/Mini/ Small-Scale Generation (SSG) to enable a continually increasing level of generator installations to meet Climate Action Plan (CAP) targets.	Mini and small-scale generation - enduring process and generator customers looking to make a grid application.	Launched the new Enduring Connection process for mini and small-scale generation applications.	In Q1 2025, we introduced the new Enduring Connection process for mini and small-scale generation applicants, accompanied by an MS Teams webinar and updated online resources to ensure clear and accessible customer guidance.
	Micro/Mini and Small-Scale Generation Connections engagement with Department of Climate, Energy and the Environment (DCEE)/The Commission for Regulation of Utilities the CRU/ Sustainable Energy Authority of Ireland (SEAI)/Solar Ireland/Renewables Industry/Customers.	Supporting customers, consultants, and key stakeholders to understand continued developments and improvements in our connections processes.	We enhanced customer and stakeholder understanding of updates to our connection processes by hosting an MS Teams webinar and engaging at four major industry conferences throughout 2025.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Decarbonised Electricity

Focus Area: System Flexibility

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Manage 15-20% of all Electricity Demand Flexibly	**National Energy Demand Strategy (NEDS)** Deliver ESB Networks requirements under the CRU's National Energy Demand Strategy by working closely with the CRU, DCEE, EirGrid and other stakeholders to deliver key actions where ESB Networks is designated responsible body under the NEDS.	Participated and inputted to the CRU's National Energy Demand Strategy governance groups throughout 2025.	We engaged in over 40 online and in-person meetings with the CRU, DCEE, EirGrid and other stakeholders during 2025, providing key input to the implementation of the CRU's National Energy Demand Strategy (NEDS) and the related regulatory agenda. This work was underpinned by regular monthly regulatory meetings and ongoing collaborative discussions, including: • NEDS Implementation meetings, • Membership of the Storage and • System Services Working Groups. Meetings included targeted sessions on key technical and regulatory topics, including the Demand Flexibility Product (DFP) and the Flexibility Needs Assessment (FNA), ensuring informed and aligned stakeholder input.
	Progress Updates Provided stakeholders with an update on our progress and afforded them the opportunity to shape our propositions.	Facilitated engagement with our key external stakeholders via the NN, LC Advisory Council throughout 2025 which provides stakeholders with an update on our progress and afford them the opportunity to shape our propositions.	ESB Networks hosted three Advisory Council meetings during 2025, each attended by 15–20 representatives from across the energy sector. Engagements covered a broad range of strategic topics, including the Demand Flexibility Product (DFP), Flex Readiness, Local Business Flex, SME Flex and PR6.
	Blueprint and Associated Roadmaps Continue to liaise closely with our external stakeholders to inform development of our propositions and deliverables as part of our Blueprint and associated roadmaps.	Continued our engagements with the CRU, DCEE 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 the CRU, DCEE and industry to deliver.	

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Decarbonised Electricity

Focus Area: System Flexibility continued

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Manage 15-20% of all Electricity Demand Flexibly	**National Outreach Programme** Continued to deliver our National Outreach Programme to support customer behaviour change (mindful electricity use) and start on the journey of behaviour change across customer segments and geographies.	Participate and input on behalf of ESB Networks to key DCEE groups (e.g. Storage and System Services Working Group).	We participated in the Storage & System Services Working Group during Q1, Q2 and Q4 2025, contributing to five meetings in total. ESB Networks provided key input and representation within this and other DCEE-led groups to support the development of storage and system services policy.
		ESB Networks engaged 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.	ESB Networks attended 15 industry conferences during 2025, supporting ongoing collaboration and knowledge sharing across the sector. We also hosted two Smart Meter Data Access Code (SMDAC) webinars, facilitated 11 Industry Liaison Group meetings, and participated in a range of ad hoc engagements–including roundtables and webinars–to advance dialogue on the Flexibility agenda.
	Joint System Operator Programme Information webinar regarding the update the progress of the Operating Model.	Engaged with our TSO partners on the Joint System Operator Programme via the existing programme governance groups (e.g. Discussion Board, Management Liaison Board (MLB), etc.) and continued engagement with the CRU and our external stakeholders on development of the TSO-DSO operating model.	As part of the Joint System Operator Programme, we engaged extensively with our TSO partners through 9 MLB sessions, 3 Discussion Board sessions and 30 weekly Programme Delivery Forum meetings. Additional regulatory and policy engagement included 2 DCEE sessions, 2 CRU sessions and the co-hosting of an industry webinar with the CRU on the TSO–DSO Operating Model, attracting 98 attendees.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Resilient Infrastructure

Focus Area: Resilient Infrastructure

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Network Capacity Deliver the Network Capacity for AFIR, DART+ and Public Transport Charging, Demand Growth, and Renewables Connection According to the Government's Climate Action Plan	**Refresh the data for and publish the Capacity Heatmaps on a quarterly basis.** This serves as an indication to developers and industry stakeholders of areas where distribution system capacity is currently available and the areas with limited capacity that can potentially result in more complex connection process.	Publish on ESB Networks website.	To support customer planning and improve visibility of network conditions, we refreshed and published the Capacity Heatmaps three times in 2025. These updates offered forecasts of future available capacity for demand connections on the distribution network. Usage of the Capacity Heatmap Tool remained strong, with 19,540 total page views and 7,333 users during the year.
	Publish Distribution Network Development Plan Part 1, 2 and 3, (DNDP). The DNDP sets out the distribution system planned investments for the next five to ten years. **Response to ESB Networks Distribution Network Development Plan Consultation Summary Responses**	ESB Networks consulted on, responded to submissions, and published the Distribution Network Development Plan Part 1, 2 and 3 (DNDP) and formal response on the ESB Networks' website.	In Q4 2025, we completed a full public consultation process, publishing both the consultation materials and our formal response to support transparency and informed stakeholder engagement.
		Direct engagement with Department of Transport (DoT) teams responsible for other aspects of AFIR – Ports and Airports, as well as with Port and Airport Authorities.	Direct engagement with DoT teams and Port and Airport Authorities on AFIR (Ports and Airports) was delivered in Q1–Q2 2025.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Resilient Infrastructure

Focus Area: Resilient Infrastructure continued

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Transmission Deliver PR5 Transmission 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	ESB Networks collaborated with EirGrid throughout 2025 to plan transmission works required for 2030 and optimise outage availability. Engagement included: 4 Operational Services meetings, 10 Network Delivery meetings, 10 Maintenance Policy and Standards meetings, 4 Procurement Strategy meetings, ~4 TSO–DSO meetings, 4 Health and Safety meetings and ~50 outage and coordination meetings.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Resilient Infrastructure

Focus Area: Resilient Network

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Deliver a 'Smart' Resilient Network of the Future	Develop operating control architecture through operations technology to deliver against the Government's Climate Action Plan requirements.	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.	**Storm Éowyn** • Intensive engagement with Ministers, advisers, Oireachtas members, regional representatives, local authorities including bilaterial meetings, calls, emails, messages and structured briefings. • Daily National Emergency Coordination Group (NECG) meetings, and with two NECG subgroups, Critical Infrastructure and Humanitarian Assistance • Over 900 political representations received and responded to. • Continuous public communications: >1,000 media updates, 300 interviews, 50 press releases, and ongoing radio/ TV/social updates. **Post-Storm** • Immediate post event review with extensive engagement across Government, local authorities, critical infrastructure operators, telecoms, and international utilities. • Regional updates to councils and elected representatives on Winter Resilience actions and Storm Review outcomes. • Ongoing CRU engagement on PR6 investment adjustments identified post-storm. • Engagement with Government on statutory forestry corridor development. • Shared lessons with European DSOs, including an E.DSO webinar and work on a mutual assistance framework. **Published on ESB Networks' website** • Winter 2025 Resilience Plan Q1 2025 • Storm Éowyn Review Q4 2025 • Winter 2025 Grid Resilience Plan Update Q4 2025

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Resilient Infrastructure

Focus Area: Resilient Network continued

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Enhance our Climate Adaptability Framework and Harden the Network to be More Resilient to Extreme Weather Events	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.	Engage with partners to deliver purpose-built telecommunications network by the end of 2026 to provide resilience, stability, and security of our electrical networks.	To advance our asset-health strategy–supporting future network capacity needs, electrification and enhanced security–we deepened structured collaboration across the sector. Key achievements in 2025 included: • Three quarterly collaboration sessions with Telecommunications Industry Ireland to progress shared asset-health and resilience priorities. • Integration of telecommunications sites into ESB Networks' SCADA network, enabling improved real-time situational awareness. • Implementation of an enhanced Storm Communication Protocol to strengthen coordination with critical infrastructure partners. • Initiation of risk-assessment work for priority telecommunications sites, supporting proactive mitigation planning.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Empowered Customers

Focus Area: Electrification

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Deliver Network Capacity for 215,000 HPs and up to 196,000 EVs Including Public Charging Capacity Infrastructure	**Key advocacy and engagement with Government departments and agencies** with responsibility for national implementation of electrified heat and transport. The aim of this engagement is to 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.	Direct support and engagement with ZEVI led WG's and workshops for targeted stakeholder cohorts linked to the National EV Charging Infrastructure Strategy including Charge Point Operator's (CPO's), Regional and Local Authorities.	**ZEVI Assurance Board, Steering Group and Working Groups** We maintained active engagement with the ZEVI Assurance Board, Steering Group and Working Groups during 2025, participating in monthly and quarterly meetings to advance cross-sector collaboration on vehicle electrification **Charge Point Operator's (CPO's)** We conducted seven one-to-one engagements with multiple Charge Point Operators (CPOs) to initiate and progress a series of Electrification Pilots. In addition, we participated in key sector events, including the SEAI Conference and the Heavy Duty Vehicles (HDV) Pathway Workshop, to further support industry collaboration. **Original Equipment Manufacturer (OEM's)** We engaged with Original Equipment Manufacturers (OEMs) through monthly meetings during the prototype development phase, totalling 12 sessions in 2025. **Overview of Public On-Street Electric Vehicle Charging** To support wider sector awareness, we published an “Overview of Public On-Street Electric Vehicle Charging” on the ESB Networks website in Q3 2025, offering stakeholders updated insights into public charging options and infrastructure development.
	Direct support and engagement with TII and the AFPO (Alternative Fuels Programme Office) Advise on the progress of applications made for public EV charging infrastructure in support of Alternative Fuel Programme Office (AFPO).	Direct support and engagement with TII and the AFPO.	**TII** We maintained a strong partnership with TII by conducting regular bilateral meetings to advance joint workstreams

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Empowered Customers

Focus Area: Electrification continued

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Deliver Network Capacity for 215,000 HPs and up to 196,000 EVs Including Public Charging Capacity Infrastructure	Direct engagement with Department of Transport (DoT) teams responsible for other aspects of AFIR Port and Airports, as well as with Port and Airport Authorities. Proactive engagement with ports to anticipate and address their needs as we support the transition to electrified transport. Providing early stage information to support strategic alignment.	Direct engagement with DoT teams responsible for other aspects of AFIR Port and Airports, as well as with Port and Airport Authorities.	**Department of Transport (DoT)** Throughout 2025, we maintained ongoing engagement with the DoT through virtual and in-person meetings across all quarters. This was complemented by direct one-to-one sessions with Local Authorities such as Galway City Council, DLR, Limerick and others, supporting coordinated planning and implementation at regional and local levels.
	Direct engagement with DCEE teams responsible for electrified heat, including scoping of large-scale domestic HP deployment pilot ongoing in 2025, that will support accelerated policy implementation. Proactive engagement in support of accelerated policy implementation.	Direct engagement with DCEE teams responsible for electrified heat, including scoping of large-scale domestic HP deployment pilot, Q1 2025	We undertook in-person engagement with DCEE teams in Q1 2025 to align on the development of a large-scale domestic heat pump pilot and to advance collaborative work on the electrified-heat agenda.
	Continuous engagement with SEAI in defining the scope of collaboration.	Continuous engagement with SEAI in defining the scope of collaboration.	Throughout 2025, we engaged closely with SEAI to shape the scope of future collaboration, complemented by ESB Networks' attendance at the SEAI Conference to support wider sector engagement.
	United Kingdom (UK) Distribution Network Operators (DNOs) Engaging with other UK DNOs to understand what the best solution could be based on lessons learned from other utilities. Exchange technical information regarding electrification of heat and transport.	Engaging with other UK DNOs to understand what the best solution could be based on lessons learned from other utilities.	ESB Networks engaged with UK Distribution Network Operators (DNOs) to understand best-practice approaches, undertaking structured lessons-learned sessions to inform the development of optimal solutions for the Irish electricity system.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Empowered Customers

Focus Area: Electrification continued

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Develop a Low Carbon Technology Register	Establish a list of all low carbon technologies (LCT) that meet the standards required by ESB Networks to permit their connection to the lovv voltage (LV) Network and Database. The LCT Register is designed to support Ireland's energy transition towards Net Zero, by empowering customers and enhancing grid flexibility as these technologies become a part of daily life. By providing a comprehensive, easy-to-navigate list for customers and installers, the register will help streamline the integration of these technologies into the electricity network, which will in turn make a smarter and more adaptable energy grid.		Throughout the LCT Pilot Phase, we held monthly operational meetings with Threepwood to support programme delivery and operational readiness. Complementing this, we conducted targeted engagement with a battery-charger OEM in Q3 2025 to progress discussions on the LCT register.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Empowered Customers

Focus Area: Customer Experience

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
CSAT (Customer Satisfaction Score) > Single Point of Contact (SPOC) Business Customer Communications	Customer Improvement Action Plans. Improve customer communication satisfaction for business customers. The business customer gets an email and contact for their application for the lifetime of the connection process, gives timelines giving business customers increased transparency.	Every business customer under 100 kVA since Q4 2025, directly contacted by SPOC providing them with data-driven, estimated time of connection.	We enhanced customer experience in Q4 2025 by directly contacting all business customers under 100 kVA through our SPOC team to provide data-informed estimated connection dates. This initiative supported approximately 700 customers across four regions.
Streamline Connections/ Outage Customer Journeys	Improve our customer operational Key Performance Indicators (KPI's) 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	**Online Account** In line with our objective to grow digital services and deliver a more seamless customer experience, ESB Networks achieved substantial increases in Customer Online Account usage in 2025. Compared with 2024, “Find My MPRN” usage rose by 76%, meter reading submissions by 39% and registrations by 18%, resulting in a registered user base exceeding 250,000. Platform engagement also strengthened, with a 48% rise in logins and a 103% increase in views of the Energy Consumption charts. This accelerated digital uptake delivered operational efficiencies, reducing call volumes for key services–including 42,000 “Find My MPRN” calls and 5,500 meter reading calls–and avoiding the need for customers to contact the call centre regarding approximately 400,000 Smart Metering HDF files.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Empowered Customers

Focus Area: Customer Experience continued

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Streamline Connections/ Outage Customer Journeys	Improve our customer operational Key Performance Indicators (KPI's) and customer service targets through continued improved digital processes.	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.	In 2025, our engagement priority was to expand digital self-service options and provide customers with clear insights and practical tools to better manage their energy use. Targeted campaigns across radio and digital channels successfully increased traffic to the Customer Online Account, contributing to a 18% increase in new registrations. By the end of the year, 40,000 customers were using the "Is This a Good Time?" (ITAGT) service, further supported by the rollout of the "Refer a Friend" initiative in Q4 2025. November 2025 saw the launch of enhanced DMSO Community Toolkit features, including upgraded renewable energy forecasts, an appliance energy calculator and an improved My Energy Explorer experience.
			PowerCheck The PowerCheck platform has experienced substantial uptake, growing from 1.2 million users in 2020 to 6.5 million users in 2025 YTD. This shift to digital channels has contributed to reduced demand on the NCCC, with outage-related calls decreasing from 18% to 12% and no-supply calls from 4% to 2% since 2020. To further improve customer communication, ESB Networks issued 2.2 million text messages to around 600,000 customers with real-time updates on supply interruptions.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Empowered Customers

Focus Area: Customer Experience continued

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Streamline Connections/ Outage Customer Journeys	Improve our customer operational Key Performance Indicators (KPI's) and customer service targets through continued improved digital processes.	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.	To strengthen the effectiveness of the ITAGT service, we finalised a customer segmentation model and conducted behavioural studies to better understand user types and engagement patterns. These findings are now feeding into the design and refinement of specific use-case scenarios
		Deliver general safety advertising campaigns and targeted safety campaigns for schools, construction, and farming.	Our engagement objective for 2025 was to deliver both general and targeted safety advertising campaigns to raise awareness of electrical safety among schools, the construction sector and the farming community. An always-on national campaign–across TV, radio and digital channels–ran throughout the year. As a result, 87% of customers reported that ESB Networks informs and educates the public about staying safe around electricity (Brand Health Tracker, Q4 2025).
		Continue to enhance the website to improve customer service and provide improved user navigation for all our customers and stakeholders.	In 2025, we progressed our objective to enhance the ESB Networks website to deliver better customer service and improved user navigation. The website now meets 100% accessibility standards. Engagement improved across key metrics, with bounce rates decreasing by 46% site-wide and 68% on the homepage between January 2025 and January 2026. A new stakeholder information page was also introduced, providing access to Senior Management Team contact details.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Empowered Customers

Focus Area: Customer Experience continued

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
ESATRAT (The Satisfaction Rating of the National Customer Care Centre)	Gain approval and regulatory funding for Contact Centre of the Future Roadmap This engagement is designed to enhance service quality for all customers while fulfilling our regulatory obligations.	The roadmap developed was based on comprehensive customer insights and programmes of work across organisation structure, systems, and technology are integral to delivery of this. Engagement will continue to include Customer Feedback Questionnaires and Customer Surveys.	All quarterly engagement commitments were fulfilled, and insights gathered through stakeholder feedback were acted upon to support continuous improvement and strengthen future engagement activity.
	Ensure ESB Networks meet service level metrics as defined by the CRU and provide excellent customer journeys.	Customer satisfaction tracked via independent survey provider. Customer Call Back Surveys and Mystery Shopper.	Customer engagement performance remained on track throughout 2025, with all target metrics fully met in line with our annual objectives.
Substantially complete the national rollout of 2.4 million smart meters.	Continue the smart meter rollout.	Continued to run the National Smart Metering Programme's (NSMP's) multichannel 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.	Our objective for 2025 was to continue the national smart meter rollout while maintaining high standards of customer experience. We exceeded our target satisfaction rate of 80%, achieving 90% post-installation customer satisfaction, reflecting strong service quality and efficient delivery processes. The rollout is now nearing completion, with proactive stakeholder engagement directly supporting the successful installation of over 2 million smart meters by the end of 2025.
	Encourage customers to sign up for an ESB Networks Online Account where they can view electricity they have used or exported via their smart meter.	Through a multichannel engagement programme encouraged customers through print, radio, social, and digital media channels to sign up for an ESB Networks Online Account.	Over 250,000 customers had signed up to the Online Account by the close of 2025, supporting greater self-service and enhanced digital access to ESB Networks' services.

OUR ENGAGEMENT METRICS FRAMEWORK 2025
Empowered Customers

Focus Area: Customer Experience continued

Our Net Zero Targets	Engagement Objectives & Impact Area	Delivered Engagements	Success / Outcome
Substantially complete the national rollout of 2.4 million smart meters.	Continued to engage with public representatives and other stakeholders, and attended conferences and events, responding proactively to media requests and queries about the programme.	Maintained 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.	We continued to receive strong cross-industry support for the smart meter replacement programme and for the ESB Networks Online Account throughout 2025. Messaging remained closely aligned with the Regulator and suppliers, supporting a consistent customer experience across the sector. ESB Networks recorded a further increase in Online Account registrations and a significant rise in customer visits to the My Energy Consumption feature.
	Supported the launch of new smart services: • Delivery of smart Pay as You Go (PAYG) services • Access to smart meter data by eligible parties • Access to near real-time consumption data by customers	Ongoing meetings with DCEE, the CRU, and electricity supply companies to agree customer journey and messaging in support of: • Smart PAYG services • Access to Smart Meter Data by eligible parties • Access to near real-time consumption data by customers	In 2025, we strengthened engagement with industry partners to encourage customer adoption of new services enabled by smart metering. Customer support materials were expanded with the publication of user information and FAQs for the smart PAYG service. The ESB Networks website was further updated to provide clear guidance and FAQs to help customers access their near real-time smart meter data.

We hope this report clearly reflects the scale, quality and impact of our stakeholder engagement throughout 2025, demonstrating the breadth and depth of our activities across all audiences.

Stakeholder engagement remains embedded across our organisation and is central to delivering on our strategy and supporting national policy objectives.

We would like to thank all our stakeholders for their ongoing time, collaboration and valuable feedback in 2025. We look forward to continuing to work closely with you as we deliver the electricity network for Ireland's clean, electric future.

We remain committed to transparency in our engagement and welcome your views on how we engaged in 2025. Please send any comments to stakeholder@esbnetworks.ie.

4 Appendices

Appendix 1

CONSULTATIONS

ESB Networks consultations delivered in 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' website	Q1 2025
Consultation paper on the Demand Flexibility Product	Garner feedback on the design of individual flexibility products.	Recommendations paper submitted to the CRU	Q1 2025
ESB Networks Report on Stakeholder Engagement in 2025	Describes and captures our stakeholder engagement approach and activities during 2024 and seek stakeholder engagement performance over 2024.	ESB Networks Consultation	Q1 to Q2 2025
DMSO Strategy Blueprint	Develop a Blueprint that represents customer and industry priorities in a collaborative and open manner.	ESB Networks' consultation	Q1 to Q2 2025
Renewables Customer Survey	To seek feedback on the lifecycle of a customer journey within ESB Networks.	Two weeks post energisation of a project an email is sent to the customer with a link to the survey	Q1 to Q4 2025
National Network, Local Connections Programme consultation paper on the Demand Flexibility Product	A suite of consultations to garner feedback on the design of individual flexibility products.	ESB Networks' consultation	Q1 to Q4 2025
Smart Metering Programme	Customer sentiment and satisfaction surveys for the programme, tracking customer satisfaction with the meter installation process.	Customer sentiment surveys throughout the year	Q1 to Q4 2025
Suite of consultations and Engagement on SME flex, Behind-the-Meter flex readiness, flexible connections, Flexible Needs Assessment	Garner feedback on the design of individual flexibility products.	Engagement with Advisory Council	Q1 to Q4 2025
Innovation Consultation Response Paper	To provide ESB Networks response to feedback received on the Innovation Consultation.	ESB Networks' website	Q2 2025
Responded to the CRU consultation on In Home Display	Provide ESB Networks insights on the CRU proposals.	Written Response	Q3 2025

Appendix 1

CONSULTATIONS continued
ESB Networks consultations delivered in 2025

Consultation Title	Objective	Mechanism	Timing
Distribution Annual Performance Report 2024	Seek stakeholder feedback on Distribution Annual Performance Report 2024.	ESB Networks' website	Q3 2025
Transmission Annual Performance Report 2024	Seek stakeholder feedback on Transmission Annual Performance Report 2024.	ESB Networks and EirGrid website	Q3 2025
Investment, Planning and Delivery Report 2024 (Transmission)	Seek stakeholder feedback on Investment, Planning and Delivery Report 2024 (Transmission).	ESB Networks and EirGrid website	Q3 2025
Distribution Network Development Plan Part 1: Summary Document and Methodology Statement	Provide information to customers and stakeholders on currently installed distribution network capacity. Assess the future capacity of the distribution network to accommodate customer needs over the next 5 to 10 years, based on credible demand growth scenarios. Identify areas of the distribution network that require investment to address constraints, assessing the options available to ensure the network complies with the Distribution System Security and Planning Standards (DSSPS) and technical limits of assets. Enhance transparency for customers and stakeholders regarding ESB Networks' plans to develop the distribution network to enable Ireland's transition to net zero. The DNDP is not intended to advise on existing or future capacity, or existing or future constraints on the transmission system.	ESB Networks' website	Q3 and Q4 2025
Part 2: Distribution Network Development Report			
Annual Transmission Investment Planning and Delivery Report Consultation	Seek stakeholder input on our performance in 2024 in advance of submission to the CRU.	ESB Networks/ EirGrid Consultation	Q3 2025
Annual Transmission Performance Report Consultation	Seek stakeholder input on our performance in 2024 in advance of submission to the CRU.	ESB Networks and EirGrid Consultation	Q3 2025
Distribution Network Development Plan Consultation Summary of Responses	This document summarised the stakeholder feedback received during the consultation on ESB Networks' Distribution Network Development Plan and outlined ESB Networks' responses and next steps.	ESB Networks' website	Q4 2025
Stakeholder Engagement Strategy and Plan 2026	Invited feedback on ESB Networks' proposed 2026 Stakeholder Engagement Strategy and Plan to ensure it is fully informed and shaped by stakeholder needs.	ESB Networks Consultation	Q4 2025

Appendix 2

PUBLICATIONS
Reports/information booklets/data sharing on ESB Networks website in 2025

Customer

Publication Title	Objective	Mechanism	Timing
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.	ESB Networks' website Smart FAQs	Q1 to Q4 2025
	Run a series of customer blogs with customers who engage with technology to help them better manage their energy use and to inform their decision on a smart tariff from their suppliers.	Facebook, Instagram, and ESB Networks' website	Q1 to Q4 2025
	Added FAQs to the website to support the three phase whole current meter upgrade.	ESB Networks' website Smart FAQs	Q3 2025
	Updated the content on 2 million smart meters. Customer home page updated.	ESB Networks' website	Q3 2025
	Targeted advertising on national media channels, including the Irish Times.	ESB Networks' website	Q3 2025
	Sponsored articles regarding the benefits that smart meters have to offer.	The Irish Times and the Irish Mirror articles	Q3 2025
	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
Online Portal went live and access through ESB Networks' website	Online resource for customers and stakeholders to make transactions, access online resources and IT and allows digital engagement with all our electricity customers.	ESB Networks' website	Q3 to Q4 2025
New online customer application forms for renewable generator connections	Enhanced website application to enable customers to apply online for generator installations.	ESB Networks' website	Q3 2025

Appendix 2

PUBLICATIONS continued

Reports/information booklets/data sharing on ESB Networks website in 2025

Capacity

Publication Title	Objective	Mechanism	Timing
Capacity Workbooks (Version 2) Generation	Provide an indication of available network capacity for generation connections for the next 5-10 years (future capacity) based on current investment plans.	Publication on ESB Networks' website	Q1 2025
Heat Map of available Capacity	Provide an indication of available network capacity for new demand and generation customers.	ESB Networks' website	Q2, Q3 and Q4 2025
Distribution Network Development Plan Part 1: Summary Document and Methodology Statement	To provide information to customers and stakeholders on currently installed distribution network capacity. To assess the future capacity of the distribution network to accommodate customer needs over the next 5 to 10 years, based on credible demand growth scenarios. To identify areas of the distribution network that require investment to address constraints, assessing the options available to ensure the network complies with the Distribution System Security and Planning Standards (DSSPS) and technical limits of assets. To enhance transparency for customers and stakeholders regarding ESB Networks' plans to develop the distribution network to enable Ireland's transition to net zero. The DNDP is not intended to advise on existing or future capacity, or existing or future constraints on the transmission system.	ESB Networks' website	Q3 and Q4 2025
Part 2: Distribution Network Development Report			
Networks Scenario Headroom Report 2025 (DNDP Part 3)	The Network Scenario Headroom Report (NSHR) consists of two capacity workbooks for both demand and generation on the distribution system. The publication of these workbooks marked the first step in our plan to publish the Distribution Network Development Plan (DNDP). The purpose of the plan is to provide a useful source of information on the future plans for reinforcement and flexibility service needs on our electricity network. Version 1 of generation capacity workbooks was published in Q1 2025, and Version 2 of Demand Capacity workbooks was published in Q4 2025.	ESB Networks' website	Q1 and Q4 2025
FAQs updated on the dedicated DNDP web page on ESB Networks website	Based on responses and queries from consultations, the FAQs were revised and published to answer the queries.	ESB Networks' website	Q4 2025
Distribution Network Development Plan Consultation Summary of Responses	This document summarised the stakeholder feedback received during the consultation on ESB Networks' Distribution Network Development Plan and outlined ESB Networks' responses and next steps.	ESB Networks' website	Q4 2025

Appendix 2

PUBLICATIONS continued
Reports/information booklets/data sharing on ESB Networks website in 2025

Renewables and Connections

Publication Title	Objective	Mechanism	Timing
Connected Renewable Statistics	Inform customers of generators connected (renewable) to the distribution system.	ESB Networks' website	Q1 to Q4 2025
Connected Non-renewable Statistics	Inform customers of generators connected (non-renewable) to the distribution system.	ESB Networks' website	Q1 to Q4 2025
Contracted Renewable Statistics	Inform customers of generators contracted (renewable) to the distribution system.	ESB Networks' website	Q1 to Q4 2025
Contracted Non-renewable Statistics	Inform customers of generators contracted (non-renewable) to the distribution system.	ESB Networks' website	Q1 to Q4 2025
Generator Statement of Charges	To share the standard charges applicable to generation customers connecting to the distribution network.	ESB Networks' website	Q1 2025
Information pages for generator applications pages were fully revised and updated on ESB Networks' website.	To better support customers making applications.	ESB Networks' website	Q1 2025
Generator Connections Reporting	Ensuring consistently reported figures for Generator Connections to the electricity grid in Ireland to track delivery against CAP Targets.	Monthly, quarterly and year end reporting directly with key stakeholders	Q1 to Q4 2025
Contestable Specifications for the renewable industry	Sharing of technical knowledge with renewable customers to advance industries understanding of ESB Networks key construction requirements for renewable customer connections.	Publication on ESB Networks website	Q1 to Q4 2025
Introduced online applications for NC7 and NC8 renewable generator applications.	To enable customers to submit applications via Online portal.	ESB Networks' website	Q3 2025
ECP- GSS Batch 1	Inform industry of the generator applications to be processed by ESB Networks.	ESB Networks' website	Q4 2025

Appendix 2

PUBLICATIONS continued
Reports/information booklets/data sharing on ESB Networks website in 2025

Safety

Publication Title	Objective	Mechanism	Timing
ESB Networks Summer Safety Series	Inform and educate the agricultural community on electrical safety.	Publication of series of articles on Agriland	Q2 and Q3 2025
ESB Networks Farm Safety Booklet	This safety guidance is intended to help the agricultural community to identify and assess the risks posed by the electricity network and to help farmers and others stay safe while carrying out activities on the farm close to the electricity network.	Publication on ESB Networks' website	Q3 2025
"A vital reminder for Heavy Goods Vehicle (HGV) drivers to stay safe around overhead electricity lines" Article	Article to inform and educate HGV drivers on electrical safety.	Publication on hgvireland.com website	Q3 2025
Stay Safe Stay Clear: Electrical Safety on the Farm	Inform and educate the agricultural community on electrical safety.	Publication on Irish Examiner Agrimonth Supplement	Q3 2025
Public Safety Strategy 2026-2030	This Strategy outlines ESB Networks' vision and approach to public safety for the period 2026–2030.	Publication on ESB Networks' website	Q4 2025
ESB Networks Winter Safety Series	Inform and educate the agricultural community on electrical safety.	Publication of series of articles on Agriland	Q4 2025
ESB Networks Farm Safety Booklet	Initiative: This safety guidance is intended to help agricultural community identify and assess the risks posed by the electricity network and to help farmers stay safe while carrying out agricultural tasks and activities on farms.	Print copy included in Farmers Journal	Q4 2025

Appendix 2

PUBLICATIONS continued
Reports/information booklets/data sharing on ESB Networks website in 2025

Stakeholder and Communications

Publication Title	Objective	Mechanism	Timing
ESB Networks Report on Stakeholder Engagement in 2024	Describe and capture our stakeholder engagement approach and activities during 2024 and seek feedback on our engagement performance for 2024.	Publication on ESB Networks' website	Q1 2025
Stakeholder Newsletter	This newsletter provided regular updates and overview of engagement activities/opportunities between ESB Networks and stakeholders.	Publication on ESB Networks' website	Q1, Q2 and Q3 2025
ESB Networks Stakeholder Engagement Report 2024 Response Paper	This report summarises the feedback and recommendations submitted to ESB Networks in response to the ESB Networks Stakeholder Engagement Report 2024 consultation and outlines our response to the feedback received.	Publication on ESB Networks' website	Q2 2025
List of Planned ESB Networks Consultations in Quarter	Publication of upcoming ESB Networks consultations in each quarter.	Publication on ESB Networks' website	Q3 and Q4 2025
List of Planned ESB Networks Publications in Quarter	Publication of upcoming ESB Networks publications in each quarter.	Publication on ESB Networks' website	Q3 and Q4 2025
List of Planned ESB Networks Pathways to Engagement in Quarter	Publication of upcoming ESB Networks engagements in each quarter.	Publication on ESB Networks' website	Q3 and Q4 2025
Stakeholder Engagement Strategy and Plan 2026	Describes our stakeholder engagement approach and activities during 2026 and seek feedback on our engagement proposals for 2025.	Publication on ESB Networks' website	Q4 2025

Appendix 2

PUBLICATIONS continued
Reports/information booklets/data sharing on ESB Networks website in 2025

Storm

Publication Title	Objective	Mechanism	Timing
Winter 2025 Resilience Plan	Following a Government Decision in the aftermath of Storm Éowyn, ESB Networks was tasked with developing an Enhanced Winter 2025 Grid Resilience Plan.	Publication on ESB Networks' website	Q1 2025
Storm Éowyn Review	To share the findings from the review following Storm Éowyn.	Publication on ESB Networks' website	Q4 2025
Winter 2025 Grid Resilience Plan Update - October 2025	Following a Government Decision in the aftermath of Storm Éowyn, ESB Networks was tasked with developing an Enhanced Winter 2025 Grid Resilience Plan and an update on the delivery status.	Publication on ESB Networks' website	Q4 2025

DMSO Design

Publication Title	Objective	Mechanism	Timing
Demand Flexibility Product Proposal	Recommendations on responses received to consultation.	Publication on ESB Networks' website	Q2 2025
Demand Flexibility Product Locations-Final	Engaged with prospective customers of locations.	Publication on ESB Networks' website	Q3 2025
Distribution Markets and System Operations-Demand Flexibility Product	Engaged with prospective customers of Demand Flexibility Product connection process.	Publication on ESB Networks' website	Q4 2025

Appendix 2

PUBLICATIONS continued
Reports/information booklets/data sharing on ESB Networks website in 2025

General

Publication Title	Objective	Mechanism	Timing
"Market Message Owner's Guide" (MMOG)	To provide specific points of contact and escalation point in relation to specific market processes.	Available to suppliers via Retail Market Design Service (RMDS) website	Ongoing communication at Industry Governance Group (IGG) regarding MMOG in 2025
ESB Networks PR6 Customer and Stakeholder Research Feb 2025	ESB Networks commissioned Ipsos B&A to carry out quantitative and qualitative research to gather insights from a diverse range of customers and stakeholders to inform our PR6 Business Plan. This is the report on the findings of the research.	Published on ESB Networks' website	Q1 2025
ESB Networks SMS digital notifications for planned outages	ESB Networks introduced digital notifications for planned outages.	Published on ESB Networks' website	Q1 2025
Low Carbon Technology (LCT) Register	The LCT Register is designed to support Ireland's energy transition towards Net Zero, by empowering customers and enhancing grid flexibility as these technologies become a part of daily life. By providing a comprehensive, easy-to-navigate list for customer and installers, the register will help streamline the integration of these technologies into the electricity network, which will in turn make a smarter and more adaptable energy grid.	Published on ESB Networks' website	Q1 2025
ESB Networks' Response to the CRU's consultation on Sharing of Maximum Export Capacity (MEC) behind a Single Connection Point	To provide ESB Networks' input to the "CRU Consultation on Sharing of Maximum Export Capacity (MEC) behind a Single Connection Point".	ESB Networks' website	Q2 2025
ESB Networks' Response to the CRU/202504 - Large Energy Users Connection Policy Proposed Decision	To provide ESB Networks input to the CRU's proposed decision.	ESB Networks' website	Q2 2025

Appendix 2

PUBLICATIONS continued
Reports/information booklets/data sharing on ESB Networks website in 2025

General continued

Publication Title	Objective	Mechanism	Timing
Innovation Consultation Response Paper	ESB Networks response to feedback received on the Innovation Consultation.	ESB Networks' website	Q2 2025
Distribution Annual Performance Report 2024	Seek stakeholder feedback on Distribution Annual Performance Report 2024.	ESB Networks' website	Q3 2025
Draft Transmission Annual Performance Report 2024	Seek stakeholder feedback on Transmission Annual Performance Report 2024.	ESB Networks' and EirGrid websites	Q3 2025
Investment, Planning and Delivery Report 2024 (Transmission)	Seek stakeholder feedback on Investment, Planning and Delivery Report 2024 (Transmission).	ESB Networks' and EirGrid websites	Q3 2025
ESB Networks' Response to the CRU/202562 - Supplier of Last Resort Framework Consultation	To provide ESB Networks input to the CRU Consultation 202562.	ESB Networks' website	Q3 2025
ESB Networks' Response to the CRU/ 202579 - Smart Meter Upgrade Access to Near Real Time Metering Data	To provide ESB Networks input to the CRU consultation 202579.	ESB Networks' website	Q3 2025
Overview of Public On-Street Electric Vehicle Charging	Provide information to Electric Vehicle (EV) charge point installers and operators, Local Authority staff, Registered Electrical Contractors (REC) and any other professionals involved in the design and installation of whole current metering solutions for multiple on-street Electric Vehicle Supply Equipment (EVSE).	ESB Networks' website	Q3 2025
Electricity Network Tariff Structure Review	ESB Networks' response to the CRU's Information Paper regarding the Electricity Network Tariff Review: Project Re-start (CRU/2025/120).	ESB Networks' website	Q4 2025

Appendix 2

PUBLICATIONS continued
Reports/information booklets/data sharing on ESB Networks website in 2025

General continued

Publication Title	Objective	Mechanism	Timing
ESB Networks' Response to the CRU/2025/120 - Electricity Network Tariff Structure Review: Project Re-start	To provide ESB Networks input to the CRU's Information Paper regarding the Electricity Network Tariff Review: Project Re-start.	ESB Networks' website	Q4 2025
ESB Networks DAC Statement of Charges	To share the standard charges applicable to demand customers connecting to the distribution network.	ESB Networks' website	Q4 2025
ESB Networks Innovation Strategy	Developed and published 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.	ESB Networks' website	Q4 2025
Electricity Transmission Annual Performance Report 2024	Provides customers, industry and stakeholders with clear and accessible reporting on TAO and TSO operation, development and maintenance of the transmission system throughout 2024.	ESB Networks' website	Q4 2025

Appendix 3

PATHWAYS TO ENGAGEMENT
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: DMSO Smart

Pathway Title	Objective	Mechanism	Timing	Audience
Smart Metering Programme	Industry engagement: • Industry Liaison Group (ILG) • Communications and Engagement Working Group (CEWG)	Conference calls on MS Teams, with one in person meeting in 2025	Monthly meetings in 2025 (circa 24 meetings)	The CRU, Department of Climate, Energy and the Environment (DCEE), Sustainable Energy Authority of Ireland (SEAI) and electricity suppliers
	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	Ongoing area by area in advance of local deployment throughout 2025	Customers whose meters are scheduled to be upgraded and individual customers
	Public awareness and 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 to Q4 2025	All
	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 to Q4 2025	Industry participants
	Informal event to mark the 2 million smart meter installation nationwide, attended by key stakeholders, the CRU, DCEE and Electricity Association of Ireland (EAI) and SEAI and others.	In person event	Q3 2025	The CRU, DCEE and EAI and SEAI and others.
	Meter Data Access Office hosted two webinars on the Smart Meter Data Access Code.	Webinars	Q3 and Q4 2025	Eligible parties to the Code

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: DMSO Design

Pathway Title	Objective	Mechanism	Timing	Audience
National Network, Local Connections Programme- Market Design	Flexibility Service Offering: to establish if the market design products being considered by the programme are fit for use by stakeholders across the segments. These meetings give insight and inform the direction the market services should take.	Bilaterals Meetings as required	Ongoing 2025	Industry
DMSO Blueprint and Roadmaps	Ongoing development of DMSO Blueprint and Roadmaps.	Presented and briefed at EAI and Advisory Council	Ongoing in 2025	Industry
Schools programme Weather Watch	Introduced the concept of flexible demand.	National Roll out to over 90 Post Primary Schools through curriculum aligned lesson plans.	Q1 and Q2 2025	Schools Post Primary 90 schools • engaged with circa 8,000 students including • school communities and households
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.	In person meetings	Q1, Q3 and Q4 2025	Advisory council members
SEAI Sustainable Energy Communities	Briefing the changes to the Community Toolkit and discuss any feedback.	MS Teams Meeting	Q2 2024	SEAI members
Joint Systems Operator Programme (JSOP)	Provide an overview of the vision and principles of the DSO-TSO Operating Model High-Level Design and how the future operating model will impact industry stakeholders.	1 Webinar, 83 people attended session with Q&A	Q4 2025	The CRU and Industry

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **DMSO Design** continued

Pathway Title	Objective	Mechanism	Timing	Audience
JSOP (Transmission System Operator (TSO) and Distribution System Operator (DSO) Operating Model)	Information webinar regarding the update the progress of the Operating Model.	1 Webinar including Q&A 98 participants	Q4 2025	TSO and DSO
Pilot 2 Dynamic Instruction Set	Briefing to all Demand Side Units (DSUs) on performance on Pilot in 2025, amendments to how EirGrid and ESB Networks coordinate to operate the pilot and suggested improvements for operations in 2026.	MS Teams Webinar circa 15 participants	Q4 2025	Flexibility Service Providers
National Energy Demand Strategy (NEDS)	ESB Networks attending at the CRU's NEDS Implementation Group.	Meetings	Quarterly Q1 to Q4 2025	NEDS members
DCEE Storage and System Services Working Group	ESB Networks attending at the DCEE's Storage and System Services working group.	Meetings	Quarterly Q1 to Q4 2025	Working group members

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: Electrification

Pathway Title	Objective	Mechanism	Timing	Audience
E.DSO e-mobility working groups	Bring peer utilities learnings and insights home and develop solutions adapted to Irish context & needs of our customers.	Quarterly and monthly In person and online MS Teams meetings	Quarterly and monthly in 2025	E.DSO e-mobility working group members
Engagement with Local Authorities (LA's) to investigate use of street public lighting columns for EV charging	Scope and develop a combined solution that will enable increased on-street charging option in urbanised areas.	Scope technical specifacation, various site, factory visits and in person meetings with LA's	2025	Local Authorities
Cork City Council Mission City Leadership Team	We participate in and provide ongoing support to Cork City Council Mission City and the associated electrification objectives.	MS Teams meetings and face to face	Approxi-mately quarterly Q1 to Q4 2025	Cork City Council Mission City Leadership Team members
ZEVI Assurance Board, Steering Group and Working Groups	Provided ongoing support and participation alignment of strategy and programmes.	In person and MS Teams	Monthly and Quarterly Q1 to Q4 2025	ZEVI Assurance Board, Steering Group and Working Groups members
Direct one to one's with various Local Authorities including Galway City Council, DLR, Limerick, others	ESB Networks provide support and engagement in a range of local initiatives.	MS Teams meetings and face to face	Ongoing	Local Authority representatives
Proactive and ongoing senior engagements with TII	Monthly bilateral engagements to engage with a number of aspects ongoing for TII and the newly established AFPO (Alternative Fuel Programme Office) including shared land (access to sites) exploration.	MS Teams meetings and face to face	Q1 to Q4 2025	TII representatives

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **Electrification** continued

Pathway Title	Objective	Mechanism	Timing	Audience
Development of a potential pilot for on street charging in new housing developments to understand how best to implement new regulations on Energy Performance in Buildings	To work through design and construction issues on a real-life construction project for a housing development with the requirement to have public parking spaces EV charger enabled.	Online MS Teams and in person and on-site meetings	Q2 to Q4 2025	Customer and developer
EVCAI (Electric Vehicle Charging Alliance of Ireland)	Industry body support.	Face to face meetings	Q4 2025	EVCAI representatives
Proactive senior engagements with Department of Transport / Maritime	We provide ongoing support and participation with DoT Team responsible for ports electrification - onshore power requirements, AFIR.	MS Teams meetings and face to face	Quarterly Q1 to Q4 2025	Department of Transport representatives
Proactive senior engagements with Irish Rail (IR)	We provide ongoing support to IR Capital Projects and increased rail electrification objectives.	MS Teams meetings and face to face	Quarterly Q1 to Q4 2025	Irish Rail representatives

Area of Engagement: **Forestry**

Pathway Title	Objective	Mechanism	Timing	Audience
Forestry	To engage with key industry partners on the Winter Resilience Plan.	In person, email, phone etc.	Q2 to Q4 2025	IBEC, Department of Agriculture, Teagasc, Coillte, IFA, Social Economic and Environmental Forestry Association (SSFA) and other stakeholders.
	Engaging with DCEE on the Winter Resilience Plan and queries relating to Section 98 of the Electricity Supply Act.	MS Teams, in person, emails, phone	Q1 to Q4 2025	DCEE

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: Innovation

Pathway Title	Objective	Mechanism	Timing	Audience
ESB Networks Workshop	As part the Free Electrons 2025 Grand Finale Week, ESB Networks hosted a workshop that focussed on network capacity and network resilience, sharing knowledge, and common challenges.	In person workshop	Q4 2025	Startups and Free Electrons utility members
International Smart Grid Action Network	ESB Networks presented an overview of our project portfolio.	In person workshop	Q4 2025	Delegates attending the International Smart Grid Action Network Executive Committee meeting

Area of Engagement: Micro/Mini and Small- Scale Generation

Pathway Title	Objective	Mechanism	Timing	Audience
Mini and small scale generation - enduring process	Launched the new Enduring Connection process for mini and small-scale generation applications.	MS Teams Webinar and updated website	Q1 2025	Generator customers looking to make a grid application
Micro/Mini and Small-Scale Generation Connections	Supporting customers, consultants and key stakeholders to understand continued developments and improvements in our connections processes.	MS Teams webinar (1 no.), attendances at conferences throughout 2025	Q1 to Q4 2025	DCEE, the CRU, SEAI, Solar Ireland, Renewables Industry, Customers

Area of Engagement: National Customer Contact Centre (NCCC)

Pathway Title	Objective	Mechanism	Timing	Audience
Electricity Suppliers, Customer Service Opportunities	Engaged with Suppliers in a focused way based on data analysis outputs where opportunities arose for Customer Service. Examples include, erroneous customer contacts, process enhancement opportunities.	Meetings	Bi-annual meetings 2025	Suppliers
Contact Centre Accreditation (CCA) Organisation	Engaged 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 members

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: Capacity

Pathway Title	Objective	Mechanism	Timing	Audience
Housing Activation Office	Ongoing collaboration and engagement with LA's and industry, on how to best deliver housing at scale in line with Government targets.	In person and MS Teams	Monthly and as required in 2025	Local Authorities and Industry
Government and State agencies including LDA'a engagement nationwide, DCEE, DETE, Uisce Éireann, DoH and IDA	Engaging on various issues such as housing, CAP targets, National Development Plan etc., to meet future demands and network capacity.	In person, working groups, conferences, feedback, MS Teams	Q1 to Q4 2025	Government and State agencies including LDA'a engagement nationwide, DCEE, DETE, Uisce Éireann, DoH and IDA
Customer meetings at national and local levels including and regarding housing, industrial, commercial, transport, large energy users, Construction Industry Federation (CIF), Local Authorities (LA's) and generation customers.	Understand customer and stakeholder needs and plan the network to meet these needs.	In person and on line and bi-laterals	Q1 to Q4 2025	Customers
Distribution Network Development Plan Briefing	Detailed briefing to DCEE on Distribution Network Development Plan, (DNDP).	In person	Q3 2025	DCEE
Urban Capacity Contact Group	ESB Networks, EirGrid and DCEE as members of this group, oversee and support ongoing work to secure electricity supply for new domestic and business consumers in urban areas. Minister briefed 3 times during Q4 2025 on the output of the working group.	In person, MS Teams, phone calls,	Q3 to Q4 2025	EirGrid and DCEE and Minister
Distribution Network Development Plan Briefing	Detailed briefing to the CRU on Distribution Network Development Plan (DNDP).	In person, hybrid, online	Q4 2025	The CRU

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **Renewables and Connections**

Pathway Title	Objective	Mechanism	Timing	Audience
Renewable Energy Support Schemes	Monthly engagement with DCEE, EirGrid, and ESB Networks. Developed dashboard to provide visibility to relevant stakeholders.	Electronic Data sharing	Monthly Q1 to Q4 2025	DCEE, EirGrid, ESB Networks.
Thermal Generation Networks Connections Steering Group	Delivery assurance for key thermal generation projects EirGrid and ESB Networks.	Meeting and presentations	Monthly Q1 to Q4 2025	EirGrid and ESB Networks
Renewable Project monthly meetings DSO projects	Supporting alignment of the customer's DSO work programme with ESB Networks works.	Face to Face/ electronic	Monthly Q1 to Q4 2025	Customer and ESB Networks
Strategic level quarterly meetings with Wind Energy Ireland (WEI) and Solar Ireland	Knowledge sharing high level engagement opportunity on ESB Networks' business strategy and plans and gain renewable industry insights and feedback.	Mix of in person and MS Team meetings quarterly and as required	Q1 – Q4 2025	Wind and solar industry representative bodies and working groups
Mini and small-scale generation - enduring process	Launched the new Enduring Connection process for mini and small-scale generation applications.	MS Teams Webinar and updated website	Q1 2025	Generator customers looking to make a grid application
Micro/Mini and Small Scale Generation Connections	Supporting customers, consultants and key stakeholders to understand continued developments and improvements in our connections processes.	MS Teams webinar (1 meeting), attendances at conferences throughout 2025	Q1 to Q4 2025	DCEE, the CRU, SEAI, Solar Ireland, renewables industry, and Customers
Enduring Connection Policy Industry Body Updates	Present on the new Electricity Connection Policy Generation and System Services (ECP-GSS) design and subsequent application window opening in September 2025, in line with the CRU RED III directive.	MS Teams Webinar	Q2 2025	Renewable Energy Industry Body representatives
Pre-engagement and during the application process for Demand Customer and Customer meetings	Giving customers an opportunity to discuss programmes of development, timing and considerations pre making an application.	Customer meetings	Q4 2025	Customers

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: Safety

Pathway Title	Objective	Mechanism	Timing	Audience
European Distribution System Operators (E.DSO) Safety Working Group	ESB Networks have 3 focus areas: • Sharing information and KPIs • Shared learning from incidents • Creation of safety culture • Arc Proof Personal Protective Equipment (PPE)	In person and MS Teams	Fortnightly in 2025	European Distribution System Operators
Cross-Industry Road Safety Forum	Shared learnings from research, experience and international best practice, and building relationships with external stakeholders, with a view to applying learnings to improve road safety for ESB Networks staff and our communities.	Participation in an in-person conference of professionals involved in transport and road safety and organisation of both in-person and online and ongoing bilaterals throughout 2025.	In person annually and bilaterals where required	Representatives from both public and private agencies including ESB Networks, Irish Rail, Health Service Executive (HSE), An Garda Síochána, Office of Public Works (OPW), Uisce Éireann and Health and Safety Authority (HSA)
United Kingdom (UK) DNO's sharing lesson's learned and best practice on safety	ESB Networks engaged with UK DNO's sharing lesson's learned and best practice on safety, public safety, operations, and live working methodologies.	Physical conference and ongoing meetings throughout the year	Monthly, Q1 to Q4 2025	UK DNO'S attendees and ESB Networks
Health and Safety Authority (HSA), FBD and ESB Networks	Joint safety event with HSA, FBD and ESB Networks	In person presentation	Q1 2025	Teagasc Colleges (500 people)
HSA, FBD, University College Dublin (UCD), Department of Agriculture, Food, and the Marine (DAFM) and ESB Networks	Joint safety event with HSA, FBD, UCD, DAFM and ESB Networks.	In person presentation	Q1 2025	UCD Agriculture Science students (200 students)

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **Safety** continued

Pathway Title	Objective	Mechanism	Timing	Audience
Construction Safety Partnership Advisory Committee	Promote best practice of electricity safety in construction.	Quarterly meetings	Q1 to Q4 2025	CIF, HSA, Local Government Management Agency (LGMA), Engineers Ireland, SOLAS, and Government Departments
Safety Committee	Discuss projects and safety incidents.	Quarterly meetings	Q1 to Q4 2025	EirGrid, Engineering & Major Projects (E&MP) and ESB Networks
Joint Utility Safety Forum	Share safety best practice and learnings across utilities.	Biannual meetings	Q1 to Q4 2025	Public utilities, Gas Networks Ireland (GNI), Eir, Uisce Éireann
ESB Networks Electrical Safety Awareness Sessions	ESB Networks delivered bespoke electrical awareness talks for multiple stakeholder cohorts nationwide.	In person presentations nationwide	Q1, Q2 and Q3 2025	Kildare Fire Officers • 150 people Dundalk/Drogheda 50 Fire Officers, Waterford Fire Officers • 150 people Mount Lucas National Construction Apprenticeship Training Centre • 20 scaffolding apprentices Wexford Fire Officers • 150 people Westmeath Fire Officers • 150 people National Fire Officers • 20 people)and Developers and construction workers • 370 construction workers

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **Safety** continued

Pathway Title	Objective	Mechanism	Timing	Audience
Safety Conference hosted by ESB Networks	Maintaining and enhancing safety performance.	Physical conference	Q2 2025	European Distribution System Operators Forum: 70 delegates from utilities across Europe
Energy Networks Association (ENA) Safety Conference, Manchester	ESB Networks attended and engaged with industry and partners on best practice in safety and electrical operations and presented at the conference on Lone Working Controls.	Physical conference	Q2 2025	ENA Conferences delegates
Multi agency safety event directed at senior cycle primary schools (5th and 6th class pupils).	Multi agency safety event directed at senior cycle primary schools (5th and 6th class pupils).	In person	Q2 2025	HSA Keep Safe (schools programme)Schools and multi-agencies including • Health and Safety Authority (HSA), • An Garda Síochána, • Local Fire Services, • ESB Networks (Electricity), • Water Safety Ireland, • Bus Éireann (Public Transport), • Teagasc (Agriculture) • Irish Coast Guard, and • National Ambulance Service • circa 400 students

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **Safety** continued

Pathway Title	Objective	Mechanism	Timing	Audience
ESB Networks Electrical Awareness Talk	ESB Networks Electrical Awareness Talk.	In person - 24 people	Q2 and Q4 2025	GRETB Arboriculturist Apprentice programme attendees (24 people)
Electrical Safety on Farms	Awareness of electrical safety on the farm.	Series of five Farm Safety podcasts	Q3 2025	Irish Farmers Journal Farm Tech Podcast
Public Safety Management Review	Discuss Public Safety and opportunities for improvement.	MS Teams Conference Call	Q3 2025	Public Safety Management Review members
ESB Networks Electrical Awareness Talk	ESB Networks Electrical Awareness Talk.	In person circa 300 people	Q3 2025	Cork and Waterford County Council members
Best practice of electricity safety in construction of farm buildings and working at height	Promote best practice of electricity safety in construction of farm buildings and working at height.	In person and Teams meetings	Q3 2025	Farm Safety Partnership Advisory Committee - Farm Building Construction and Working at height sub-committee
Electrical safety of farming activities	Promote electrical safety of farming activities.	In person open day with dairy farmers	Q3 2025	Teagasc delegates and Teagasc 2025 Event attendees
Safety best practice and learnings across utilities	Share safety best practice and learnings across utilities.	Teams Conference	Q3 2025	Joint Utility Safety Forum Joint Utility Forum delegates
An Garda Síochána	ESB Networks worked with An Garda Síochana to improve the information gathered when a member of the public phones 999 or 112 to report an incident which may involve electricity.	In person presentation	Q3 and Q4 2025	An Garda Síochána members

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **Safety** continued

Pathway Title	Objective	Mechanism	Timing	Audience
ESB Networks Electrical Awareness Talk	ESB Networks Electrical Awareness Talk.	In person	Q3 to Q4 2025	• Drogheda Fire Officers, • Mayo County Council and their timber contractors (10 people), • Agriculture Advisors (80 people), • Leixlip Water Treatment Plant (20 people), • Office of Public Works 150 people)
Construction Electrical Safety awareness	Construction electrical safety awareness.	In person presentation to Irish Rail Management. 50 people	Q4 2025	Irish Rail Conference (50 attendees)
ESB Networks Electrical Safety Awareness session to developers	ESB Networks Electrical Awareness Talk to Developers.	In person presentations	Q4 2025	Regional Developer Day attendees (200 people)
Electrical safety for school children	Promoting and engaging on electrical safety for school children.	In person at primary schools	Q4 2025	School Pack (Primary schools)
Road Safety Re-Imagined	Help foster collaboration between industry, academia, and public sector in relation to road safety.	Close engagement with university students nationwide, who are participating in an academic and competitive road safety communications project: • In person workshops, • in person and online presentations, • in person judging panels, • in person awards event	Q4 2025	University Students (over 1000 students) from • University of Limerick (UL) • DCU • SETU • Maynooth • MU • ATU • TUS An Garda Síochána, representatives from teaching universities and representatives from Department of Transport (Road Safety).

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: ESB Networks attended conferences

Pathway Title	Objective	Mechanism	Timing	Audience
Wind Energy Ireland Annual Conference 2025	ESB Networks attended at and engaged with stakeholders at the Wind Energy Ireland Annual Conference 2025. Across the 2-day event, senior leaders from across industry, policy and the energy system discussed what is needed to move from ambition to delivery at pace and scale.	Conference	Q1 2025	Industry leaders and stakeholders
TII Round Table	ESB Networks attended at and engaged with stakeholders at the TII Round Table discussion which assembled stakeholders from across the energy and transport sectors, including industry representatives, to determine how Ireland can deliver against the alternative fuels targets mandated by the EU's Alternative Fuels Infrastructure Regulation (AFIR).	Round table	Q1 2025	Industry stakeholders and representatives
Contracting Partners Group Conference	ESB Networks hosted and engaged with stakeholders at the Contracting Partners Group Conference which gathered partners from the construction industry to discuss Price Review 6 (PR6) and the important role that this and the wider energy sector has for national development of infrastructure and the economy.	Conference	Q1 2025	Contracting Partners
EirGrid Energy Citizens Road Show Tipperary	ESB Networks attended and engaged with stakeholders and the public at the EirGrid Energy Citizens Road Show in Cashel, which brought together experts from SEAI, ESB Networks and Tipperary County Council to provide information about home energy efficiency upgrades, retrofitting grants, community micro-generation schemes, and initiatives to ensure a more sustainable future for Tipperary.	Public engagement event	Q1 2025	Local communities, industry stakeholders, representatives, and policymakers

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **ESB Networks attended conferences** continued

Pathway Title	Objective	Mechanism	Timing	Audience
EirGrid Energy Citizens Road Show Carlow	ESB Networks attended and engaged with stakeholders at the EirGrid Energy Citizens Roadshow in Carlow, engaging with local communities on grid development and microgeneration. The event also featured guidance on home energy upgrades, retrofitting grants, and local sustainability initiatives.	Public engagement event	Q2 2025	Local communities, industry stakeholders, and representatives
National Infrastructure Summit 2025	ESB Networks participated at the National Infrastructure Summit, which focused on policy, planning and the delivery of major infrastructure across energy, transport and utilities.	Conference	Q2 2025	Key Government officials, departments and agencies, contractors, and investors
EirGrid Energy Citizens Road Show Leitrim	ESB Networks attended the EirGrid Energy Citizens Roadshow Leitrim, engaging with local communities on grid development, microgeneration connections and regional continuity of supply. The event also provided guidance on home energy upgrades and grants (SEAI), local climate action plans, and featured exhibitors such as solar and insulation specialists.	Public engagement event	Q2 2025	Local communities, industry stakeholders and representatives
Energy Storage Ireland Annual Conference 2025	ESB Networks attended and engaged with stakeholders at Energy Storage Ireland's Annual Conference in Dublin, which brings together 300+ experts from across the energy storage industry, focusing on long-duration storage support schemes, 24/7 clean-energy matching, and the outlook for battery storage revenue streams.	Conference	Q2 2025	Industry stakeholders, representatives and policymakers

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **ESB Networks attended conferences** continued

Pathway Title	Objective	Mechanism	Timing	Audience
Smart Grid Ireland 2025	ESB Networks attended at and engaged with stakeholders at Smart Grid Ireland 2025, which brought together utilities, grid-technology providers, academia, public-sector representatives, and community energy leaders to discuss digitalisation, resilience and scaling smart-grid solutions.	Conference	Q2 2025	Industry leaders, stakeholders, and public sector representatives
Schneider Electric Digital Grid Innovation Days	ESB Networks attended and engaged with stakeholders talking about the urgent drivers of change on energy grids around the world and some of the solutions being used by utilities and partners new technologies, AI tools and other innovations.	Industry Event/ Conference	Q2 2025	Industry
Earthing Conference Including Surge & Lightning Protection, Birmingham 2025	ESB Networks present at this conference joining other experienced presenters from the UK, Ireland and beyond with opportunities to network.	Conference	Q2 2025	Industry
AECI Electrical Trade Show 2025	ESB Networks attended and engaged with stakeholders at the national trade show organised by the Association of Electrical Contractors Ireland (AECI).	Trade Show	Q2 2025	Industry
CIRED 2025	ESB Networks attended and engaged with stakeholders at the CIRED 2025 conference engaging with experts on the most pressing topics for distribution system operators in today's energy transition.	Conference	Q2 2025	Industry

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **ESB Networks attended conferences** continued

Pathway Title	Objective	Mechanism	Timing	Audience
SEAI Decarbonising Transport Conference	ESB Networks attended and engaged with stakeholders at SEAI's Industry Decarbonisation Conference, which brought together large industry, Government departments, energy and decarbonisation specialists, business representative bodies and low-carbon technology suppliers, focusing on the changing business case for decarbonisation and technology/renewables solutions.	Conference	Q3 2025	Industry leaders, stakeholders, policymakers, and public sector representatives
Accenture Round Table	ESB Networks participated in Accenture's Round Table discussion, which gathered industry leaders for a chaired discussion on infrastructure resilience, with the write-up published in Energy Ireland's Renewable Energy Magazine/ Eolas.	Conference	Q3 2025	Industry leaders and stakeholders
Solar Ireland Conference 2025	ESB Networks attended and engaged with stakeholders at the Solar Ireland annual conference which brought together industry leaders, policymakers, public sector representatives, experts and stakeholders in the energy sector to discuss the issues and next steps in the renewable solar energy sector.	Conference	Q4 2025	Industry leaders, policymakers, public sector representatives, experts and stakeholders
Energy Transition Summit	ESB Networks attended and engaged with stakeholders at the Energy Transition Summit which brought together policymakers, industry leaders, innovators, academics and community stakeholders to chart a course toward a sustainable energy future for Ireland. 2025 focus was on real-world solutions, inclusive policy and technological innovation and services as a platform for collaboration, investment and knowledge exchange.	Conference	Q4 2025	Industry

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **ESB Networks attended conferences** continued

Pathway Title	Objective	Mechanism	Timing	Audience
Wind Energy Expo Ireland 2025	ESB Networks attended at and engaged with stakeholders at the Wind Energy Expo 2025 Ireland Conference. This two-day large scale event, brought together the key players in the global renewable energy supply chain with the Irish leaders, businesses and innovators that are driving our own energy transformation.	Conference	Q4 2025	Leaders, businesses, and innovators
SEAI Industry Decarbonisation Conference 2025	ESB Networks attended at and engaged with stakeholders at SEAI Industry Decarbonisation Conference 2025. Industry has a major role to play in delivering on Ireland's emission reduction targets. This event explored the changing business case for decarbonisation and the role of different technologies and renewable energy sources in providing solutions.	Conference	Q4 2025	Large industry, representatives from key Government departments, energy and decarbonisations specialists, business representative bodies, and low carbon technology suppliers.
Electric Vehicle Summit & Expo	ESB Networks attended at and engaged with stakeholders at the Electric Vehicle Summit & Expo. EV infrastructure and electric fleet event, with a focus on advancing infrastructure financing, installation and operability to meet EV demand.	Conference	Q4 2025	Industry and key stakeholders
The Power and Energy Conference and Exhibition	ESB Networks attended at and engaged with stakeholders at the Power and Energy Conference and Exhibition. This event explored opportunities to deliver energy security and sustainable economic development.	Conference	Q4 2025	Industry, experts, and stakeholders

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **ESB Networks attended conferences** continued

Pathway Title	Objective	Mechanism	Timing	Audience
Irish Wind Farmers Association Annual (IWFA) Conference 2025	ESB Networks attended at and engaged with stakeholders at the IWFA annual conference which brought together industry leaders, policymakers, public sector representatives, experts, and stakeholders in the energy sector to discuss the issues and next steps in the renewable energy sector.	Conference	Q4 2025	Industry leaders, policymakers, public sector representatives, experts and stakeholders
Ireland Electrified Annual Conference 2025	ESB Networks attended at and engaged with stakeholders at the Ireland Electrified Annual Conference 2025. Industry body working to develop new, practical and scalable ways to accelerate electrification of Ireland's energy systems.	Conference	Q4 2025	Industry

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: Retail Market Design Service

Pathway Title	Objective	Mechanism	Timing	Audience
IGG Technical Working Group	To support technical engagement on change requests being processed through the IGG	MS Teams	As required in 2025	IGG members and technical suppliers
Retail Market Design Service	Ongoing engagement with market participants regarding retail electricity market.	Direct engagement and secretariat at industry governance group.	Monthly 2025	Market participants
Industry Governance Group	The Industry Governance Group (IGG) oversees the ongoing operation of the retail electricity market. RMDS acts as the secretariat for the IGG and associated sub-groups. ESB Networks Retail Market Services participate in these meetings as appropriate.	MS Teams meetings with 2 in-person meetings facilitated by the CRU	Monthly 2025	IGG members includes the CRU
Direct One-to-One's with market participants in Republic of Ireland	Provided opportunities and ongoing support for market participants to discuss any issues arising during 2025.	Meetings, phone calls, and email (market participants and ESB Networks)	Ongoing Initiative throughout 2025	Market participants
Market Participant Survey 2025	Market Participant Survey 2025 independently surveyed all market participants in the Republic of Ireland Retail Energy Market to understand how Retail Market Services (RMS) can better deliver our service within the Retail Electricity market.	Surveys completed in 2025. Engaged independent survey company providing anonymous feedback. Follow on in-depth interviews will take place in Q1 2026.	Q4 2025	Market participants

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: PR6

Pathway Title	Objective	Mechanism	Timing	Audience
Price Review 6 (PR6) Engagement	Ensure stakeholders are aware of and understand ESB Networks's objectives in the PR6 submission. Ensure stakeholders can recognise where their interests are addressed in PR6 proposals being consulted on. Energise and equip stakeholders to engage with and respond to the CRU through the consultation process. Increase awareness and understanding of ESB Networks, and support its stakeholder relationships in general.	Bilateral meetings and presentations	Q1 to Q4 2025	All
	To engage on PR6 on our Business Plan and the Draft Determination that issued by the CRU (Response to the CRU Consultation) with Government Departments and the CRU.	Bilateral meetings and presentations	Q1 to Q4 2025	Government Departments and the CRU

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: New Connections

Pathway Title	Objective	Mechanism	Timing	Audience
EV Charging Companies	Provides opportunity for ESB Networks to provide information on EV charging infrastructure requirements and discuss feedback.	Meetings in person fortnightly and online	20 meeting in 2025	EV Charging companies
Multi-Site Customers	Provides opportunity for ESB Networks and individual customers to discuss work programme and construction issues.	Online, in person and on site	Mult-Site customers are met on a case by case basis bi-weekly/ monthly/ quarterly.	Numerous customers across retail, telecoms, developers and charging point operator customer categories
Northern Ireland Electricity (NIE)	Align on mutually beneficial opportunities and challenges in the customer experience space.	Meetings	Bi-monthly in person Q1 to Q3 2025	NIE
Metrolink	Provides opportunity for ESB Networks and Metrolink to discuss work programme and other issues.	Meetings	Monthly in 2025	Metrolink
SEAI	Align on grant application evidence requirements, and Microgen requirements.	Meetings	Ongoing	SEAI
Zero Emission Vehicles Ireland (ZEVI)	Provides opportunity for ESB Networks and ZEVI to discuss work programme and other issues.	Meetings	Ongoing (fortnightly)	Zero Emission Vehicles Ireland
Uisce Éireann (UE)	Provides opportunity for ESB Networks and UE to discuss work programme and other issues.	Meetings	Ongoing (fortnightly) in 2025	Uisce Éireann

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **New Connections** continued

Pathway Title	Objective	Mechanism	Timing	Audience
Regional Developer Days	Provides two-way engagement opportunity for developers and regional teams to discuss new connections, design and construction processes.	2 In person events (one-day) and presentations (circa 300 persons) and bi laterals	Q4 2025	Housing Developers, CIF, Irish Home Builders Association (IHBA)
Single Point of Contact (SPOC)	Every business customer i.e. under 100 kVA, since Q4 2025, directly contacted by SPOC providing them with data-driven estimated time of connection. The business customer gets an email and contact for their application for the lifetime of the connection process, gives timelines giving business customers increased transparency.	Email	In Q4 contacted 700 customers across four regions in 2025	Business customers
Local Authority Meetings	Provides opportunity for ESB Networks to provide information on overall strategy, high-level work programmes, capacity issues and receive feedback on LA's work programme and high-level objectives.	Meetings in person, on site, MS Teams, phone and email	Weekly in 2025	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	Weekly in 2025	LDA

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: Transmission

Pathway Title	Objective	Mechanism	Timing	Audience
Joint CRU/ESB Networks/EirGrid Executive Board Meeting	To give oversight to the Commissioner for Electricity on progress of delivery of the Price Review.	In person (3 meetings)	Q1 and Q3 2025	The CRU,ESB Networks,EirGrid Executive Board members
EirGrid/ESB Networks Joint Executive meeting	Formal quarterly interface meetings between the executives of ESB Networks and EirGrid.	In person	Q1 to Q4 2025	EirGrid and ESB Networks Joint Executive members
Joint Programme Management Office (JPMO)	Joint Committee with EirGrid to provide oversight and governance on the Transmission Delivery Programme.	Monthly (12 meetings) In person and MS Teams	Q1 to Q4 2025	Joint Programme Management Office members
Joint ESB Networks/ EirGrid Committees; • **Network Delivery (NDC)** • **Maintenance Policy & Standards(MPSC)** • **Operational Services** • **Procurement Strategy** • **TSO-DSO** • **Health & Safety** • **Stakeholder Engagement Committee**	Joint ESB Networks and EirGrid Committees providing oversight and governance on respective areas in addition to IA compliance.	Quarterly in person and MS Teams	Q1 to Q4 2025	ESB Networks and EirGrid Committee members
Joint ESB Networks/ EirGrid Outage Transformation Programme meetings: • **Project Board** • **Steering Group** • **Workstream Leads Group meetings**	To provide joint governance and oversight on JOTP activities.	Monthly in person and MS Teams	Q1 to Q4 2025	ESB Networks/ EirGrid Outage Transformation Programme members

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **Transmission** continued

Pathway Title	Objective	Mechanism	Timing	Audience
JOTP Briefings	Stakeholder update on JOTP • reached 80 EirGrid personnel provided by Senior Manager Network Delivery Engineering and Major Projects, (E&MP) and Transmission Programme Manager.	Online	Q2 2025	EirGrid, ESB Networks and E&MP personnel
Major Infrastructure Project Coordination	ESB Networks attending to engage with different infrastructure stakeholders to align on infrastructure projects with various local authorities (LA's) forums such as Land Activation Unit Kildare County Council and Dublin Infrastructure Forum.	MS Teams (2 meetings)	Q3 and Q4 2025	Various stakeholders

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: General

Pathway Title	Objective	Mechanism	Timing	Audience
"Stepping into PR6", Contracting Partners Group (CPG) Conference	Engaged with our stakeholders on matters of national infrastructure is of significance for ESB Networks as we plan together with our partners for a net zero future.	Physical Conference	Q1 2025	Contractors
The Smarter E Europe Conference2025 (Munich)	ESB Networks presented as a keynote speaker to share ESB Networks' Networks for Net Zero Strategy with conference attendees. Engagement with key stakeholders in preparation for panel event.	In person at International Congress Center München, Germany	Q2 2025	Conference attendees
South East Technological University's (SETU and ESB Networks collaboration	ESB Networks Training Centre and the South East Technological University's (SETU) were pleased to announce a new collaboration aimed at strengthening industry-academic partnerships and further growing ESB Networks' internal Capability in advance of Price Review 6 (PR6). The collaboration leverages the outstanding strengths and expertise of each partner that will benefit the wider community.	In person	Q2 2025	ESB Networks Training Centre and SETU's Extended Campus
AA1000 Stakeholder Engagement Standard Update Review Committee	ESB Networks engaged with and provided feedback on the new proposed global stakeholder engagement standard update due in 2027.	MS Teams	Q2 to Q4 2025	International Review Committee members
Participation on the National Energy Affordability Taskforce (NEAT)	Provide input and guidance to the taskforce as they develop plans around energy affordability.	Taskforce meetings approximately 3 in person meetings and provide input to report	Q2, Q3 and Q4 2025	NEAT members

Appendix 3

PATHWAYS TO ENGAGEMENT continued
ESB Networks' meetings, working groups, events, and webinars in 2025

Area of Engagement: **General** continued

Pathway Title	Objective	Mechanism	Timing	Audience
Energy Industry Event	Energy Industry networking event.	Physical conference	Q3 2025	CIGRE Women in Energy Conference
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	Q4 2025	The CRU, EirGrid, Industry representatives
Senior engagements with DCEE on development of private wires policy statement and legislation	Provide responses to clarification queries and insights to existing grid application process.	3 MS Teams meetings and face to face and as required	Throughout 2025	DCEE

Appendix 4

GLOSSARY OF ABBREVIATIONS

AFIR	Alternative Fuel Infrastructure Regulation
AFPO	Alternative Fuel Programme Office
AGS	An Garda Síochana
ARET	Accelerating Renewable Electricity Taskforce
BAU	Business As Usual
CAP	Climate Action Plan
CEATI	Centre for Energy Advancement through Technological Innovation
CE4EU	Clean Energy for European Union Islands Programme
CEWG	Communications and Engagement Working Group
CIF	Construction Industry Federation
CPO	Charge Point Operator
CRU	An Coimisiún um Rialáil Fóntas Commission for Regulation of Utilities
CSAT	Customer Satisfaction Score
DAO	(on shore) Distribution Asset Owner
DART+	Dublin Area Rapid Transit +
DCRP	Distribution Code Review Panel
DCEE	Department of Climate, Energy and the Environment
DFP	Demand Flexibility Product
DMSO	Distribution Markets and System Operation
DNDP	Distribution Network Development Plan
DNO	Distribution Network Operator
DoT	Department of Transport
DSO	Distribution System Operator
DSSPS	Distribution System Security and Planning Standards
DUoS	Distribution Use of System charges
ECP	Enduring Connection Policy
ECP2.4	Enduring Connection Policy 2.4
ECP-GSS	Electricity Connection Policy Generation and System Services
ENA	Energy Networks Association
EPRI	Electric Power Research Institute
ERT	Estimated Response Time (for fault outages)

Appendix 4

GLOSSARY OF ABBREVIATIONS

ESATRAT	The satisfaction rating of the National Customer Care Centre
ESB	Electricity Supply Board
ESI	Energy Storage Ireland
ESRI	The Economic and Social Research Institute
ETB	Educational Training Board
EU	European Union
EV	Electric Vehicle
EVCAI	Electric Vehicle Charging Alliance of Ireland
FAQ	Frequently Asked Questions
FNA	Flexibility Needs Assessment
GRETB	Galway and Roscommon Education and Training Board
GW	Giga Watt
HDV	Heavy Duty Vehicles
HFO	Heavy Fuel Oil
HP	Heat Pump
HS&E	Health, Safety and Environmental
H.S.A.	Health and Safety Authority
HV	High Voltage
ICC	Installed Capacity Cap
IHBA	Irish Home Builders Association
IIEA	Institute of International and European Affairs
ILG	Industry Liaison Group
ITAGT	Is This a Good Time?
JOTP	Joint Outage Transformation Programme
JPM03	Joint Programme Management Office – Iteration No. 3
JSOP	Joint System Operator Programme
KPI	Key Performance Indicator
kW	Kilo Volt
LA	Local Authority
LCT	Low-Carbon Technologies

Appendix 4

GLOSSARY OF ABBREVIATIONS

LCT Register	The LCT Register is a dynamic list of devices that meet those industry standards required to connect to the electricity network
LEUs	Large Electrical Users
LOETB	Laois and Offaly Education and Training Board
LV	Low Voltage
MLB	Management Liaison Board
MPRN	Meter Point Reference Number
MRSO	Meter Registration System Operator
MUON	Minimum number of conventional units online
MV	Medium Voltage
MVA	Megavolt -amperes
MW	Megawatt
N4NZ	Networks for Net Zero Strategy
NC6	NC6 is the name of the application form required to connect microgeneration
NC7	NC7 is the name of the application form required to connect mini generation
NC8	NC8 is the name of the application form required to connect small scale generation
NCCC	ESB Networks National Customer Care Centre
NEDS	The National Energy Demand Strategy
NECG	National Emergency Co-ordination Group
NSEEP	Networks Electricity Stakeholder Engagement Evaluation Panel
NWFNZ	Networks For Net Zero Strategy
NIE	Northern Ireland Electricity Networks
NN, LC	National Network, Local Connections Programme
NSEEP	Networks Stakeholder Engagement Evaluation Panel
NSHR	Network Scenario Headroom Report
NSMP	National Smart Metering Programme
NTC	National Training Centre (ESB Networks)
OEM's	Original Equipment Manufacturers
p.a.	Per Annum
PAYG	Pay As You Go
PICW	Person In Charge of Work

Appendix 4

GLOSSARY OF ABBREVIATIONS

PR5	Price Review 5 (2021-2025)
PR6	Price Review 6 (2026 -2030)
PSI	Process, Systems, and Information
RESS	Renewable Electricity Support Scheme
RMDS	Retail Market Design Service
RoI	Republic of Ireland
SEAI	Sustainable Energy Authority of Ireland
SETU	Southeast Technological University
SMDAC	Smart Meter Data Access Code
SME's	Small and Medium sized Enterprises
SO's	System Operators
SSG	Small Scale Generation
TAO	Transmission Asset Owner
TII	Transport Infrastructure Ireland
TSO	Transmission System Operator
UCD	University College Dublin
UK	United Kingdom
UL	University of Limerick
WEI	Wind Energy Ireland
WG	Working Group
XLEU	Extra Large Energy User
ZEVI	Zero Emissions Vehicles Ireland

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

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

esbnetworks.ie