



NETWORKS

Distribution Annual Performance Report 2025

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Foreword

Welcome to ESB Networks' 2025 Distribution Annual Performance Report. This report sets out our performance and progress during 2025, the final year of Price Review 5 (PR5), and reflects on a year of significant delivery, change and preparation for the future. As PR5 comes to a close, it is important to recognise the progress made over the five-year period in supporting customers, maintaining and developing the network, and enabling Ireland's transition to a lower-carbon electricity system.



At the same time, 2025 marked an important point of transition as we move towards Price Review 6 (PR6), which will shape the next phase of investment in the electricity network from 2026 to 2030.

Throughout 2025, ESB Networks continued its engagement with the Commission for Regulation of Utilities and with stakeholders on the future development of the network under PR6. Our planning for this next regulatory period reflects a step change in the scale and ambition of investment required to deliver secure and resilient networks and supplies, support decarbonised electricity, and empower customers, while also advancing our long-term ambition as set out in our Networks for Net Zero Strategy.

The scale of investment required in the years ahead reflects the continued importance of the electricity network in supporting housing delivery, economic development, electrification and climate action. A stronger, smarter and more resilient distribution network will be essential to connect new demand, facilitate renewable generation and provide the level of service that customers and communities increasingly expect.

Ireland's electricity network is a critical part of the country's national infrastructure and is a key enabler of the [Government's National Development Plan](#). It underpins economic growth, supports new housing and enterprise, and is central to meeting Ireland's legally binding climate objectives. The investments made in the network have a direct impact on people's daily lives and on the country's ability to deliver a clean, competitive and secure energy future.

During 2025, ESB Networks continued to progress the transformation of the electricity system through investment in network capacity, digital and operational capabilities, customer services and new approaches to enabling flexibility and low-carbon technologies. This work is helping to prepare the distribution network for rising demand and for the growing adoption of electric vehicles, heat pumps, solar generation and other cleaner energy solutions.



We also remain focused on improving the resilience and reliability of the network. The increasing impact of severe weather and climate-related events underlines the need for sustained investment and continual improvement so that we can provide a dependable electricity supply for customers while adapting the network for the challenges of the future. This was particularly evident in January 2025 during Storm Éowyn which caused unprecedented damage to Ireland's electricity network. With record breaking gusts of 184 km/h the storm triggered over 10,000 faults and impacted 768,000 customers at the peak. Restoring power to these customers required an exceptional, coordinated effort across ESB Networks, our contractor partners, partner utilities and support teams, and reinforced the importance of continued investment in resilience, emergency response and customer communications. For the first time ever, we called upon and mobilised pan-European support and saw the majority of customers restored within 72 hours, and 90% of customers restored in first week, but given the severity of the damage to both the electricity network and surrounding vegetation it was 18 days before some customers were restored.

Improving the experience that we provide to customers remains a key priority. We continue to enhance our processes, expand digital service options and make it easier for customers to engage with us as their needs evolve in an increasingly electrified energy system.

Innovation and collaboration will continue to be central to how we deliver for customers and for the country. As we conclude PR5 and prepare to enter PR6, we remain focused on delivering the infrastructure, services and capabilities needed to support Ireland's transition to a net zero-ready electricity network.

I hope you find this report, which summarises ESB Networks' performance in 2025, informative and useful.

A handwritten signature in black ink, reading "Nicholas Tarrant".

Nicholas Tarrant
Managing Director
ESB Networks

2025 Highlights

Renewable Generation

573 MW of utility-scale wind and solar added in 2025 (Transmission and Distribution). Total **6,805 MW** of renewables connected.



New Connections

43,471 total new connections, including **38,456** domestic and **5,015** commercial.

Capacity

Increased 110 kV transformer capacity by **146 MVA**. Increased 38 kV transformer capacity by **66 MVA**.



Smart Metering

186,464 additional smart meters installed. (Total installed at end of 2025 **2,080,950**).



Environment

Electricity usage in our buildings and the associated carbon footprint was down **25%** in 2025, compared to 2024.

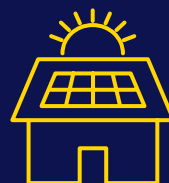


Cleared

21,114 km of rural medium voltage (MV) network cleared of timber encroachment

Microgeneration

47,000 applications were processed in 2025 bringing the total number of connections to **168,700**.



Beat the Peak (Is this a good time?)

had **40,000** active customers by end of 2025 and recorded **217,789** actions.



Customer Online Account

250,000 registrations to date.

MV Network

658km MV network converted from 10 to 20 kV.



PowerCheck

had **23,265,783** page views.



Executive Summary

ESB Networks is at the forefront of Ireland's energy transformation, striving towards a sustainable future through a low carbon electricity system. We are supporting Ireland's target of 80% of our electricity being sourced from renewable energy in 2030. This ambitious goal aligns with our commitment to the electrification of various sectors, including heat and transport, fostering the adoption of eco-friendly technologies like heat pumps and electric vehicles. Our continued enablement of mini, micro and small-scale generation as well as the connection of grid scale renewables, is making a significant impact on the volume of renewable generation being produced. We will continue to support Irish homes, communities, and businesses as they transition to low carbon technologies, as Ireland strives for a net zero future.

An investment of €851.9 million capital expenditure (including Smart Capex) was made in 2025 (up from €683.2 million in 2024), on the development and renewal of the distribution network. This reflects our focus on strengthening infrastructure and maintaining service reliability. There was a further €577.8 million of operating expenditure on distribution operation and maintenance activities in 2025.

We connected 573 MW of wind and solar power in 2025. This contributed to the 6,805 GW of renewables on the electricity network (distribution and transmission), with wind generation alone accounting for 5,065 GW.

Solar continues to grow, with 47,000 microgeneration connection applications by the end of 2025. This brings the total number of microgeneration connections to 168,700 by the end of 2025, providing approximately 727 MW of renewable generation capacity.

We processed 34 ECP-2.5 applications in 2025. This resulted in 23 connection offers being made from a range of sources (primarily wind and solar).

The demand for connection to the electricity network was strong again this year, with 2025 seeing 43,471 new demand connections, including 38,456 connections to domestic premises. To meet this demand and improve our customer service, we are digitising our processes, enabling more online engagement with our customers and increasing the number of people we have to carry out connections.

The smart meter programme continues at pace, with 186,464 smart meters installed in 2025. In total, 2,080,950 smart meters have been installed to date.

ESB Networks is committed to enhancing the reliability and efficiency of our networks. The focus of our continuity investment programmes is to minimise the impact of unplanned outages on our customers. We continue to roll out measures to improve the continuity of the network, such as targeted network automation, prioritised investments and ongoing vegetation management.

In 2025, the number of three-phase reclosers (NOJA) units installed increased to 352, more than doubling the 2024 figure, while single-phase devices (Tripsaver and Fusesaver) rose to 367, nearly twice the previous year's total.

Innovation remains at the forefront of our agenda, with 115 new ideas examined and 450 stakeholder engagements took place through webinars, conferences, publications, and bilateral meetings. This important programme of work will continue into 2026.

We continued to implement our Public Safety Strategy (2021 – 2025) and updated this for 2026 – 2030, reaffirming our core commitment to the safety and well-being of the communities we serve and our people.

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 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). In October 2025, ESB Networks published a full [storm review](#) to capture lessons learned and identify recommendations to further mitigate the effects of future extreme wind events.

In terms of environmental performance, we continue to actively reduce our environmental footprint, with further reductions across our fleet, buildings, and waste material while working to reduce our emissions in other areas such as sulphur hexafluoride (SF6). In 2025, 129.8 kg of SF6 was emitted due to equipment faults, representing 0.06% of the total installed inventory of SF6. This compared favourably to other European utilities.

Following Storm Éowyn, ESB Networks also published the [Enhanced Winter 2025 Grid Resilience Plan](#), which was supported by exceptional one-off funding from the CRU, to deliver immediate resilience measures in the areas most impacted by the storm, while recognising that a sustained multiyear programme of works is required.



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2025 Key Statistics

ESB Networks DAC is the licensed Distribution System Operator (DSO) in the Republic of Ireland. The Irish distribution electricity system includes all distribution stations, overhead electricity lines, poles and underground cables that are used to bring power to Ireland's 2.5 million domestic, commercial and industrial customers.

Annual Financial Performance

- Approved DUoS revenues of **€1,124.15m**
- **€851.9m¹** invested in distribution capital programmes in 2025
- **€577.8m** of distribution operating expenditure

Connecting more Renewable Generation

- **6.804** GW of utility scale renewables connected to date, with 5.065 GW of this being wind generation
- **573** MW of utility scale wind and solar connected in 2025
- **47,000** microgeneration connection applications to the electricity network were facilitated in 2025, bringing the total number to 168,700 by the end of 2025
- **2,900** new mini-generation customers have installed and connected their generators, from a total of over 6,000 applications received by the end of 2025
- **780** small scale generation applications with **440** connected by the end of 2025
- We processed **34** ECP-2.5 applications in 2025, leading to **23** connection offers

New Connections and Growth

- **43,471** total new connections, consisting of:
 - **38,456** new domestic connections
 - **5,015** new commercial connections
 - **6.57%** of the energy that was put into the distribution system was accounted for as losses in 2025 (slightly higher than the 6.52% seen in 2024). We are managing this by undergoing a program to convert our 10 kV network to a 20 kV network and by choosing energy efficient designs when making network investment decisions.

Environment

- Electricity usage in our buildings and the associated carbon footprint was down 25% in 2025, compared to 2024.
- 100% of Networks assets including Oil Filled Equipment, Scrap Metal, Transformer Oil & Network Poles are recycled.

Innovation

- **115** innovation ideas examined in 2025
- **9** projects currently in delivery and **12** projects completed in 2025
- Over **450** stakeholder engagements took place through webinars, conferences, publications, and bilateral meetings

¹ Includes Smart Metering Capex

Safety

- ESB Networks successfully retained its certification to the international ISO 45001 Occupational Health and Safety Management System standard
- Continued to implement our Public Safety Strategy (2021 – 2025), which is anchored in the core purpose of our business and continues to be a core strategic priority and area of focus
- During 2025, we served 201 notifications to stop work to third parties working unsafely around our network, which is down slightly from 203 in 2024

Smart Metering

- **186,464** additional smart meters were installed in 2025
- **2,080,950** smart meters installed in total by the end of 2025

Customer Engagement

- Over **250,000** registrations to date for our Customer Online Account and our smart meter electricity data service recorded over 900,000 views in 2025.
- **23.3 million** page views on PowerCheck, with 2.9 million visitors in January/February during Storm Éowyn.
- In 2025 we updated our website which strengthened usability, accessibility and visual consistency across the site.

Distribution System Statistics

- c. **155,321** km of overhead lines
- c. **28,881** km of underground cable
- c. **811 HV substations**
- c. **24,890** MV ground mounted substations
- c. **255,869** MV pole mounted transformers
- c. **212 MW** of HV transformer capacity added
- c. **2.5 million** customer meters

Distribution network asset replacement and maintenance programmes

- **658** km MV network converted from 10 to 20 kV
- Continued delivery of public safety patrolling programmes
- **552** asset replacements at high voltage sub stations
- Patrolling and refurbishment of MV overhead line network
- **1,900** Low Voltage (LV) minipillars replaced

2025 Performance Summary

Metric	2025 Target	2025 Performance	2025 Financial Incentive	2024 Performance	2023 Performance	2022 Performance	2021 Performance
Customer Minutes Lost (CML) – unplanned outages	76.6	131.7	-€10.0m	117.47	105.592	103.34	95.99
Customer Interruptions (CI) – unplanned outages	110.6	147.3	-€10.0m	137.9	126.4	127.12	1.2041
Worst Served Customer	>9,000K Customers with reliability improved by over 20%	11,214 customers met the success criteria	N/A	11,360 customers meet the success criteria in 2024.	13,569 customers meet the success criteria in 2021 and 2022.	N/A	N/A
Customer Satisfaction (ESATRAT)	90%	88.44%	-€1.3m	90.84%	91.69%	83.58%	85.90%
Customer Satisfaction Survey	83%	78.94%	-€2.7m	78.19%	80.10%	81.82%	82.88%
Smart Metering Delivery	All smart meters installed	186,464	€0.12m	325,786	464,957	481,793	382,188 Meters
Smart Metering Functionality	Smart meter functionality fully delivered	Partially completed with some deferred	€0.1m	Partially completed with some deferred	Partially completed with some deferred	Partially completed with some deferred	Completed
Smart Metering Customer Satisfaction	>85%	93% net satisfied	€0.36m	93% net satisfied	96% net satisfied	95% net satisfied	97%-98% net satisfied
Stakeholder Engagement	10	7.61	€0.54m	7.61	7.6	7.63	7.54
Delivering New Connections (ECP-2.1)	Process ECP offers 30 days before batch deadline	Completed	€2.4m	Completed	Completed	Completed	Completed
Outage Information	Balanced Scorecard	97%	€0.97m	97%	90%	100%	81%
Flexibility	Balanced Scorecard	91%	€2.73m	95%	90%	98%	100%

Metric	2025 Target	2025 Performance	2025 Financial Incentive	2024 Performance	2023 Performance	2022 Performance	2021 Performance
Low Voltage Network Visibility	Balanced Scorecard	80%	€2.39m	81.70%	84.30%	39%	98%
Joint DSO/TSO Coordination	Balanced Scorecard	84%	€2.51m	92.30%	78.30%	71%	59%
Independent Role of the DSO	Balanced Scorecard	€ 1.77	€1.77m	€0.93m	€3.12m	€0.85m	€1.42m
No. of registered vulnerable customers	N/A	116,328	N/A	97,513	87,202	70,520	66,936
Total number of outages (planned and unplanned)	N/A	55,024	N/A	48,190	44,252	45,540	42,687
New Demand Connections	N/A	43,471	N/A	37,565	40,927	38,924	29,553
Capital Expenditure	Within PR Allowance	€851.9m (inc. Smart Metering)	N/A	€683.2m (inc. Smart Metering)	€477.6m	€349.2m	€328m



1

Customer Service



1. Customer Service

We work hard to deliver a first-class customer experience, developing our customer service channels, touch points and offerings. We are committed to improving on our performance every year to ensure customers' needs are met.

Our Customer Charter is a set of commitments to our customers.

1. We aim to restore supply in less than four hours for 95% of fault outages.
2. We will give you at least two days' notice of an outage for planned work on the network.
3. If your main ESB Networks fuse has failed, we will call out free of charge, within three hours if you call us between 8.30am and 11.00pm, or before 11.30am the next morning if you call after 11.00pm.
4. We will install an electricity meter for you within three working days (for domestic customers, five working days for business customers).
5. We will send you a cost quotation for your new connection if you are building a new house or farm building, setting up a small business or renovating an older property, within seven working days if no site visit is required, or 15 working days if a site visit is required.
6. We will complete your new connection to your new house or premises within two weeks of receiving your 'Safe Electric Completion Certificate' if you apply and pay giving us ten weeks' notice (subject to certain conditions being met).
7. We will contact you within ten working days if you are concerned about your supply voltage.
8. We will resolve verified voltage concerns within 12 weeks (unless major reinforcement is required).
9. If you request a visit from an ESB Networks' network technician, we will visit at an agreed time, or contact you the day before if we cannot make the agreed appointment.
10. Where we agree that you are entitled to a refund, we will make the refund within five working days.
11. If you use the CRU complaint resolution service, we will honour any financial settlement they direct within ten working days.
12. If we fail to meet a charter commitment, or (for 1 and 2) receive a valid claim, we will send you a cheque within ten working days or pay you an additional €35.

In 2025, a total of 5,796 charter payments were made to customers, compared with 4,439 in 2024, 4,223 in 2023 and 3,631 in 2022. 86.8% of all charter payments in 2025 related to the following four categories:

- **Planned supply interruptions (failure to provide the required two working days' notice);**
- **Connection quotations (failure to issue a quotation within the SLA timeframe);**
- **New connections (failure to complete the connection within the two week timeframe); and**
- **Payment (failure to issue the charter payment within ten working days).**

The increase in charter payments in 2025 reflects a continued rise in overall activity levels across a number of high volume service areas, particularly new connections and connection quotation requests. Increased demand in these categories, combined with the inherent operational complexity and dependency on customer, contractor and scheduling factors, contributed to higher numbers of SLA breaches triggering charter payments.

As in previous years, charter payments remain highly concentrated in a small number of service areas, with planned supply interruptions, connection quotations, new connections and payment timeliness accounting for the majority of payments. This indicates that the year-on-year increase is volume driven rather than the result of systemic deterioration in service performance.

Putting customers at the heart of what we do

Our Networks for Net Zero Strategy is focused on leading the transition to a secure, affordable low carbon future. Central to the strategy is the 'Empowered Customers' strategic objective to support customer's transition to net zero. Our customer experience programme is committed to servicing customers with connections to a resilient network and to facilitate customers to adopt low carbon technologies like electric vehicles, solar and heat pumps. Digital is a key enabler of our strategy, helping to streamline customer journeys, grow our suite of self-serve digital offerings and make interactions as simple and as convenient as possible for our customers. Some examples of our key customer initiatives are provided below.

1. **New Connections:** Over 43,000 homes and businesses were connected by ESB Networks in 2025, an increase of 16% compared to 2024. Our objectives are to deliver a simpler online application process, proactive communication and an enhanced tracking service. We have implemented a digital journey for all connection applications to deliver a seamless, online experience in line with customer expectations. More than 95% of customers are now using the online account to apply and track their connections. In 2025, we continued the journey of digitisation by expanding our desktop quotes. We also implemented single points of contact for large customers and hosted regional developer events.
2. **Power Outages:** Proactive, accurate power outage information was previously identified as a critical area for improvement. PowerCheck is a key tool in this regard, which saw 6.5 million unique visitors in 2025, with 23.3 million page views. During Storm Éowyn in January/February 2025 alone, PowerCheck had 2.9 million visitors within a 19 day period. Of those visitors, 554k customers checked their power status and 276k customers asked for and were kept updated on the power outages they chose by either SMS or email, and 40,476 customers logged a power outage in PowerCheck.

3. **Website:** In 2025, we continued to enhance the digital customer experience of our website (esbnetworks.ie) with a major version upgrade of the Content Management System, Sitefinity, from v13 to v14.4. This upgrade future proofed the platform and allowed us to benefit from the latest technical and functional improvements. A new ESB Networks design system was also delivered, providing a unified set of components, patterns and guidelines that strengthened usability, accessibility and visual consistency across the site. To meet our Official Languages Act (OLA) obligations, approximately 270 English webpages were translated and published in Irish, ensuring a 100% dual language experience. A refreshed Publications and Consultations section was introduced, incorporating an enhanced consultation lifecycle to support stakeholder engagement and feedback. With the European Accessibility Act coming into effect in June 2025, full website compliance has been a critical focus to safeguard ESB Networks against financial and reputational risk. An accessibility score of 99% has been achieved with zero complaints received to date.
4. **Customer Online Account:** Our Customer Online Account strengthens our long-term digital relationship with customers by giving them easy access to a wide range of online services, including submitting meter related requests, viewing their smart meter energy consumption data, and engaging with programmes such as "Is This a Good Time". In 2025, we exceeded 250,000 account registrations and recorded more than 900,000 views of smart meter data across the year.
5. **National Customer Contact Centre:** The Contact Centre of the Future programme, agreed in 2025, aligns with our strategy to transition simple tasks from call centre agents to customer self-service. Key ESB Networks National Customer Contact Centre (NCCC) communication systems will be upgraded over the course of PR6. The main purpose of these necessary upgrades is to ensure ongoing system support, as existing communications systems reach end of support at the end of 2027. In addition, we will enhance existing contact centre capability and ensure that ESB Networks can meet the evolving needs and requirements of our customers.



Key Successes During 2025

Over the course of 2025, a range of initiatives to improve the customer experience and overall customer satisfaction were implemented. These include;

New Connections

- New online connections applications for domestic, commercial and development, Line Diversions, Unmetered Applications and Microgeneration (99% of which is solar), saw 95% customer adoption by the end of 2025. The online connections process allows for accessing and digitally signing the connection/development agreements for relevant applications.
- There was a significant increase in overall volumes (from 20,775 digital applications in 2024 to 62,760 in 2025 – an increase of 300%) as the move away from paper-based and manual application processes continued.

Outage Management

- In 2025, PowerCheck had 6.5 million unique visitors, with 23.3 million page views. 11% of visitors to PowerCheck used the 'Keep Me Updated' service. This allows customers to request ESB Networks to keep them updated (by SMS (91%) or email (9%) in 2025), about a power outage (planned or unplanned) that they are interested in (for example, related to changes to Estimated Restoration Times (ERT) or power restored times).
- In 2025, 22% of visitors selected the 'Check My Power Status' feature and 130,850 customers completed the 'Log a Fault' feature on PowerCheck.
- During Storm Éowyn in January/February 2025 alone, PowerCheck had 2.9 million visitors and 12 million page views. Of those visitors, 554k customers checked their power status and 276k customers asked for and were kept updated on the power outages they chose by either SMS or email. Furthermore, 40,476 customers logged a power outage in PowerCheck.
- Since November 2024, all customers with a valid mobile number have received SMS notifications along with the postcard that is issued. An initial notification SMS is issued five days before the planned outage, a reminder is sent the day before, and any relevant estimated restoration updates are sent on the day of the planned outage. In 2025, 615,519 customers benefited from the enhanced notification service across 19,055 planned power outages.
- In 2025, ESB Networks introduced the ability for customers to update their mobile contact details, through ESB Networks Online Account, for receiving digital notifications for planned power outages.

Customer Centricity

- A key objective of the customer experience programme is to embed customer centricity across ESB Networks. In 2025, we established a Customer Excellence programme which is focused on improving our core customer journeys: connections, outage management and voltage services as well as a focus on people & culture, leadership & governance and ensuring that a customer culture is embedded across the organisation. A Working Group and Steering Group were established with a target of moving from maturity Level 2 to Level 4 by the end of PR6.

Customer Online Account

- Customer engagement with the Customer Online Account increased significantly in 2025, with usage rising by almost 50%. Customers continue to make growing use of the platform to view energy consumption data (including smart metering data), submit meter readings, check MPRN details, apply for new connections, and access outage information.
- A number of new digital services were introduced during the year, including online applications for Overhead and Underground Service Alterations, Cable Reclip, Line Insulation, and Meter Cabinet Door Repairs. Further customer experience enhancements were delivered, such as improved search functionality and the ability for customers to update their mobile number to receive outage SMS notifications.
- Customer adoption of the Online Account continues to grow strongly, with registrations now exceeding 250,000. On average, 8,000 new customers register each month, and our smart meter electricity data service recorded over 900,000 views in 2025.

Remote Switching and Smart PAYG Enhancements

- The rollout of remote switching capability for smart meter customers in January 2025 has delivered measurable improvements for customers by enabling faster and more convenient service delivery. Remote reconnection and disconnection requests can now be completed instantly, removing delays associated with site visits and reducing the need for physical attendance at premises.
- In 2025, ESB Networks completed 42,529 remote reconnections and disconnections, supporting customers moving into vacant premises and those using Smart PAYG services. This capability has improved turnaround times, reduced disruption for customers and delivered operational efficiencies through a reduction in site visits.

Request Type	Total Requests
D01-De-Energise	11,866
D05-De-Energise PAYG	10,963
E01-Re-Energise	9,026
E05-Re-Energise PAYG	10,674

Contact Centre Enhancement of Organisation Structure

- **Proactive Quality Assurance**, 4 additional FTE (Full Time Equivalent) positions were created to support training and quality assurance in the NCCC. This capacity allows for the implementation of the new Quality Control Framework document.
- **Digital Application Competency**, 4 additional FTE positions were created to support the competence and capacity required to support new digital applications such as PowerCheck, Customer Login/Portal, the Planned Outage Digital Notifications Platform, and other in-pipeline digital applications.

How customers interact with ESB Networks

National Customer Care Centre

ESB Networks' National Customer Care Centre (NCCC) is an award-winning contact centre with 16 years of accreditation from the Contact Centre Association (CCA). The 24/7 facility is the gateway for 2.5 million electricity customers who can make queries relating to their electricity supply, faults, new connections, emergencies or general questions. Customers contact us across various channels such as phone, email, and social media applications.

The number of customer contacts handled by ESB Networks from 2021 to 2025 is outlined in the chart below. In 2025, 1,462,905 customer contacts were handled, compared to 1,335,202 in 2024.

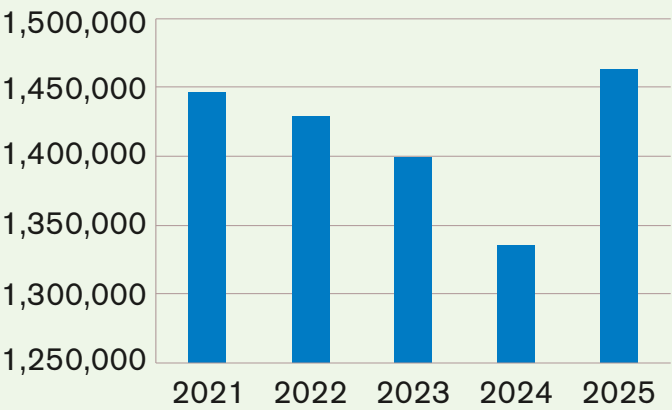
The contact breakdown for 2025 is as follows.

492,496 telephone calls

243,817 emails, meter reading, social media management

726,592 automated responses to customers on no supply, meter reading, fault logging services

Calls and Emails Answered



National Customer Care Centre Performance

Call Handling Response	2021	2022	2023	2024	2025
Percentage of calls answered within 20 seconds ¹	75.44%	73.85%	91.15%	89.81%	84.99%
Percentage of calls dropped ²	11.13%	11.98%	3.17%	3.84%	4.63%
Networks customer calls to the call centre ³	401,730	443,510	441,198	456,882	492,496

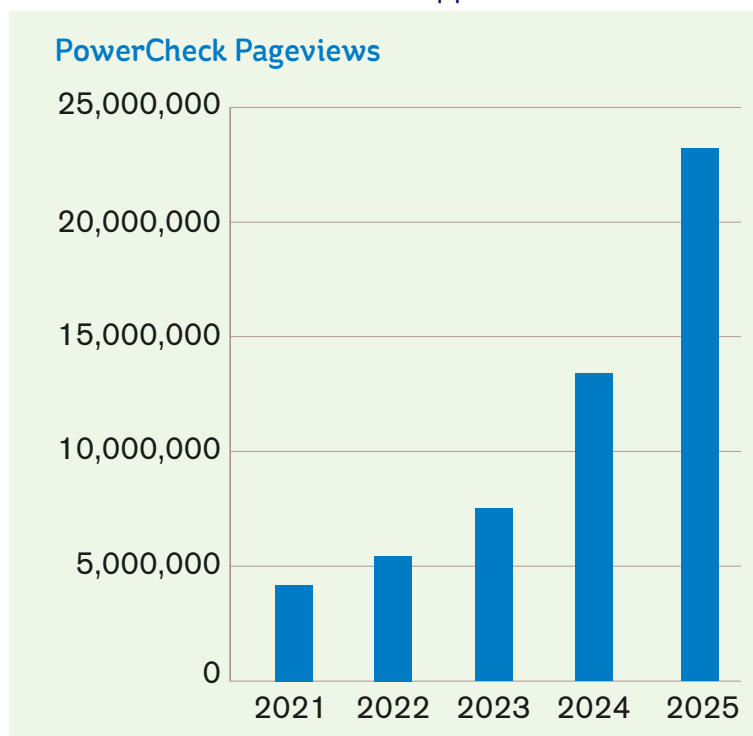
Contact Centre Association Standards

ESB Networks' Customer Care Centre continues to be a member of the Customer Centre Association (CCA) and we actively engage with members on developing contact centre trends.

Customer Interactions During Storms

Weather-related outages or damage causes significant disruption to ESB Networks' customers. During such incidents, customers contact ESB Networks via a variety of engagement channels including telephone, Interactive Voice Response, ESB Networks' website, PowerCheck.ie, email, social media, and SMS. This results in varying peaks of activity across the various channels of communication. Mainstream media, TV, and radio campaigns are also used to communicate and engage with customers in a timely and proactive manner. We also have a support service with an external partner that provides additional support for no supply/emergency calls, particularly during periods of severe weather and large electricity outages.

PowerCheck provides customers with real-time fault information on all major faults across Ireland. Customers can use PowerCheck to view what faults and fault clusters are known to our team of engineers and to view active planned outages. Engagement with PowerCheck has increased significantly from 2021 to 2025 particularly during Storm Éowyn as shown in the chart below.



¹ Figures are inclusive of storms, which involve much higher call volumes during these events. This results in challenges regarding the call handling and percentage of calls dropped performance metrics.

² Where the customer has terminated the call without waiting for a response.

³ Calls relating to ESB Networks excluding Interactive Voice Response.

Website and Social Media

Building on previous years’ work, in 2025, a major upgrade of the Sitefinity platform and the introduction of a new ESB Networks design system modernised the site and strengthened usability and accessibility. Mobile first design continued to be a focus given its dominance in how customers access the website. Dual language content was expanded, user journeys were refined, and new customer focused videos and resources were added to support self service. This work ensures our website remains compliant with evolving accessibility and regulatory requirements – including the European Accessibility Act (June 2025) – while delivering a more intuitive and consistent digital experience for all customers.

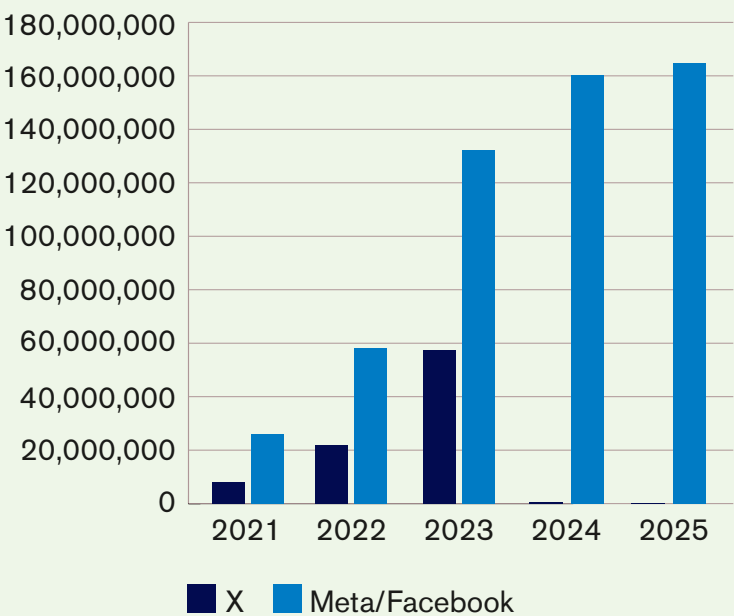
	2025	2024	Growth
Active users	1.2m	810k	84.99%
Page views	6+m	4+m	+48% YoY
Bounce rate (engagement)	35.6%	45.6%	10% decrease
Accessibility rating (NDA scan)	99%	40%	59% improvement

In addition to providing customers with up-to-date information and assurance, the use of social media supports our efforts to provide information to customers via channels other than direct voice contact to the NCCC during fault events. This facilitates our customer service advisors to be more accessible for handling emergency activity during major outage events. Social media channels allow us to provide a source of proactive contact to customers, with advice on storm readiness both in the home and work environments.

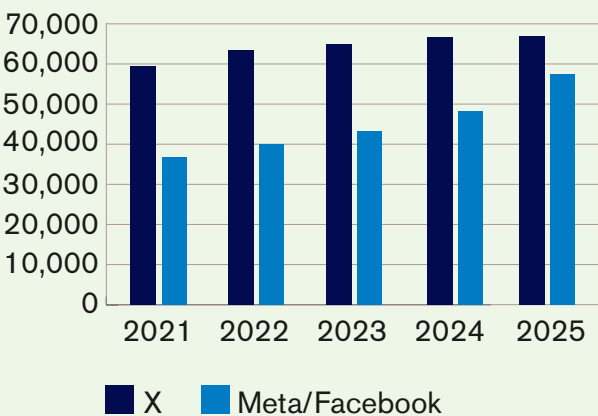


The ESB Networks' website and social media platforms are a significant growing touchpoint to our customers, as outlined in the figures below.

Social Media Impressions



Social Media Followers



X (previously Twitter) is now used as an inbound channel, i.e. for customers to contact ESB Networks and for storm safety communications.

Social Media

-  **65,400** Followers on X
482,700 Organic Impressions on X
-  **58,849** Followers on Facebook
-  **9,849** Followers on Instagram
-  **160.4m** Impressions on Meta Shared Platform
-  **23,265,783** Page views on PowerCheck



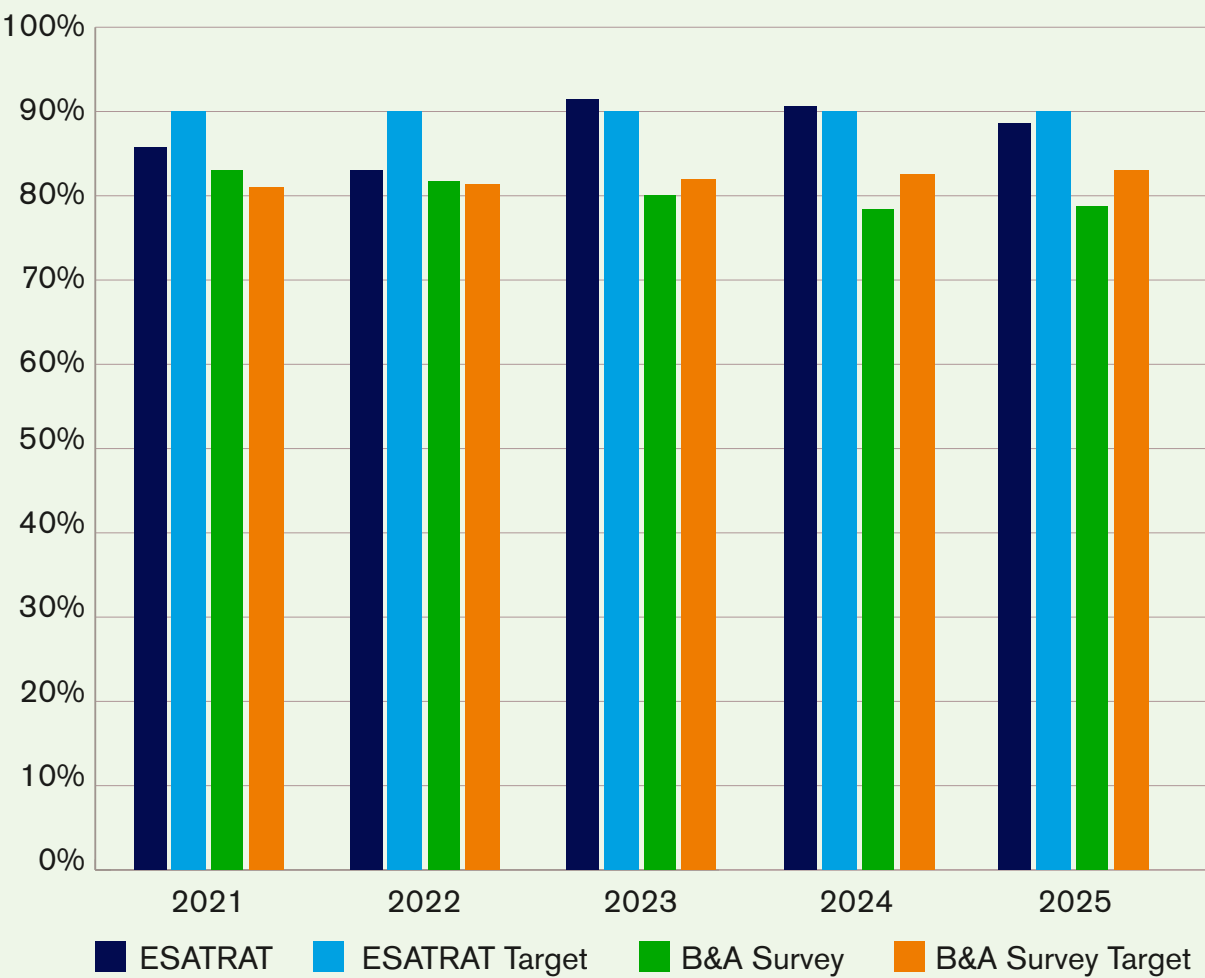
Customer Satisfaction Scores

ESB Networks achieved the following customer satisfaction scores in 2025.

- 88.44% ESATRAT (satisfaction rating of NCCC).
- 78.94% Behaviour and Attitudes Survey (customer satisfaction rating).

The chart below outlines the customer satisfaction scores (target and actual) from 2021 to 2025 for both the ESATRAT and CSAT Surveys. More information is provided in the sections below.

Customer Satisfaction Scores



Customer Satisfaction Scores Explained

In the sections below we provide more information about the results of the ESATRAT and Behavioural and Attitudes Survey.

(1) ESATRAT NCCC

The incentivised satisfaction rating of the NCCC outturn score is derived from five KPIs.

1. Speed of telephone response
2. Call abandonment rate
3. Customer call-back survey results
4. Mystery caller survey results
5. First contact / call referral

The results of the ESATRAT scores across these five KPIs from 2021 to 2025 are outlined in the table below. In 2025, our combined incentivised outturn stood at 88.44%, compared to 90.84% in 2024. The combination of resource recruitment, training and the reduction in meter reading requests impacted positively on service level and abandonment rate performance throughout 2025. The engagement performance for the mystery shopper and customer call-back KPIs remained stable.

However, the ESATRAT score decreased slightly as a result of the number of storm related power outage events with consequent large call volumes into the NCCC. All elements of the ESATRAT remained relatively stable with the exception being the speed of telephone response which dropped 4.92%.

Breakdown of ESATRAT Incentive

	2021 Target	2021 Actual	2022 Target	2022 Actual	2023 Target	2023 Actual	2024 Target	2024 Actual	2025 Target	2025 Actual
Speed of telephone response	89%	75.40%	89%	73.85%	89%	91.15%	89%	89.81%	89%	84.99%
Call abandonment rate	4%	11.10%	4%	11.98%	4%	3.17%	4%	3.84%	4%	4.63%
Customer call-back survey results	89%	94.00%	89%	89.00%	89%	91.15%	89%	87%	89%	84%
Mystery caller survey results	84%	87.00%	84%	82.00%	84%	90%	84%	89%	84%	87%
First contact / call referral	10%	11.00%	10%	10.95%	10%	10.01%	10%	10.01%	10%	9.98%
ESATRAT (total)	90%	85.92%	90%	83.58%	90%	91.69%	90%	90.84%	90%	88.44%

(2) CSAT Survey, Customer Satisfaction Rating

The incentivised National Customer Satisfaction Rating (CSAT Study) outturn score is the average of six KPIs, as shown in the table below.

The overall incentivised score was 78.94% in 2025, up from 78.19% in 2024. This was driven by an improvement in the KPIs for the majority of the journeys measured.

Customer Satisfaction Rating (Behaviour and Attitudes Survey)	Overall 2022	Overall 2023	Overall 2024	Overall 2025
Voltage complaint rectified (1 year rolling due to small base size)	72.28%	71.76%	74.78%	75.66%
Unplanned electricity interruptions	82.42%	81.79%	76.90%	77.12%
Planned electricity interruptions	86.84%	85.63%	80.16%	84.53%
New connection - scheme builders	80.16%	79.78%	78.14%	81.97%
New connection - non scheme	89.54%	87.29%	85.15%	81.40%
New connection - business	75.17%	74.28%	74.03%	72.96%
Average	81.07%	80.09%	78.19%	78.94%



Complaints Handled by National Customer Contact Centre

The table below outlines the number and type of complaints handled by the NCCC.

The percentage changes in complaints between 2024 and 2025 are:

- **Low Voltage: Decreased by 4.55%**
- **Frequent Outages: Decreased by 0.15%**
- **Time to Connect Customers: Increased by 5.49%**
- **Operation Delays and Overruns: Decreased by 9.96%**
- **Meter Reading & Estimated Reads: Increased by 42.53%**
- **Communications & Customer Service: Increased by 12.28%**
- **Total Complaints: Increased by 7.51%**

We continue to establish and analyse insights monthly to address the concerns raised by our customers through the complaints process. We endeavour to resolve complaints within five working days.

Complaints Received	2021	2022	2023	2024	2025
Concerning low voltage	28	18	39	23	21
For frequent outages	1,668	1,511	1,674	1,663	1,556
Time to connect customers	48	58	59	94	96
Operation delays and overruns	167	336	289	272	235
From suppliers	0	0	0	0	0
On connection costs and budget quotations	3	0	0	0	0
On meter reading and estimated reads	321	360	444	448	630
Other	1,840	2,517	2,709	2,777	3,157
Total complaints received	4,075	4,800	5,214	5,277	5,695

CRU Contacts and Complaints

In 2025, ESB Networks experienced a significant volume of CRU-related activity, with over 199 formally categorised complaints (18% increase on 2024) and more than 257 Information requests across all regions. The key drivers continued to be Smart Metering issues (CTF), meter reading failures (including estimated reads and rejected reads), communication delays, frequent outages, and new connection delays.

Most complaints were not upheld (56%), but a substantial number were upheld (27%), mainly where clear failures occurred such as incorrect billing due to cross-metering, missed readings, or poor customer service. 9 (5%) complaints were withdrawn by the customer and 23 (12%) are pending. Compensation and charter payments ranged from €35 to over €800, depending on severity.

A large portion of complaints involved RMS, Local Area Offices, Smart Metering, and NCCC, reflecting the complexity of issues and the need for multi-team inputs. Several cases remained open and under CRU adjudication at year-end.

Vulnerable Customers

We all rely on a safe, reliable electricity supply, however, some customers are more vulnerable to loss of electricity supply. A ‘vulnerable customer’ is a household which is critically dependent on electrical devices, such as medical equipment, or which is particularly vulnerable to power outages during the winter months for reasons of advanced age or physical, sensory, intellectual, or mental health. Vulnerable customers receive priority attention when there is a fault on the network, and when they make contact with our National Customer Contact Centre. We take care to give vulnerable customers at least three days’ notice of upcoming planned outages so that they have time to make alternative arrangements. At the end of 2025, 116,328 customers were registered as vulnerable customers, an increase of 18,815 from 2024. To register as a vulnerable customer, customers need to contact their electricity supplier who will notify ESB Networks.

Meter Reading

ESB Networks’ meter reading consists of three streams, namely quarterly hour remote reading, smart metering and legacy meter reading. The focus of legacy meter reading continues to be on obtaining as many meter readings as possible each year, through market engagement, mail campaigns, text campaigns, and initiatives such as visiting holiday homes during summer months. For manually read legacy sites, ESB Networks schedules four reading visits per customer each year. Where a read is not obtained due to an access issue, a meter reading card is left to alert the customer to submit a reading. If no meter reading is subsequently submitted by the customer, ESB Networks sends a letter when a customer approaches 12 months without a reading. This can also be followed with an email if there is an available customer email address.

ESB Networks’ meter reading performance from 2021 to 2025 is outlined in the table below. In 2025, ESB Networks successfully completed four scheduled visits for 94.21% of customers (up from 93.66 in 2024) and at least two scheduled visits for 97.77% of customers (down slightly from 98.05% in 2024). ESB Networks also aim to obtain one actual meter read per year for 98% of all customers (either from our meter reading staff and contractors or from the customer). In 2025 the result achieved was 97.72%. ESB Networks has a target of 99% of customers without back-to-back meter estimates and the result delivered for 2025 was 99.77% (up from 99.61% in 2024).

Meter Reading Performance

	2021 Performance Covid Impact	2022 Performance	2023 Performance	2024 Performance	2025 Performance
Four Scheduled reading visits per annum	89.42%	91.50%	96.03%	93.66%	94.21%
Two scheduled reading visits per annum	99.68%	98.60%	98.44%	98.05%	97.77%
One actual read per annum	96.77%	96.90%	96.51%	97.06%	97.72%
No consecutive block estimations	96.19%	97.70%	99.14%	99.61%	99.77%

ESB Networks supported billing and adjustments for 691,399 customer meter reads in 2025. Electricity suppliers issued 554,549 meter reads to ESB Networks for review and validation and a further 146,850 customer reads were received through internal systems. For legacy sites there is a reduced volume of traffic as more Smart meters are read remotely. The frequency of meter readings sent in by customers is linked to rising energy bills and more awareness. ESB Networks' key focus is to maintain a meter reading presence across a geographical spread of 34 planner groups, to support the manual read activity. This work compliments the roll out of smart metering nationally and it ensures that our systems and processes are best positioned to deliver an exceptional customer delivery and experience.

Estimated Response Time (ERT) for fault outages

The Estimated Restoration Time (ERT) Accuracy Incentive runs over the PR5 period and measures the performance of the DSO in improving ERT Accuracy for fault outages across the network. In recognition of the importance of customers planning around the outage information provided to them, this incentive focuses on the accuracy of the information provided as opposed to the speed of power restoration.

The ERT accuracy incentive is a project that ran throughout the PR5 period. During the initial years (2021–2022), the focus was on establishing new ERT monitoring processes, developing data assurance procedures, and building the capability to accurately track restoration performance. The milestones in the final years of PR5 (2023–2025) concentrated on achieving the defined ERT targets and reporting performance against these targets.

The CRU outlined three elements to be delivered in 2025 as detailed in Table 1 below, taken from CRU 2024144¹. ESB Networks has delivered on all three of these key elements in 2025.

Detailed ERT Balanced Scorecard Requirements and Incentive Allocations

Elements	Required Evidence
1. Delivery against Year 5 Target	- Provide evidence showing Year 5 target for non-storm ERT <1hr was met. - If target is not met, provide evidence showing why this is the case.
2. Refinement of data and continual improvement	- Summary of the 2024 lessons learned. - Reporting on the new ERT values for the device types that historically had the worst performance. - Provide detailed update for the configurations completed. - Provide reporting requirements for the Monitoring and Recording Reporting and Data Assurance Checks. - Evidence of how new ERTs are determined from analysis of data acquired. - Reporting on changes to ERT accuracy for 2018-2024 and impact on 2024 baseline. - Reporting on difference between storm / non-storm ERT accuracy including differences between weekend / weekday ERT accuracy and daytime/ night-time accuracy. - Reporting on progress for extracting ERT measurements from other PR5 developments. - Publish preliminary data in the DSO Annual Performance Report. - Reporting of the continued application of the data assurance process.
3. Establish Preliminary Targets Beyond PR5	- Report on non-storm ERT accuracy for <15min, <1hr and >1hr. - Report on storm ERT <4hr and <24hr. - Provide sufficient evidence outlining the reasons why new targets were chosen. - Provide sufficient evidence how the targets will be achieved, e.g. through data processes. - If necessary, provide evidence showing why targets were not met.

¹ CRU 2024144 Price Review Five: 2025 Balanced Scorecards Distribution and Transmission Information Paper. Available at www.cru.ie

In 2025, ESB Networks delivered all three incentive deliverables set out in the Balance Score card and detailed in Table 1. Using the monitoring and recording processes developed earlier in PR5, the 2025 outage data was analysed and the initial ERT accuracy reported for both Non Storm Day and Storm Day outages, in line with the CRU's requirements.

The ERT Pilot continued to deliver strong performance for Non Storm Days, meeting the ERT accuracy targets set out in the 2025 Balanced Scorecard. The results over the past three years (2023, 2024, and 2025) confirm that the measures implemented to improve Non Storm Day ERT accuracy have been effective.

Specifically, in 2025 ESB Networks has:

- Completed the data analysis for the 2025 ERT fault outage data, identifying the difference between Storm/Non-Storm ERT accuracy as well as differences between Weekend/Weekday ERT accuracy and Daytime/Nighttime ERT accuracy.
- Completed the data assurance checks on the 2025 fault outage data and documented the outcomes of these checks. Reviewed and verified randomly selected customer outages, verifying that all outages were correctly recorded and reported.
- Identified the lessons learnt from 2024.
- Completed the data analysis for the 2025 ERT planned outage data and reported the results of this analysis.
- Completed the data analysis and reported on 2025 ERT accuracy for Non-Storm Day ERT >1hr and <15mins and Storm Day ERT <24hr and <4hr.
- For the new storm process, the PowerCheck web application was reconfigured to display a dedicated message on the PowerCheck.ie website during nationwide storm events. This message informs customers that “ESB Networks will assess the damage when it is safe to do so and will provide an updated ERT shortly”. Functional testing of the final configuration was completed in late 2024. The new solution was successfully deployed for the first time during Storm Éowyn in January 2025.



In September 2023, ESB Networks submitted the ERT Accuracy Incentive Multi-Year Plan (2024 - 2028) to the CRU. This document proposed the below ERT accuracy targets for both Non-Storm Days and Storm Days. These targets were accepted by the CRU and are detailed in Section 4 of the Price Review Five 2025 Balanced Scorecards Distribution and Transmission Information Paper, CRU 2024144 published January 2025. The tables below detail the CRU's ERT accuracy targets for both Non-Storm Days and Storm Days.

Agreed ERT Accuracy Targets for Non-Storm Days

Accuracy of estimates	2022 (baseline)	2023	2024	2025
% Customers restored within 1 hr (+/-) of initial ERT – Non-Storm Days	29.7%	35.2%	40.7%	50.1%

Agreed ERT Accuracy Targets for Storm Days

Accuracy of estimates	2022 (baseline) *	2023	2024	2025
% Customers restored within 4 hours of the initial ERT – Storm	50%	55.0%	55.0%	55.0%
% Customers restored within 24hr of the initial ERT – Storm	90%	75.0%	75.0%	75.0%

In 2025, over 3.68 million Non-Storm Day customer outages were recorded. A detailed analysis of these outages concluded;

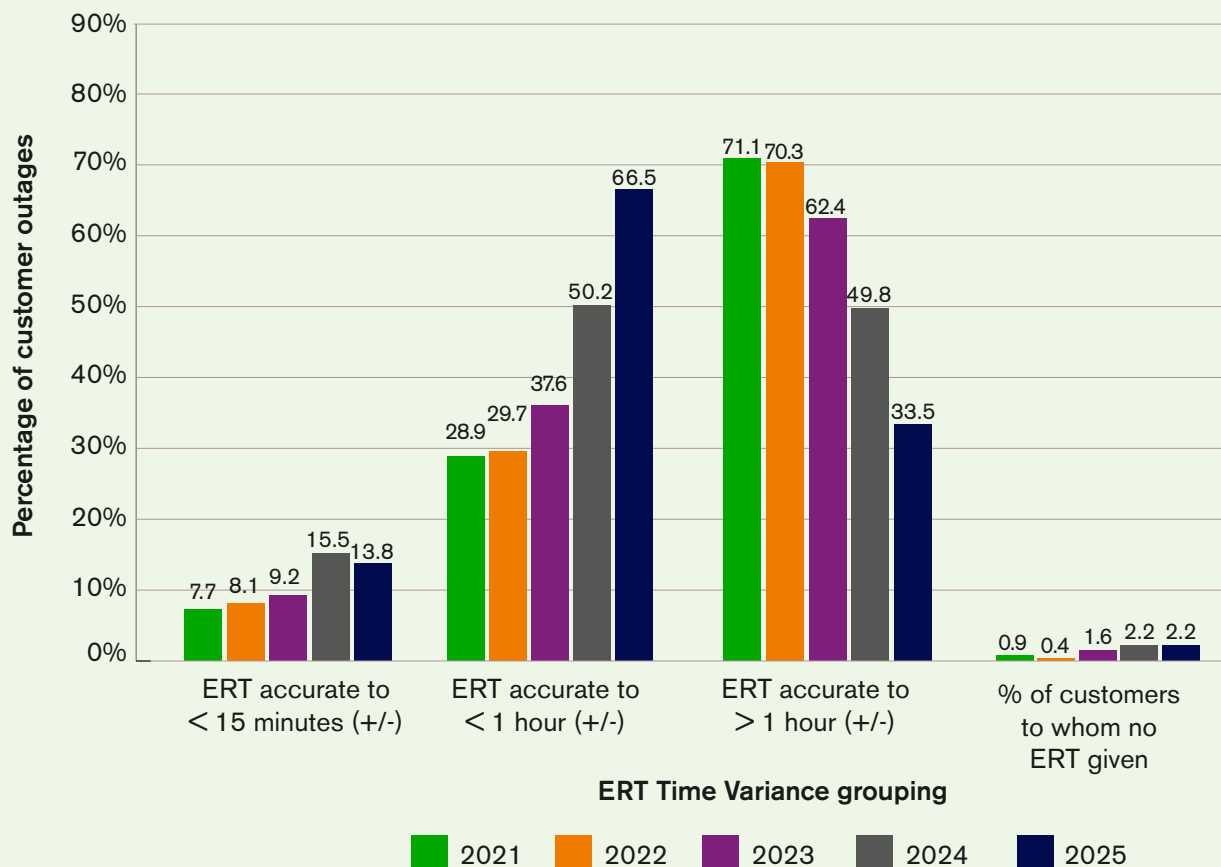
- The ERT accuracy for <15 minutes (+/-) decreased from 15.5% in 2024 to 13.8% in 2025. Despite this year-on-year reduction, performance remains 5.7% higher than the 2022 baseline of 8.1%.
- The ERT accuracy for the percentage of customers restored within ± 1 hour of the initial ERT reached 66.5%, exceeding the 2025 target by 16.3%. The ERT Pilot continued to deliver strong performance on non-storm days, consistently meeting the ERT accuracy targets outlined in the 2025 Balanced Scorecard. Results over the past three years (2023–2025) demonstrate that the measures implemented to improve non-storm day ERT accuracy have been highly effective. Over this period, the percentage of customers restored within ± 1 hour of the initial ERT increased by 36.8%, rising from a 2022 baseline of 29.7% to 66.5% in 2025.
- As a direct result of improved ERT accuracy within ± 1 hour of the initial estimate, the proportion of customers restored >1 hour decreased from 70.3% in 2022 to 33.5% in 2025. This reduction represents a positive outcome and directly reflects the strengthened performance within the one-hour accuracy window, which is the primary focus of this incentive.

ERT accuracy for Non-Storm Days, based on the reporting measures specified by the CRU, for the period 2019–2025 is presented in the table below, along with a graphical representation showing ERT restoration time variance over the seven-year period.

Non-Storm Day Analysis Summary

ERT accurate to within 15 mins (+/-)	13.80%	15.5%	9.2%	8.1%	7.7%
ERT accurate to > 1 hour	33.50%	49.8%	62.4%	70.3%	71.1%
% of customers who received ERT within 15 mins	85.00%	84.0%	85.7%	87.2%	86.2%

Percentage of Customers Outages by ERT Restore Time Variance Non-Storm Day



Over 2.05 million Storm Day customer outages were recorded in 2025. From the analysis of the 2025 outage datasets, the following was determined:

- 33.7% of customers were restored within 4 hours of the initial ERT. This is 21.3% below the 2025 target of 55.0%; and
- 58.6% of customers were restored within 24 hours of the initial ERT. This is 16.4 % below the 2025 target of 75.0%.

In January 2025, Storm Éowyn hit Ireland. This was an unprecedented weather event that caused extensive and widespread damage to the electricity distribution network. At its peak, the storm resulted in 768,000 customer outages. These figures demonstrate the exceptional severity of the storm and the resulting restoration challenges, which took almost three weeks to complete.

To assess 2025 Storm Day performance against the CRU targets, the ERT accuracy specifically for Storm Éowyn was analysed. The analysis identified 1.04 million customer outages associated with this storm, representing just over 50% of all Storm Day outages recorded in 2025. It also confirmed that Storm Éowyn had a significant adverse impact on overall Storm Day ERT accuracy results.

Excluding Storm Éowyn, the ERT accuracy results for the remaining Storm Day outages in 2025 were as follows:

- 58.8% of customers were restored within 4 hours of the initial ERT, which is 3.8% above the 2025 target of 55.0%; and
- 93.3% of customers were restored within 24 hours of the initial ERT, which is 18.3% above the 2025 target of 75.0%.

These figures indicate that, when Storm Éowyn is excluded, the ERT performance for Storm Days in 2025 exceeded the CRU targets for both measures.

Table 5 below details the ERT accuracy results for Storm Days for 2025 against the measures stipulated by the CRU as well as figures excluding Storm Éowyn data labelled 2025*.

Storm Day Analysis Summary

Accuracy of Estimates	2022 (Baseline)	2023	2024	2025	2025*
% Customers restored < 4 hours of the initial ERT	50%	75.9%	48.0%	33.7%	58.8%
% Customers restored < 24hr of the initial ERT	90%	97.8%	90.9%	58.6%	93.3%
% Customers restored > 24 hours of the initial ERT	-	2.2%	9.1%	41.4%	6.7%
No ERT Issued	-	1.6%	1.95%	27.9%	2.2%

2

Reliability and Resilience



2. Reliability and Resilience

Continuity

ESB Networks' strategy remains aligned to government policy and climate action objectives in actively promoting the transition to a low carbon economy, by supporting our customers in increasingly electrified systems of heating and transport. This transition will require an ever more reliable electricity system, as homes and businesses become increasingly dependent on electricity as their main source of energy. ESB Networks needs to be able to mitigate the impact of climate change on our infrastructure, whilst providing a safer, more reliable and resilient network for all electricity customers.

Our licenced obligation and commitment are to provide a secure, safe, and reliable supply for our approx. 2.5 million customers. Under PR5, which concluded at the end of 2025, ESB Networks largely delivered on its planned work programmes, however a significant amount of network reinforcement, asset replacement, ongoing maintenance and investment in automation remains essential to deliver a sustained and robust improvement in network reliability and continuity.

Therefore, as part of PR6 (2026-2030), a ramp up in investment will drive further targeted continuity measures. This step change in financial commitment, coupled with robust, focused asset management, and climate adaptability programmes to address the increased frequency and severity of weather events, will enable us year on year to improve network performance, mitigate against the risk of equipment failure over time, and ensure enhanced resilience in the face of challenging environmental conditions.

We are confident that this targeted approach will enable us to sustain and improve the performance of our network and therefore reduce unplanned outages to our customers.



Outage Performance

Customer Interruptions (CI) represent the number of interruptions greater than three minutes that an electricity customer has on average each year and can be taken as a measure of network health. Customer Minutes Lost (CML) is the average duration that customers spend without supply each year and is indicative of network performance.

To benchmark our outage performance against other utilities, 'storm days' (the effects of severe weather) are removed for unplanned CI and CML reporting. Therefore, the analysis in this section excludes storm day outages.

To summarise, for 2025:

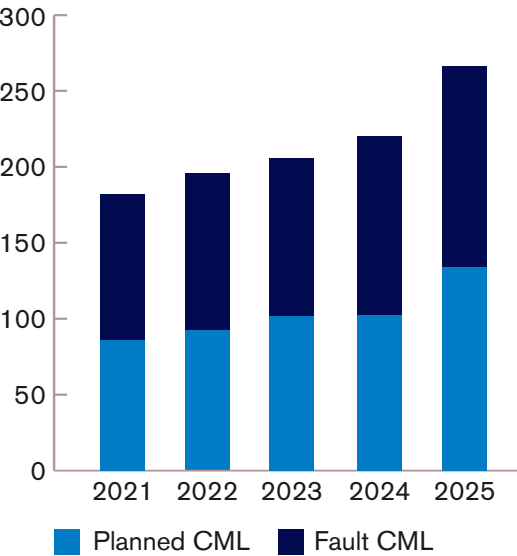
- **Unplanned (Fault) CMLs disimproved from 117 in 2024 to 132 in 2025. ESB Networks continues to work towards improving network performance by means of the measures outlined later in this section.**
- **There is a considerable increase in planned CMLs and CIs (from 102 CMLs to 135, and 0.37 to 0.45 CIs) from 2024 to 2025 which is indicative of the increased volume of work ESB Networks is carrying out on the network, for maintenance, reinforcement works, and to connect new customers.**
- **In 2025, the average electricity customer experienced an outage, planned or unplanned, exceeding three minutes approximately 1.62 times. This is improved from a figure of approximately 1.75 times in 2024.**
- **Taking planned and unplanned events together, the average customer was without power for 267 minutes in 2025.**

For reference, the reliability performance metrics are calculated as per the following definitions.

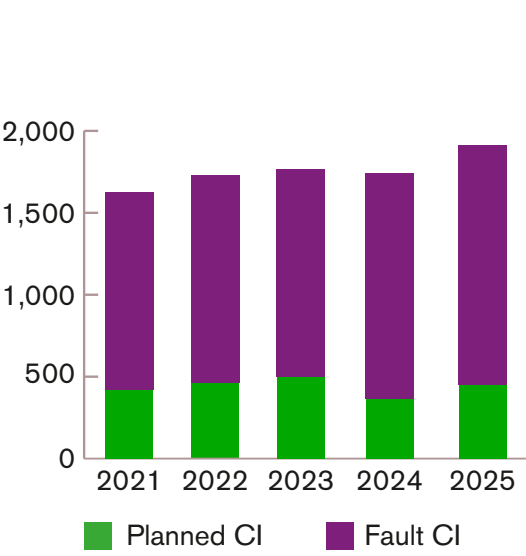
Term	2021
Total Number Of Customers Served:	The total number of active customers on 30th June of that calendar year with MPRN status of Energised (E) or De-energised (D) as per SAP ISU.
CML	Customer Minute Lost. Also known as SAIDI.
CI	Customer Interruption. Also known as SAIFI.
SAIDI	The system Average Interruption Duration Index. It indicates the total duration of interruption for the average customer during per calendar year.
SAIFI	The System Average Interruption Frequency Index. It indicates how often the average customer experiences a sustained interruption per calendar year.
SAIDI	$\frac{\sum \text{Customer minutes of interruption}}{\text{Total Number of Customers Served}} = \text{CML}$
SAIFI	$\frac{\sum \text{No of Customers Interrupted}}{\text{Total Number of Customers Served}} = \text{CML}$
Customer	A metered electrical service point for which an active bill account is established at a specific location (MPRN)
Unplanned Outage:	The state of a component when it is not available to perform its intended function due to an unplanned event directly associated with that component for $\geq$ three minutes

The charts below outline the combined Planned and Unplanned CML as well as the combined Planned and Unplanned CIs.

Annual Planned and Unplanned CML (excl. Storm Days)



Annual Planned and Unplanned CI (excl. Storm Days)

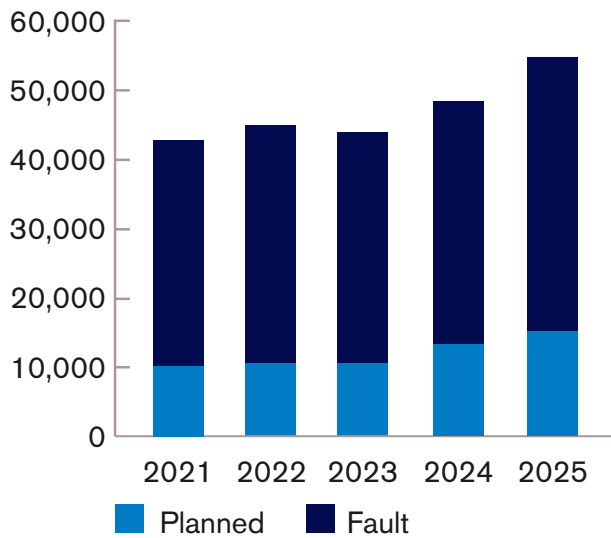


The majority of our customers are connected to the Low Voltage network, where faults are more frequent but usually affect a small number, or individual customers at any given time. In contrast to this, High Voltage faults are less common due to the system's built-in resilience and redundancy. However, when they do occur, they have a much larger impact, affecting many customers and significantly influencing CI and CML metrics.

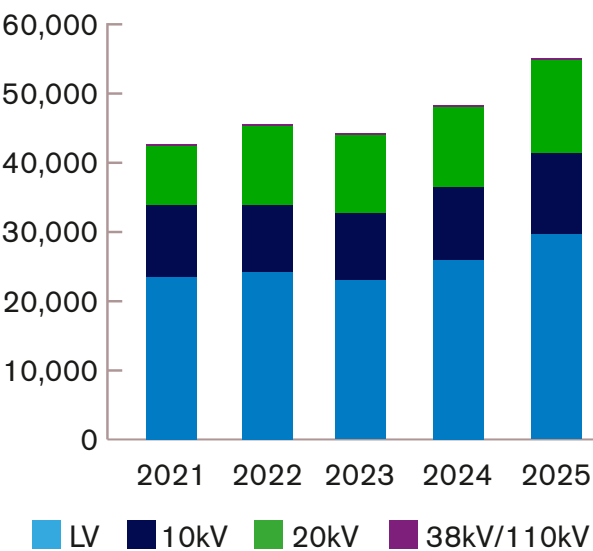
In the charts below we outline the:

- Total number of planned and unplanned outages
- Outages split by voltage level

Total Number of Outages



Total Number of Outages by Voltage

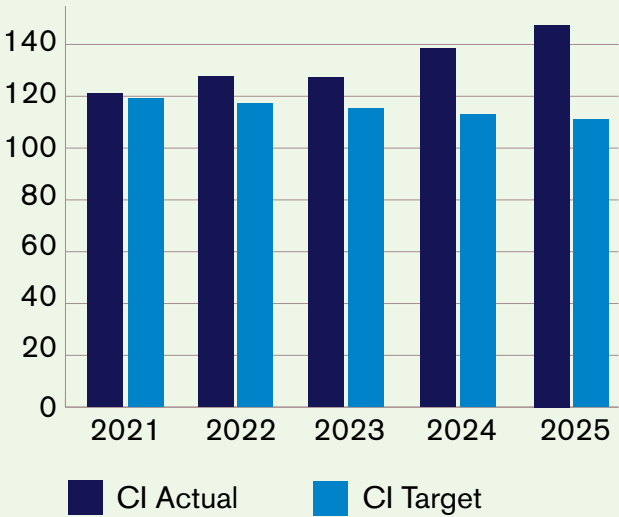


Unplanned Outage Performance

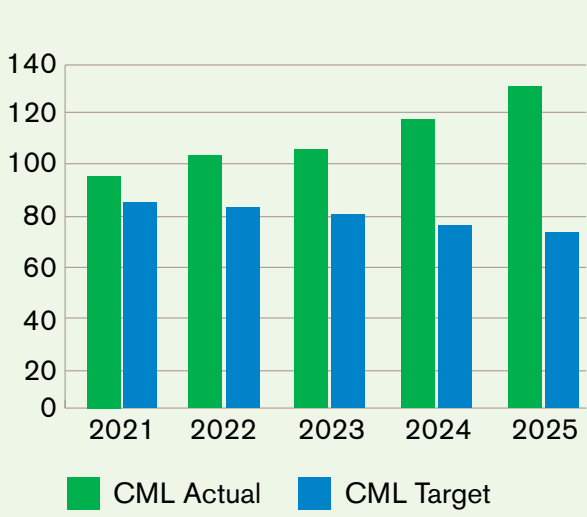
The CRU sets incentivised targets for unplanned CML and CI (which exclude storm related outages). We compare these targets to actual data for 2020 to 2025 in the charts below. For 2025, these targets were set at 76.6 CML and 110.6 CI. Our performance against these unplanned outage targets stood at 131.72 CML and 147.3 CI for 2025.

Unplanned outages are an unavoidable aspect of our network, nevertheless we work to minimise them as much as possible. Reliability challenges associated with overhead networks include climate and environmental factors, third-party interference, and low-grounded conductors.

Unplanned CI vs. CRU target



Unplanned CML vs. CRU target



Factors impacting 2025 Continuity Performance

Storm Events

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 and impacted 768,000 customers at its peak.

This was more than double the impact of Storms Darwin (2014) or Ophelia (2017) and had an almost 93% increase in customer impact when compared to the then most recent storm that ESB Networks experienced, Storm Darragh (6th-7th December 2024). In the period from November 2024 into 2025, Ireland bore the impact of three major weather events in close succession.

While "storm days" do not feature in an analysis of continuity performance, delayed fault identification and consequential remedial work do impact upon resources, and forces prioritisation of reactive repairs, rather than on routine works which remain essential to ensuring full network resilience. As a result, scheduled projects, upgrades, and planned maintenance are delayed in order to ensure the stability and safety of the network, impacting the timeline and delivery of long-term infrastructural improvements. These delays highlight the compounding challenges storms bring to managing and maintaining the electricity network.



Timber, Foliage and Vegetation

Timber continues to be a significant factor in continuity performance. Timber is the term used to describe any faults resulting from trees, foliage or vegetation impinging on the network. The Irish electricity system has a high proportion of exposed overhead infrastructure compared to underground networks, largely due to the dispersed rural population - resulting in a 6:1 ratio of overhead to underground lines. In contrast, continental European utilities generally have a much lower ratio which is typically below 2:1.

Additionally, the impact of Storm Éowyn caused widespread stress to trees across the Western half of the island, weakening roots, loosening soil, and structurally compromising the trees themselves. This underlying instability has resulted in a higher than normal volume of timber related interruptions.



Lightning

Lightning events have increased in both occurrence and intensity in recent years as a consequence of quantifiable climate change. Analysis indicates a 12% increase in lightning strikes per degree Celsius increase in temperature.

Damage associated with lightning storms primarily manifests as blown MV fuses or damaged MVI/LV transformers on the distribution network. Exposed areas are particularly vulnerable, with the South and West coasts significantly affected.

Lightning related events are a notable factor in overall continuity performance, accounting for 8% of known Customer Interruptions (CIs) and 7% of known Customer Minutes Lost (CMLs), nationally.

Third Party Incidents

2025 has also seen a continuation of the upward trend in third party related faults, with an increase of 4.5% in Customer Interruptions over the previous year. These events, and consequentially, outages to customers occur as a result of cable dig-ins, vehicles or plant coming in contact with the network or poles, misidentified assets such as Eir etc., construction activity, and vandalism. Third party incidents remain a major, and increasing, contributor to customer outages, accounting for, in one area, 45.67% of known CIs, with three other areas ranging from 38.5% to 32.8% respectively.

Reducing third party related outages requires a combination of proactive engagement, clearer communication, and stronger deterrents. Increased PR and stakeholder engagement can help raise awareness among contractors, utilities and the public about the risks associated with working near ESB Networks' infrastructure. In addition, the consistent application of cost recovery measures for cable dig ins or damage to ESB Networks' assets can act as an effective deterrent and encourage safer working practices among external parties.

Measures being taken to improve continuity performance

Timber & Vegetation Management

Effective vegetation management is essential to maintaining network resilience and reducing unplanned interruptions. Since its introduction in January 2025, the new Timber & Vegetation Management framework has been successfully embedded across the country. The transition to the updated model has delivered quantifiable improvements in resource capacity, contractor performance, and operational efficiency. It has secured timber cutting contractors of sufficient scale to manage our vegetation programme over the next 8 years.

Continued active recruiting by our Framework Contractors is ongoing, while they work closely with Galway & Roscommon Education and Training Boards around resource development. ESB Networks and our contract partners are also working with the other Education and Training Boards nationally, with plans to further expand this training to other locations in Ireland in order to meet resource demands across the country, in what is a specialised and niche activity and develop an apprenticeship programme creating enduring local, indigenous employment..

As just two examples of real-world delivery outcomes:

- In 2025, 21,114 km of rural medium voltage (MV) network was cleared of timber encroachment, this compared with 17,678 km in 2024, and 15,781 km in 2023.
- Timber contractor numbers on the ground have increased by 44% since the beginning of 2025 (up to 1st March 2026).
- With the support of the Department of Enterprise, Tourism and Employment (DETE), our contracting partners are recruiting timber cutters globally and bringing them in to expand the capacity of vegetation management adjacent to our network.



Lightning Mitigation

Lightning does not affect all parts of the country equally, with its effects largely concentrated along our Southern and Western coasts as well as certain inland counties such as Westmeath and Kilkenny. Therefore, a targeted approach is required, and ESB Networks' response has evolved as we have progressed through PR5 (2020-2025).

Our development of lightning mitigation schemes for a particular area involves a study of outage data over time, the use of heatmaps developed from Met Éireann lightning-strike data, and the topography, terrain and ground conditions over which the network traverses. We install lightning arresters on our overhead network to protect it against the effects of lightning. Lightning arresters are protective devices designed to shield electrical systems, structures, and equipment from dangerous high-voltage surges caused by lightning strikes. Rather than installing these devices en masse, lightning arresters are selectively placed where they will be most effective. We employ a spatially optimised approach to form a protective "envelope" around assets and vulnerable sections of the network. As part of our planning and selection process, we quantify the level of lightning related faults on a particular section of network under consideration, quantity of recorded lightning strikes and the per year continuity performance of the network. This collated data enables us to create a Probable Risk Lightning model, allowing us to carry out mitigation works where they will be most effective.

Where such mitigation works have taken place, a significant and demonstrable improvement in performance is the result. For example, in one medium voltage outlet in the Southwest of the country, despite an increase in lightning strikes since mitigation measures were carried out, lightning related outages showed a marked reduction (from a peak in 2020 of 29 fault events, to just 2 in 2025).

As part of PR6 we plan to further develop and roll out lightning mitigation to lightning prone outlets across the country over the coming years.

Condition Based Maintenance and Asset Replacement

Defective or underperforming network equipment remains the single greatest contributor to poor CI and CML performance across the network, accounting for approximately half of all Customer Minutes Lost in 2025, where the fault cause was known. ESB Networks operates an extensive infrastructure of approximately 180,000 km of network, encompassing a wide range of assets and equipment types from multiple manufacturers, each with distinct and diverse maintenance requirements and operational considerations. To address these technical challenges, ESB Networks continues to prioritise proactive asset management through Condition Based Monitoring - identifying early signs of deterioration and systematic Asset Replacement programmes that target aging or high risk components of the network.

In our HV stations, the Asset Replacement Maintenance Order (ARMO) Programme aims to address maintenance and asset replacement on a targeted and prioritised basis, in order to achieve maximum reliability and resilience. It has delivered measurable improvements in station related continuity performance across ESB Networks. CIs attributed to station faults have steadily declined from 230,345 in 2023 to 212,594 in 2024, and further to 189,600 in 2025. This represents an overall 18% reduction between 2023 and 2024, and a 29% improvement between 2023 and 2025. The downward trend demonstrates the effectiveness of targeted asset replacement and maintenance prioritisation under the ARMO framework, resulting in fewer station related outages and enhanced reliability for customers nationwide.

Reactive patrolling has played a key role in improving continuity performance across the overhead network. By deploying crews to identify and clear defects as they arise, such as damaged insulators, loose fittings, or early signs of pole deterioration, issues are detected and resolved before they escalate into full outages. This proactive approach has reduced fault frequency and reduced restoration times, particularly in high risk rural areas. The increased visibility of network condition enabled by these patrols has also supported better planning and prioritisation of asset replacement, contributing in turn to a more stable and reliable overhead system overall, and therefore enhanced continuity performance.



Innovation

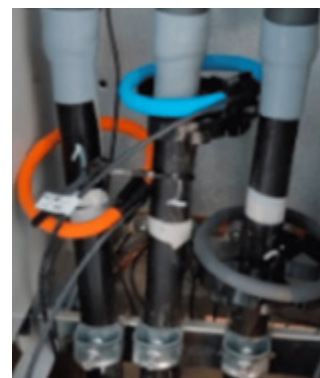
Drones

Drones have become an increasingly valuable asset within ESB Networks, enhancing both operational efficiency and network resilience. They played a key role during Storm Éowyn, providing rapid aerial assessment of damaged areas and helping crews prioritise restoration work safely and effectively. Since then, drones have been integrated into routine patrols, particularly on poor performing outlets, where they help identify defects that may not be visible from the ground. Their capability to survey timber and forestry encroachments has also strengthened ESB Networks' vegetation management strategy, enabling earlier intervention and reducing outage risk. More recently, ESB Networks has expanded this capability by using drones to install dynamic line rating sensors on the 220 kV network in Dublin North. This innovative approach allowed the sensors to be fitted safely and efficiently without requiring outages, while enabling real time monitoring of conductor performance on a heavily loaded part of the system. The result is smarter utilisation of existing capacity and improved management of emerging constraints on the high voltage network.



Smart Fault Passage Indication (FPI)

ESB Networks is implementing the Smart FPI Project to modernise how underground electricity faults are detected and managed. The initiative introduces intelligent sensors that automatically identify and communicate the precise location of faults across the network. This technology enables faster response times, reduces outage durations, and enhances overall system reliability. By integrating real time monitoring and data analytics, the project supports a more resilient electricity infrastructure, improves safety for field teams, and lowers operational costs. The rollout demonstrates ESB Networks' commitment to innovation and continuous improvement in delivering a secure and efficient power supply for customers.



SafeGrid

ESB Networks have commenced trialing the SafeGrid Intelligent Grid System. This technology is designed to provide faster, more accurate visibility of faults so we can restore power quickly and reduce operational costs. By combining wireless sensors with real time monitoring, automated alerts, and precise GIS based fault location – potentially accurate to within 100 meters – the system allows ESB Networks to move from manual fault finding and often extended patrols to proactive, data driven grid management. This approach can cut restoration times by up to 80%, reduce CMLs and CIs and deliver significant savings through improved reliability and reduced effort in the field.

In trials, these devices are already returning data to on call operators highlighting sections of network where partial discharges, an early indication of a potential failure, have been detected – these notifications assist as the issue can then be rectified before an outage occurs.



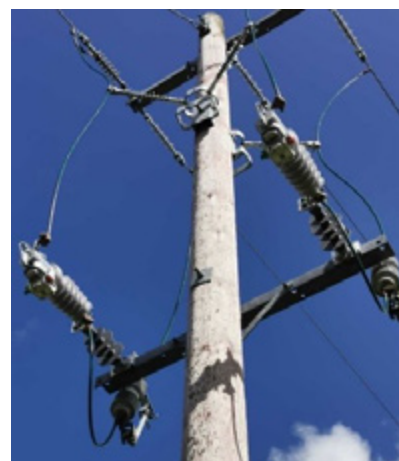
Distribution Automation (DA)

There are various types of automation on the network used for protection and operations. Automated switching and protection devices known as 'reclosers' reduce the impact of transient faults on the MV overhead network and enable smart grid options. SCADA (Supervisory Control and Data Acquisition) automated reclosers assist when fault hunting as they provide relay grade diagnostics and fault passage information to control room operators. They can be used as part of self-healing schemes or also as remotely operated sectionalising points for manual operation from the National Distribution Control Centre (NDCC). Installation of DA devices on the network has ramped up over the PR5 period, particularly in 2024 and 2025. In 2025, the number of three-phase reclosers (NOJA) units installed increased to 352, more than doubling the 2024 figure, while single-phase devices (Tripsaver and Fusesaver) rose to 367, nearly twice the previous year's total. During PR6 we will continue to expand our DA work programmes, to install and commission the following:

- **Three Phase Reclosers:** These devices reduce the impact of transient faults on MV overhead network and enable Smart Grid options. SCADA automated reclosers assist when fault hunting as they provide relay grade diagnostics and fault passage information to control room operators. They can be used as part of self-healing schemes or also as remotely operated sectionalising points for manual operation from the control room.
- **Single Phase Reclosers:** Single phase reclosers replace spur fuses on our overhead Medium Voltage (MV) network. These devices benefit customers on long spurs to limit momentary reclosing interruptions to the customers supplied from that spur (60 to 200 customers typically) e.g., only the faulted spur customers experience momentary interruptions as opposed to customers on the entire feeder (typically 1,000 customers) as per advances in the available functionality of the technology. This solution provides an enhanced customer experience as it minimises the number of customers impacted by transient overhead faults, which account for more than 80% of all faults. This programme is aimed at single phase MV spurs greater than 10km in length and with more than 20 transformers feeding individual or small clusters of customers.
- **38kV Primary Substation Automation:** At 38kV when there is a line fault, on average at least 5,000 customers are impacted. The majority of 38kV outlets have circuit breakers, Automatic Changeover of Stations (ACO) and Automatic Open (OP) or Automatic Closing (CL) of breakers can be achieved by installing voltage sensing relays on these existing circuit breakers. This solution provides for automatic supply restoration to suitable 38kV stations thus improving reliability for customers.



Three Phase Recloser



Single Phase Recloser

- **Voltage Regulator Automation:** Many voltage regulators are in remote locations on low population density rural outlets. By adding SCADA (Supervisory Control and Data Acquisition) control to these voltage regulators, the device can be remotely operated from the NDCC. This reduces outage durations and prevents spurious protection outages on long dispersed outlets during switching.
- **Remotely Controlled 38kV Switch:** The automated device can be opened and closed remotely from NDCC in exposed locations with long circuit lengths. For example, in rural peninsulas, 38kV manual switches will be replaced with remotely controlled 38kV switches for more efficient fault isolation and supply restoration.
- **MV Urban Switch Automation:** Urban MV switch automation is required to be able to quickly identify MV cable faults to minimise disruption to businesses and other critical supplies such as hospitals and urban customers. It will also provide fault location information to operators. Targeted remote control of ring main switches will be provided on the urban network with relay grade fault passage information.

These collective initiatives are essential to improving reliability, reducing fault frequency, and strengthening overall network resilience. ESB Networks is placing greater emphasis on well targeted maintenance, replacement, and automation strategies, supported by enhanced data analytics, innovative technology, and strong programme execution in order to maintain and improve reliability and resilience across the network.



38kv remotely controlled switch



MV urban switch automation

Worst Served Customers

The CRU defines the objective of the WSC incentive mechanism as improving outcomes for those households and businesses who would otherwise have a sustained and materially lower standard of supply reliability. It reflects a desire to introduce a greater degree of social fairness into the outcomes that would otherwise prevail if investments to improve supply reliability were chosen based on narrow economic cost-benefit alone, across all sectors of society.

A Worst Served Customer (WSC) is defined as a customer supplied from rural overhead networks who experiences more than or equal to:

- five interruptions in the previous 12-month period; and
- 15 interruptions in the previous 3 years.

An important aspect of the WSC programme (and the associated incentive) is the requirement to confirm the effectiveness of the interventions in relation to improving resilience and reliability.

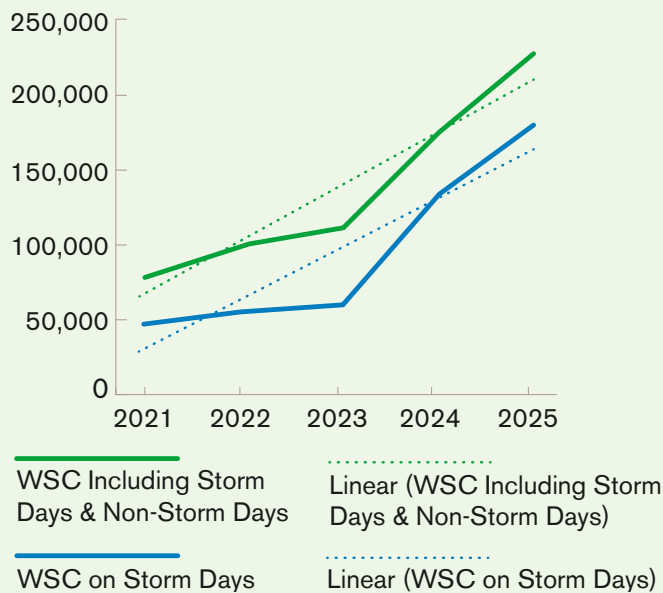
To this end, a performance assessment takes place one year after completion of the works. Meeting this target rewards ESB Networks for prioritising those interventions that have maximum impact on reliability and resilience, thus improving customer service.

The WSC work that was completed in 2021 and 2022, resulted in 13,569 customers meeting the incentive success criteria in 2023. In 2024, 11,360 customers met the success criteria, based on WSC remediation works completed in 2023. In 2025, 11,214 customers of this cohort continued to meet the incentive success criteria.

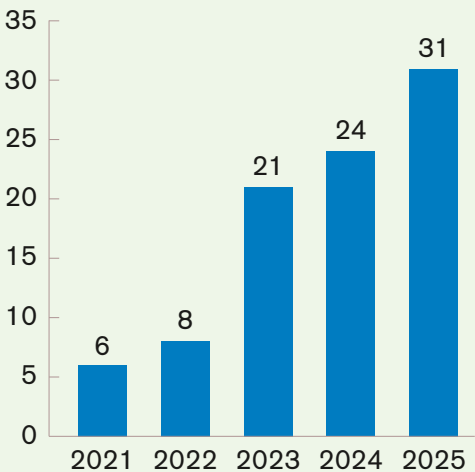
WSC performance is influenced by storm and lightning weather events, as it is based on the number of CIs per customer. Unlike continuity performance, this includes multiple CIs that occur on storm days. The chart below shows that from 2020 to 2025, on average there were 70,000 WSCs on storm days. The data also shows that when the volume of storm days per annum is low, that WSC performance improves (for example in 2021). There were 31 declared Storm Days in 2025, up from 24 in 2024, thus creating additional challenges as we worked toward achieving our WSC targets.

The WSC Programme is not designed to strengthen and harden the network against storms and the impact of climate change. As currently constructed, achievement of the incentive is adversely impacted by weather events which are outside of ESB Networks' control.

WSC Population Trend



Declared Storm Days per Year



Summary of WSC Interventions

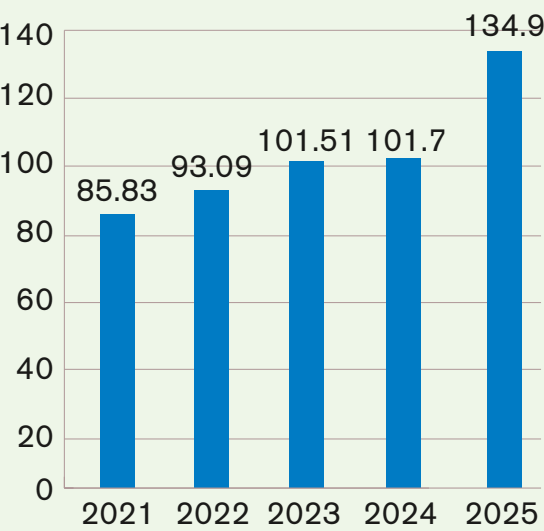
Intervention	Benefits
Single phase to three phase conversions	Less customers impacted by faults
Phase balancing	Prevents spurious tripping during switching and sectionalising for faults or planned work
Lightning arrestor installation	Reduces the impact of lightning in rocky, mountain locations and coastal locations prone to frequent lightning storms
Bird mitigation	Bird guards installed to prevent outages caused by bird strikes and swan deaths
Voltage regulator and IFT site automation	Installed in remote locations with worst served customers to prevent spurious outages during fault switching
Reducing span lengths, wider crossarms	Prevents nuisance frequent transient outages due to wires clashing together
WSC patrolling	Patrols to identify WSC interventions were completed
WSC geospatial identification	Helps identify problematic network
Split Feeders	Provides additional feeders for outlets with >2,500 customers thus minimising impact of faults when they occur
Replacement of insulation	Removes components prone to failure thus reducing faults



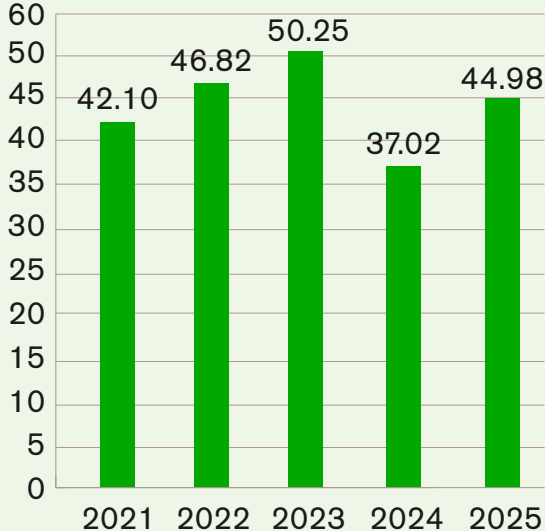
Planned Outage Performance

Every year ESB Networks are obliged to carry out scheduled works such as planned work programmes and connecting new customers, which necessitate planned outages on the network. The outage date and duration of these planned outages are notified to customers in advance. The charts below show the planned CML and CI per 100 customers from 2020 to 2025. The figures are increasing over time as a consequence of more planned outages on the network which are in turn driven by the implementation of our work programmes to improve reliability and resilience, and in preparation for electrification and the transition to a low carbon economy. For example, in 2025 there were over 43,000 new connections to the grid (up from 37,500 in 2024).

Planned CML per Customer



Planned CI per 100 Customers



Resilient Network

ESB Networks' Resilient Network Strategy is underpinned by our advanced asset management approach. We continue to innovate and adapt our assets to constantly improve our network performance and deliver a network which:

- **adapts to mitigate against the risk of climate change;**
- **provides a safer, more reliable and resilient network for our customers; and**
- **has the capacity to enable the transition to a clean electric future.**

ESB Networks' ISO 55001 accredited end to end asset management approach, manages our assets in a consistent way using risk and data insights to inform decisions, define interventions and deliver targeted works. This includes the prioritised delivery of network investments to maintain the health of our assets through targeted maintenance and asset replacement programmes.

Climate Adaptation

Following the unprecedented event of Storm Éowyn in January 2025, when the country was impacted by hurricane force gusts of 184 km/h with, at its peak, 768,000 customers were affected, ESB Networks undertook the following measures:

- A review of the current standards for distribution overhead lines in Ireland in relation to wind loading using future weather modelling data to examine trends in these loading events
- Developed an Enhanced Winter 2025 Grid Resilience Plan, that included:
 - Completing the surveying of 23,000 km of electricity network
 - Addressing hazards caused by the Storm
 - Setting out options to establish the necessity of forestry corridors on a statutory basis
 - Doubling its supply of emergency storm stocks
 - Engaging with European colleagues to put in place mutual storm support Memorandums of Understanding's and to explore the measures being used across Europe, and wider, to prepare for future weather / storm event response and restoration

ESB Networks, over the new Price Review period (2026-2030) has increased focus towards climate adaptation, with the CRU (Commission for Regulation of Utilities) in their 2025 PR6 Final Determination highlighting investment of €0.99bn investment to improve storm resilience. Building on its Winter 2025 Grid Resilience Plan and lessons learned during Storm Éowyn, ESB Networks will implement climate resilience measures including:

- adoption of robust approaches to network planning, customer service, and vulnerable customer protection
- implementation of a new standard for conducting climate risk assessments
- undertaking flood risk assessments and mitigation programmes for the distribution underground network and high voltage substations
- utilisation of operational resilience and weather prediction digital technology
- addressing recommendations from the review of the current standards for distribution overhead lines
- full implementation of asset health and condition-based approach to managing asset replacement and refurbishment programmes

1. Climate Adaptation Policy and Best Practice Alignment

ESB Networks appreciate its obligations to address Irish and EU legislation, directives, and regulations. In 2025, ESB Networks has continued engagement with national organisations, including:

- Our engagement with the Department of Climate, Energy and Environment (DCEE) continued in 2025 which included:
 - Contributing to the revision of the 2nd Electricity & Gas Networks Sector Climate Change Adaptation Plan released in September 2025.
 - Responding to the Climate Change Advisory Council (CCAC) Adaptation Scorecard Questionnaire for the 1st Electricity & Gas Networks Sector Climate Change Adaptation Plan moved from 10th (of 11 sectors) in 2024 to 5th (of 11 sectors) in 2025 as reported in the 5th Climate Change Adaptation Scorecard Report.
- ESB Networks continued to engage with Met Eireann, the National Framework for Climate Services, the Environmental Protection Agency (EPA), Climate Ireland Adaptation Network, DCEE, and Office of Public Works (OPW) attending various climate change adaptation workshops and seminars in 2025.
- ESB Networks continued in 2025 to explore climate risks with the wider utility community on climate adaption experience and learnings from other jurisdictions. In 2025, we maintained engagement and partnership with expert international groups, taking part in long-term climate change research and its impact on electricity infrastructure.
- As members of a European distribution Network Operators Climate Adaption Working Group supported the development of the position paper on climate resilience metrics for electricity grid.
- As members of UK Energy Networks Association Climate Change Resilience Working Group supported the development of draft climate resilience stress testing parameters and climate change resilience metrics and indicators.
- ESB Networks chair the EDSO Resiliency Working Group, sharing best practice in the resilience space with our European colleagues.

2. ESB Networks' Risk Management Process

In 2025 ESB Networks developed a standardised and consistent methodology for performing climate risk assessments ensuring ESB Networks distribution assets are adapted for current and future climate impacts improving the resilience of the network for our customers.

Our risk management process tracks emerging and existing risks to ensure we have appropriate mitigation to manage all risks. We review and report our risks and the appropriate mitigation on a quarterly basis. We identify key risk indicators and ensure that any new risks are appropriately identified and that relevant actions are in place to manage them.

Increased the use of asset data and digital technology to gather, analyse, and make available data, facilitating work, and resource planning across ESB Networks' business units, has allowed ESB Networks to identify and address climate risks, such as:

- Weather analysis and forecasting tools to assess historical and future vulnerable locations with the objective to optimise design of the network and work programmes.
- 'Unmanned Aerial Vehicle Framework' for inspecting overhead lines, which includes the potential use cases of vegetation management, line patrols following storms and the identification and location of intermittent faults on the electricity network.
- Utilising the OPW, CFRAM (Catchment Flood Risk Assessment and Management) tool ESB Networks assess potential site acquisitions for HV substations and have assessed existing HV substations against current and future flooding scenarios.

3. Planning and Implementing Climate Risk Control Measures

Proactive, accurate power outage information was previously identified as a critical area for improvement. The PowerCheck website is a key tool in this regard, which saw 6.5 million unique visitors, with 23.3 million pageviews.

ESB Networks identified the following automation programmes to improve network reliability and resilience for 2025:

- 38 kV Primary Substation Automation
- Voltage Regulator Automation
- Remotely Controlled 38 kV Switch
- MV Urban Switch Automation

Weather analysis tools were used to examine the exposure of Ireland's overhead electrical distribution network to extreme wind events using a global reanalysis dataset of historical wind gusts for the period from 1985–2025 and modelled projections to 2050.

Asset Health Indices

Resilience Network programmes are developed to strengthen and future proof the electricity network. For PR6, Asset replacement programmes have been planned using the Common Network Asset Indices Methodology (CNAIM), enabling ESB Networks to identify assets in poorest condition and to prioritise timely replacement to ensure required network performance.

In 2025, ESB Networks completed **twenty one CNAIM baseline asset health models**, which informed the PR6 submission by supporting investment decisions in asset replacement and demonstrating the associated reduction in network risk. ESB Networks also assessed:

- the projected Asset Health position assuming **No intervention**, and
- the impact on Asset Health following the proposed PR6 Capex investment **With intervention**.

These analyses show that the planned interventions primarily address the most deteriorated assets

Overall, the proposed investment plan is expected to maintain network risk at acceptable levels across asset classes, reduce significant risks (including those with safety and public safety implications), and manage risk appropriately across the asset portfolio. It is recognised, however, that the natural ageing of the asset base will continue to present risk over time, some of which may require further management beyond the PR6 period.

ESB Networks' approach to Asset Health will continue to mature during PR6 – through improved condition data, enhanced modelling, and consideration of wider drivers such as load – future iterations of the models may refine or reshape investment priorities for certain asset categories. In line with PR5 commitments, ESB Networks has delivered the initial baseline Asset Health models, which will continue to evolve through ongoing data quality improvements and methodological development.

Maintaining our Assets

HV Substations

The distribution system includes over 800 high voltage (HV) substations. To provide the best service to all of our customers, each substation's reliability is of utmost importance. Strategic maintenance and replacement before deterioration or failure is key to providing reliable supply to our customers, ensuring the integrity of the assets and safety for our staff and the public.

To allow effective delivery of the asset replacement, improvement and maintenance programmes, there has been a particular focus on batching work during programming and execution. We have introduced a more integrated maintenance and asset replacement annual plan using our core enterprise tools and analytics to identify batching opportunities.

This approach looks to maximise the level of work delivered, through an efficient use of resources and make maximum use of network outages. This approach was rolled out in PR5, with scaled delivery and year on year growth in level of units completed.

Units completed	2021	2022	2023	2024	2025
Asset replacement	368	280	361	441	612
Routine maintenance	11,694	11,085	13,379	13,676	10,100
Critical maintenance	900	1,218	1,568	1,752	1,572

Building on introduction in 2024, in 2025 the inclusion of a routine oil sampling programme on 38kV transformers has been fully rolled out which has identified at risk transformers. These have been proactively removed from service and refurbished / replaced to avoid in-service failure which impacts on customers. This programme also provides improved condition information for longer term asset health-based decision making.

These measures have improved the customer continuity performance associated with large power transformer faults and provided improved information for asset health indices.

Pilot rollout of busbar insulation trial on outdoor stations for wildlife mitigation has been completed in 2025 and a broader rollout in PR6 is planned.

In addition to our high-volume maintenance and asset replacement programmes above, targeted major asset replacement projects are also progressing. This involves the replacement of sections of or entire 38 kV stations, typically deploying modular (containerised) solutions that allow for standardised 38 kV, MV and control room solutions.

These modules allow for faster, more consistent project delivery and commissioning timelines. Removal of older legacy stations mitigates key safety and continuity issues associated with older, legacy equipment as indoor stations have lower exposure to wildlife and lightning strikes and other climate impacts.

ESB Networks is also deploying alternative technologies to SF₆, a potent greenhouse gas used heavily in switchgear insulation, in line with EU directives published in 2024. This transition to lower or zero carbon intensive technology is part of our transition to NetZero. Design and development activities for medium (10/20kV) and high voltage (110kV) have been completed in 2025, with the new technology being rolled out on the network from 2026 onwards.

Overhead Network

The overhead distribution electrical infrastructure in Ireland is made up of approximately 63,000 km of LV network, 85,000 km of MV network and 6,000 km of HV (38kV – 110kV) network. The fundamental components of this infrastructure are support structures (poles or steel towers), conductors, insulators and electrical equipment for operational switching. The operating voltage will dictate the conductor and insulator type to be used and the support structures used are predominantly wooden poles.

Wooden poles account for over 98% of all overhead line support structures. Network technicians climb these poles to operate and maintain the system, so the strength or “health” of these poles and the material and equipment supported is of the upmost importance.

2025 saw the refinement of the asset models for overhead line assets and inclusion in the overhead lines submission for PR6 to the CRU. The asset health data models used in this project rely on data that fulfils technical requirements and skills required to analyse and present the results. Collaboration between digital mobile technology experts and overhead line specialists has ensured mobile apps will soon become available across all voltages. This will facilitate targeted mitigation, asset health scoring, recording of planned future network renewal works and overall, it will help to improve our network resilience.

There was a continued focus in 2025 on delivery of safety and customer focused programmes. For example:

- public safety hazard patrols and rectification of identified hazards across all voltages (improved digital processes allow for the identification and risk categorisation of any identified public safety hazard and facilitates clearance of highest risk first);
- continued delivery of the pole replacement programmes at MV and commencement at LV and targeted interventions on our worst performing outlets (WPO); and
- ongoing refurbishment of the 38kV overhead network.

Network resilience in overhead lines is directly related to the delivery of the asset replacement and maintenance programmes. These programmes are targeted and integrated (where possible) based on asset condition and load data. Our databases are continually improving and in 2025, we improved (through targeted patrols) our MV and LV Urban and LV Rural asset data. This management system allows us identify problems and plan to remove the asset before it fails. This is positively impacting on network resilience.

Review of internal safety and fault monitoring databases resulted in targeted inspections on sections of overhead line, with a view to reducing the likelihood of conductor failure. PR6 has a significant conductor replacement programme which when delivered will improve resilience and increase capacity on the network.

Considerable progress has been made in the introduction of composite poles in 2025. Currently 6,000 composite poles have been delivered with increased volumes to be orders in 2026. These poles will be installed across live LV, MV, 38kV and 110kV network. ESB Networks has an approved company standard for the use of composite poles in order to support delivery and business as-usual installations. In addition, training is being rolled out to ensure crews can complete the work safely. Composite poles will provide improved resilience in storm conditions while also mitigating environmental impact.

Timber cutting programmes have a significant impact on the resilience of our overhead network. Data driven programmes focused on safety and customer together with continued focus on increasing delivery resources and compliance to standard is having a positive effect on network resilience.

Our worst performing outlets and locations of known accelerated asset degradation have been prioritised for targeted specialist technical patrols and follow-up remedial works programmes. This ensures resources are targeted and deployed to the locations most in need of investment.

Our focus will be on network resilience over the coming years. In particular we are focusing on the current future challenges posed by climate change and as defined in our Networks for Net Zero Strategy. This will have an impact on how we manage, maintain and plan for our future overhead networks.

Underground Network

There are approximately 187,000 LV minipillars on the distribution system. ESB Networks carries out public safety hazard patrols on approximately 46,250 minipillars per annum. We previously developed a new software application to capture minipillar data from such inspections. By the end of 2021, survey data for all registered minipillars was inputted into this system, meaning we now have full asset population patrol data. This enables ESB Networks to plan asset replacement and/or corrective maintenance on this significant asset base. This resulted in the movement from paper-based patrol records to being more digital and data-driven in the lifecycle management of our LV minipillars.

There are approximately 24,000 MV substations on the distribution system. ESB Networks also carries out public safety hazard patrols on approximately 11,500 MV substations per annum. It was identified during our PR5 submission that further MV substation inspections were required, to ensure the integrity of our substation structure and the MV and LV equipment inside. We now have a 10-year MV substation inspection programme in place. From 2022, we successfully rolled out an inspection patrol application, business support guidelines on processing corrective orders, network technician/patroller training and put in place the necessary framework for MV unit substation shell and door replacements (a corrective item arising regularly during the patrols).

On our MV network, we also continue to progress planned asset replacement programmes on our cast resin type MV unit substations. To replace these MV unit substations in urban environments is difficult, particularly where the space allowed for the existing substation is too small for our currently supplied standard MV unit substation. To ensure this important asset replacement programme progressed, ESB Networks secured several alternative MV unit substation types from our equipment suppliers. These slimline substation design types have been successfully deployed at sites where width, depth and height space can be limited. By the end of 2024, the cast resin type MV substation population was reduced down to approximately 815 units (from an original 4,500 units).

On the HV cable network we are moving forward with a trial of cross-bonding cable screens to improve efficiency and capacity. We are also studying increasing capacity for cyclic loading on HV cables. The new standard for 38kV cables is for a larger size where the lifetime saving on losses was shown to outweigh the extra initial capital cost.



Metering Assets

Meter asset management sets the standard for meter installation, maintenance, and replacement of electricity meters across the residential and commercial network. ESB Networks owns and maintains almost 2.5 million customer meters. In 2025 as part of the Smart Meter Programme 186,464 Smart Meters were installed.

For Current Transformer (CT) customers, 4,184 LV meters were exchanged and 543 MV meters exchanged. Other key achievements include Delivery of 15 more EV Charging Modules, enabling energisation of modular EV infrastructure.

Network Reinforcement

Continued network reinforcement is of vital importance to the distribution system. ESB Networks has delivered and will continue to deliver large HV projects that facilitate economic growth, provide new connections, and improve security of supply for customers.

The increase in 38 kV and 110 kV capacity each year from 2019 to 2025 is outlined in the table below. Important projects to improve resilience, increase capacity and strengthen the network were completed in 2025. Overall, capacity increased by 212 MVA, which consisted of the installation of:

- **four 110 kV transformers, which increased capacity by 146 MVA; and**
- **nine 38 kV transformers, which increased capacity by 66 MVA.**

Net Increase in 110 kV and 38 kV Transformer capacity

Year	2021	2022	2023	2024	2025
110 kV (MVA)	220.0	1.5	79.5	73	146
38.0 kV (MVA)	5.0	48.0	11.0	26	66
Total	225	49.5	90.5	99	212

Accelerated Capacity

The Accelerated Capacity Programme is a key component of ESB Networks' strategy to respond rapidly to emerging demand growth and customer requirements while longer-duration infrastructure projects progress through development and delivery. The programme delivers targeted network reinforcement and capacity additions on accelerated timelines, providing earlier access to electrical capacity in areas experiencing significant growth. These projects complement the PR6 Delivery Obligation portfolio by addressing short- and medium-term capacity requirements, reducing network constraints and maintaining security of supply while strategic 110 kV and 220 kV reinforcement projects are developed and constructed. This approach enables ESB Networks to respond proactively to changing demand patterns and evolving customer needs.

The Accelerated Capacity Programme is particularly important in supporting housing delivery and economic development objectives by bringing forward network capacity ahead of the completion of major substation projects. In some instances, accelerated capacity solutions can defer or reshape the timing of larger reinforcement projects, as demonstrated by the Athy Accelerated

Capacity project, which provides sufficient capacity to meet forecast demand growth through to 2030 while allowing the South Athy 110 kV substation project to be delivered in a subsequent regulatory period. More broadly, the programme provides ESB Networks with a flexible mechanism to support housing growth, commercial development and electrification initiatives while maintaining alignment with the longer-term strategic reinforcement portfolio required to meet Ireland's evolving electricity demand.

New Material Introduction

Traditionally ESB Networks has purchased most of our equipment and materials on medium term supplier frameworks. This has given us stability in the materials and equipment being installed on the electricity network and consistency for our construction and operation teams. To meet the required pace of expansion of our network and maintain service levels, ESB Networks now has a wider range of asset development and acquisition approaches. This includes:

- **contestability;**
- **engineering, procurement, and construction; and**
- **design and build frameworks.**

To expedite and manage the rapid introduction of new and innovative technologies safely and efficiently, we established a 'New Material Introduction' process. This brings new material for our electricity network from the research and investigation phase through to business as usual. This process engages the key stakeholders at the correct time to expedite the introduction of materials new to us onto our electricity network.

Load Indices

ESB Networks committed to develop a load indices (LI) approach to manage and track changes in the peak loading at high-voltage (HV) substations and to help prioritise reinforcement activities for PR6. LIs are a network output measure to indicate substation and network utilisation, to manage and track changes in the peak loading at HV substations and to demonstrate the effectiveness of distribution reinforcement activities. This LI approach is now being used by ESB Networks, and the process applies to HV network substations (i.e., 110 kV / 38 kV, 110 kV / MV and 38 kV / MV). LIs allow a DSO to demonstrate network investment in the appropriate areas and to ensure network reliability, effective management of risk and security of supply in the long-term. LIs give an indication of substation utilisation and can be regarded as a proxy for network utilisation at present and forecast into the future. The ability to monitor utilisation of substations going forward will be the key in managing the ability of the network to respond to rapid increases in electrification due to decarbonisation of the energy system.

Load Indices Definition

The LI measures the loading level of station HV transformers against the firm capacity of those assets, using loading levels (percentage of firm capacity) and duration (hours/year) metrics. A scale of 1 to 5 is used, with 5 representing a heavily loaded asset and 1 a lower loaded asset. Whilst LIs are typically calculated on an annual basis, tracking changes in LIs over time can also provide a useful overview of asset loading status. For example, a rising LI indicates growing load and higher loading of assets. The outcomes can be used to provide an overview of network performance and be used to assist in prioritisation of investments or targeting of specific projects for delivery.

The definition of the different categories of LIs applicable to ESB Networks are outlined in the table below.

LI ranking	Definition
LI1	Significant spare capacity
LI2	Adequate spare capacity
LI3	Highly utilised
LI4	Fully utilised, mitigation requires consideration
LI5	Fully utilised, mitigation required

Current Load Indices

The table below sets out the number of HV substations in each LI category over the past five years

Number of substations in each LI category

LI rank	2021	2022	2023	2024	2025
LI1	334	310	348	324	336
LI2	100	119	110	111	113
LI3	25	26	22	28	28
LI4	48	49	34	61	58
LI5	60	67	61	59	49
Total	567	571	575	583	584

The LI report is used as an internal metric to manage and track changes in the peak loading of HV substations. A high or rising LI indicates that the network may be heavily loaded, whereas a low or falling LI suggests that extra capacity has been added to reinforce the network or sectionalizing changes have taken place to redistribute load.

The need to reinforce substations by increasing capacity can be driven by an increase in electricity demand and renewable connections.

The table above indicates the impact of reinforcement projects on the LIs of existing substations. In particular the downward trend of LI 5 stations is a positive development and is evidence of the impact new reinforcement projects delivered over PR5.

Results from the LI report and outputs will continue to be a key consideration in ESB Networks Business Plans and how reinforcement projects are prioritised.

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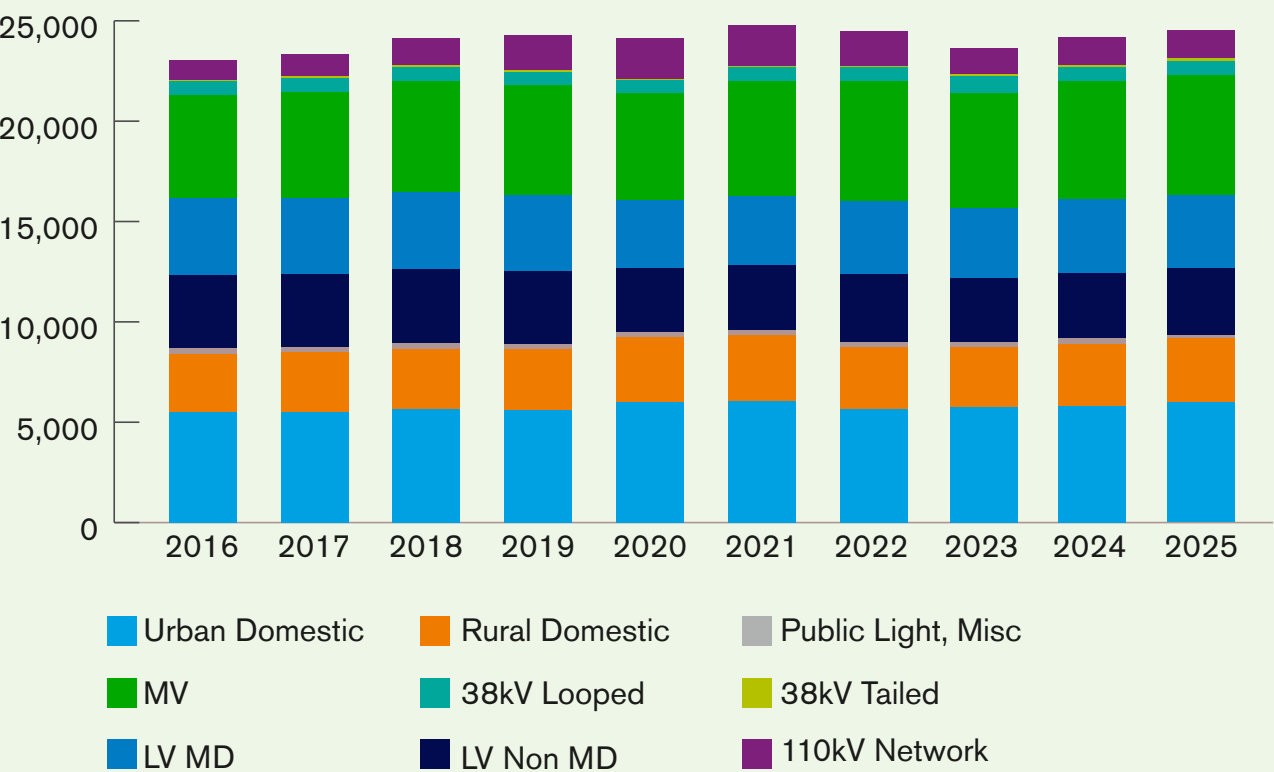
New Connections and Growth



3. New Connections and Growth

Efficient and economic connections are vital for our customers. We consistently strive to reduce the time from request to connection. Our focus is to enhance customer relationships through the design of a better experience, turning common field service challenges into customer engagement opportunities, increasing efficiencies to reduce the time from application to connection and the proactive provision of timely information to our customers.

Electricity Consumption (GWh)



New Demand Connections

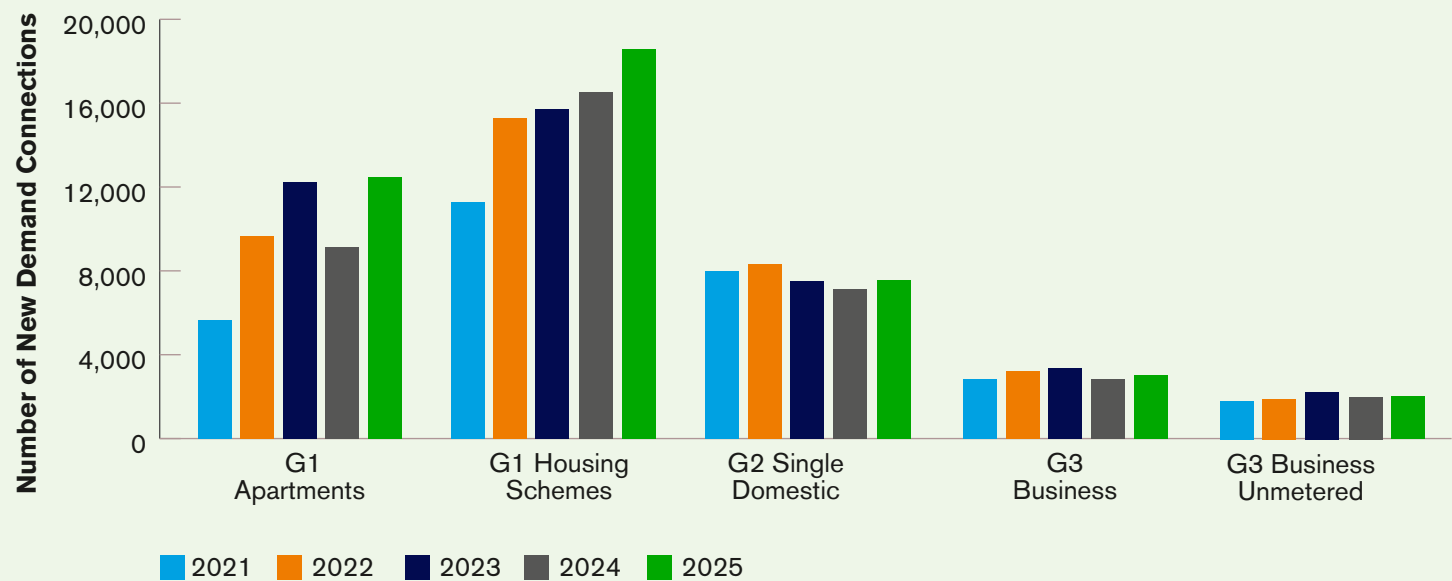
Providing new connections for demand customers involves providing a connection to the electricity network for domestic homes, housing schemes, apartment blocks, farms, businesses, and industry. Our purpose in ESB Networks has always been to connect and distribute electricity - safely, securely, and affordably. Acknowledging the central role that electricity plays in climate action, our purpose has evolved to deliver a clean electric future through the electrification of heat, transport, and industry. We continue to work towards enabling the “Delivering Homes, Building Communities 2025–2030” government policy which seeks to ensure 300,000 new social, affordable, cost rental and private homes are built between 2025 and the end of 2030. This is ensuring the sustainable social and economic development of communities and businesses while enabling Ireland’s climate action response and transition to net zero.

Growth in new connections from 2021 to 2025 is outlined in the chart below. In 2025, ESB Networks completed 43,471 new demand connections. This comprised of 7,583 single domestic dwellings, 18,605 housing scheme, 12,268 apartments, 3,020 businesses and 1,995 unmetered connections (see Table below).

In 2025, the volume of overall new connections rose by 16% when compared to 2024 (47% increase compared to 2021). As in 2025 a high concentration of G1 connections were delivered in Dublin, Cork, and Drogheda, with these areas accounting for 18,734 Housing Development meters connected or 61% of all G1 connections delivered nationwide (slightly down on the 62% figure in 2024).

Completed Connections	2021	2022	2023	2024	2025	% Difference 2025 v 2024
G1 - Apartments	5,619	9,785	12,185	9,126	12,268	34%
G1 - Housing Schemes	11,167	15,541	15,883	16,574	18,605	12%
G2 - Single Domestic	8,082	8,489	7,478	6,995	7,583	8%
G3 - Business	2,870	3,142	3,269	2,867	3,020	5%
G3 - Business Unmetered	1,814	1,968	2,113	2,003	1,995	-0.5%
Total	29,552	38,925	40,928	37,565	43,471	16%

New Demand Connections by Category and Year



In particular in 2025 we:

- delivered as per the Government’s “Housing for All policy” and “Delivering Homes, Building Communities 2025-2030” housing plan (launched November 2025) as we continue to enable the electrification of heat and transport.
- enabled the growth of housing scheme connections, with significant concentration of G1 connections in Dublin, Drogheda and Cork.

The number of new connections has grown significantly during PR5 compared to previous price reviews and is expected to continue as more homes are constructed and as government targets increase. To meet this growing requirement, ESB Networks is taking a range of measures to meet customer needs and ensure that we comply with our Service Level Agreement (SLA) requirements. These measures include:

- ESB Networks has implemented a digital journey for all connection applications to deliver a seamless, online experience in line with customer expectations. More than 95% of customers are using the online account to apply and track their connections. The digital journey enhancements continued through 2025 and will be further added to in 2026 as we execute more projects to deliver excellent customer experience and service across the new connections landscape. This includes the automation of quotations which reduced administrative work, expansion of standard quotations freeing up Engineering Officer time and improvement in the application process and the application information contained on the website.
- ESB Networks proactively and effectively continued to engage with relevant stakeholders throughout 2025. This included the Construction Industry Federation (CIF), and its associated organisation and the Irish Home Builders Association. We also greatly value our relationship with Local Authority stakeholders. ESB Networks’ area managers continued to liaise regularly with Local Authorities and businesses on any issues of collective concern. This engagement has proved effective throughout 2025 ensuring efficient delivery of new connections during the price review period.

- In 2025 we introduced the first dedicated Customer Success Lead to support multi-site customers with their Connections Journey (e.g. Retailers, Charging Point Operators, Housing Developers, Telecoms, Government Departments, Local Authorities). To date, dozens of stakeholder meetings (in-person & online) have taken place with hundreds of applications being supported and moving more seamlessly through the process
- In Q4 2025 we introduced additional support for our smaller Business customers (<100kVA) which account for 85% of that cohort. We now provide these customers with data-based forecasting of the expected timeline from submission to energisation. To date over 1,000 customers have received these communications within 3 weeks of applying to ESB Networks.
- We expanded our Regional Developer Day Events through 2025 expanding into 3 of the 6 Regions (the other Regions will be visited in early 2026) where ESB Networks' personnel met directly with Developers, Construction Industry Representatives and other related stakeholders. Approximately 300 developers attended these events where they were updated on the New Connections process, Customer Improvement initiatives, Capacity Enhancement Projects & Safety. In future events we hope to introduce Live Streaming functionality to reach an even wider audience.

The tables below show ESB Networks' performance on new connections 'Time to Quote' (TTQ) for single domestic, domestic scheme, business and apartment connections. Separate results are provided for Business connections where the MIC is greater than 100 kVA.

The targets for TTQ are set at:

- **15 working days for single domestic dwellings and small businesses less than or equal to 100 kVA; and**
- **90 working days for connections to larger developments or connections over 100 kVA or MV connections.**

The tables demonstrate that we are working well within our KPIs with our G2 single domestic dwellings, averaging 12 days to quote against our 15-day target, and our G1s, averaging 36 and 32 days, respectively for domestic developments and apartment complexes, which have a 90-day target. Connections to businesses less than or equal to 100 kVA are averaging 40 days to quote, while connections to larger businesses exceeding 100 kVA are averaging 97 working days, which is slightly outside our 90-day target.

Connection type	Average number of days to Quote	Target
G2 Single Domestic Dwellings	12	15 Days
G1 Domestic Developments	36	90 Days
G1 Apartments	32	90 Days

Connection type	Average number of days to Quote	Target
G3 Business (<=100kVA)	40	15 Days
G3 Business (>100kVA)	97	90 Days

The table below shows ESB Networks' performance on new connections 'Time to Connect' (TTC) for single domestic, domestic scheme, business and apartment connections. The current TTC average – irrespective of the type of connection – is 12 days.

The TTC report measures our performance against our new connection guarantee, which stipulates that we will complete the connection within 10 working days of confirmation of ducting to standard, registration with Supplier and receipt of the Completion Certificate, whichever is the latest. This guarantee is subject to the conditions in the letter of quotation having been met e.g. wayleaves and there being no significant network reinforcement involved. TTC transforms how we develop and deliver projects through changes such as new ways of working, closer collaboration, right first-time processes, and lean methodologies.

Connection type	Average number of days to connect	Target
G2 Single Domestic Dwellings	17	10 Days
G1 Domestic Developments	7	10 Days
G1 Apartments	11	10 Days
G3 Business	23	10 Days

Information about terminations and de-energisations are outlined in the following table.

Terminations and De-energisations

	2021	2022	2023	2024	2025
Connection points terminated ¹	16,399	15,293	15,393	21,474	16,127
Connection points de-energised ²	1,069	3,026	1,694	2,193	3,086

¹ Terminated: This includes connection points in vacant premises that have been terminated following previous de-energisation and de-registration, it also includes MPRN's associated with housing scheme quotations that have not progressed.

² De-energised: for non-payment only.

Connected Renewables and Energy Storage

ESB Networks' mission is to play a leading role in Ireland's transition to a low carbon economy and to provide secure, sustainable, reliable electricity in an affordable manner for all customers. With the Government's Climate Action Plan having ambitious targets for increased penetration of renewable energy by 2030, ESB Networks has continued its key role of connecting renewable generation to our Network to help decarbonise electricity.

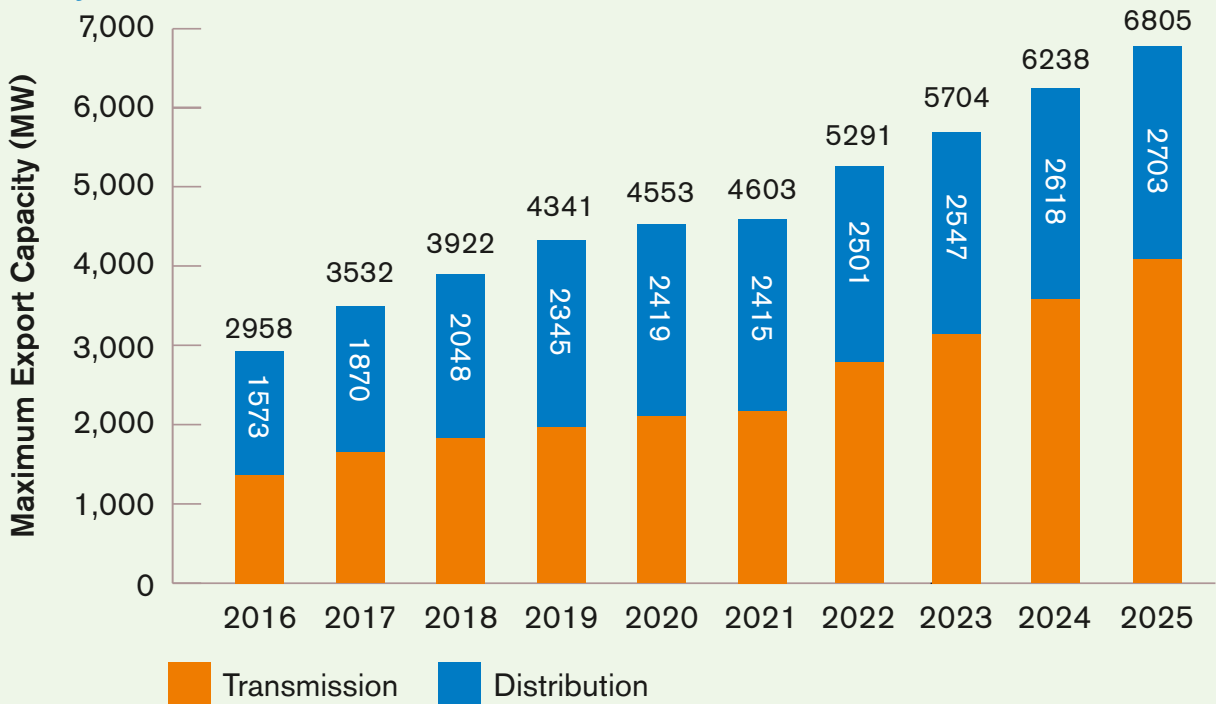
ESB Networks performed strongly in 2025, having connected 573 MW of utility scale Wind & Solar to the network.

At the end of 2025, ESB Networks enabled 6,805 MW of Utility Scale Renewable Energy: 5,065 MW of wind energy generation, 1,346 MW of utility scale solar, with the remaining capacity coming from other renewable sources, such as Hydro, CHP, Biomass. 2,696 MW are connected at Distribution (DSO) level and 4,108 MW connected at Transmission (TSO) level (see Figure 1). In addition to the 1,346 MW of utility scale solar, approximately 1,043 MW of non-utility scale roof top, mini, micro, and small-scale Solar has been connected, bringing the total combined solar generation to 2,389 MW. The 2 GW milestone of solar generation was achieved in November 2025.

In addition, ESB Networks conducted scoping, design and construction works associated with the pipeline of customer projects for connections throughout 2025. Many of these customer projects are participants in RESS-2, RESS-3, RESS-4 & RESS-5, the Government Renewable Energy Support Scheme.

Renewable grid scale energy (MEC) connected to the electricity system (2016- 2025)

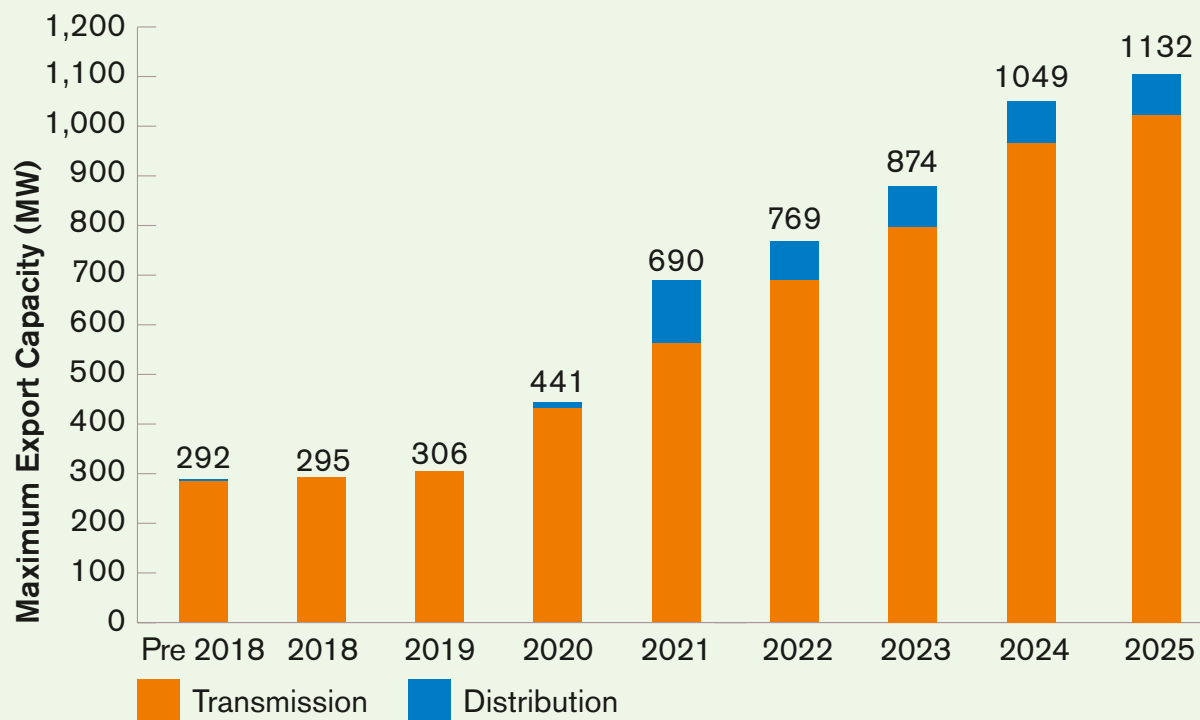
Utility Scale Renewables Connected



Please note that the decommissioning process for Derrybrien & Arklow banks offshore wind has commenced and the contributions of 84.7 MW has been removed from the 2025 totals. Bellacorrick Wind Farm, 6.45 MW, has also been reduced to 0 MW as this facility has now closed.

ESB Networks connected two energy storage projects to the transmission system in 2025 totalling 83 MW, resulting in a total energy (battery and pumped hydro) storage capacity of 1,132 MW on the network by the end of 2025 (see Figure 2). Energy storage provides system support services to the electricity system operators to enable increased penetration of renewable energy on the grid and to store renewable energy when the supply of energy exceeds demand.

Energy Storage (MEC) connected to the electricity system



Key Achievements of 2025 (Distribution and Transmission):

- Achieved **2 GW** of solar connections in November, comprising an equal split between rooftop and utility-scale installations, reinforcing our leadership in renewable integration.
- Energised Erkina Solar & Extension (**157 MW**) in October, marking the largest solar project connected to date.
- Commissioned the new Synchronous Condenser at Shannonbridge in August, enhancing system stability and grid resilience, which enables future renewables connections.
- Connected Ballymakailly **115.2 MW** thermal generator in Q1 2025, the largest DSO generator connection to date.
- Delivered Bullstown Solar as the first modular MV EGIP connection, setting a new standard for future renewable network integration.

Microgeneration

ESB Networks is committed to facilitating the rapidly increasing level of Microgeneration connections to the distribution network. Customers who wish to install microgeneration and export excess electricity onto the electricity network are referred to as prosumers. As Distribution System Operator (DSO), ESB Networks has an important role to play in facilitating this transformation. We aim to support our customers along each stage of the process as they adopt small-scale low carbon technologies and make the transition towards being active participants in the energy system. To date, ESB Networks has facilitated 168,700 microgeneration connection applications to the electricity network providing 727MW of clean renewable energy. With over 47,000 of these connections registering in 2025 alone. ESB Networks has been successfully processing and registering an average of 900 applications per week (See: [Connecting Microgeneration | ESB Networks](#) for more details). These connections are in addition to the renewable energy figures shown above.

Mini-Generation:

In December 2021, ESB Networks announced the launch of its new simplified Mini-Generation application process for larger customers generating up to 50 kW (e.g. farms; business properties; community buildings; etc.). This equates to, for example, between 18 and 150 typical solar panels. (See [Connecting Minigeneration | ESB Networks](#) for more details). The new Mini-Generation process was initially launched on a pilot basis in line with Ireland's 2030 Climate Action Plan and has now successfully transitioned through to an enduring process. The streamlined process ensures that it is even simpler for our customers who generate their own renewable electricity to export their excess electricity to the local network and therefore play a more active part in connecting Ireland to a clean electric future. Shortly after the launch by ESB Networks of the Mini-Generation pilot, the Irish Government also introduced the Microgeneration Support Scheme (MSS) and Clean Export Guarantee (CEG) which enables these customers to be remunerated for exporting their excess electricity.

Mini-Generation Connections

- Streamlined process for customers with renewable generators of up to 50 kW,
- By the end of 2025 over 6,000 applications have been received which will enable over 140 MW of renewable generation, and
- So far 2,900 Mini-Generation customers have fully completed their installations connecting over 74MW of generation to the system.

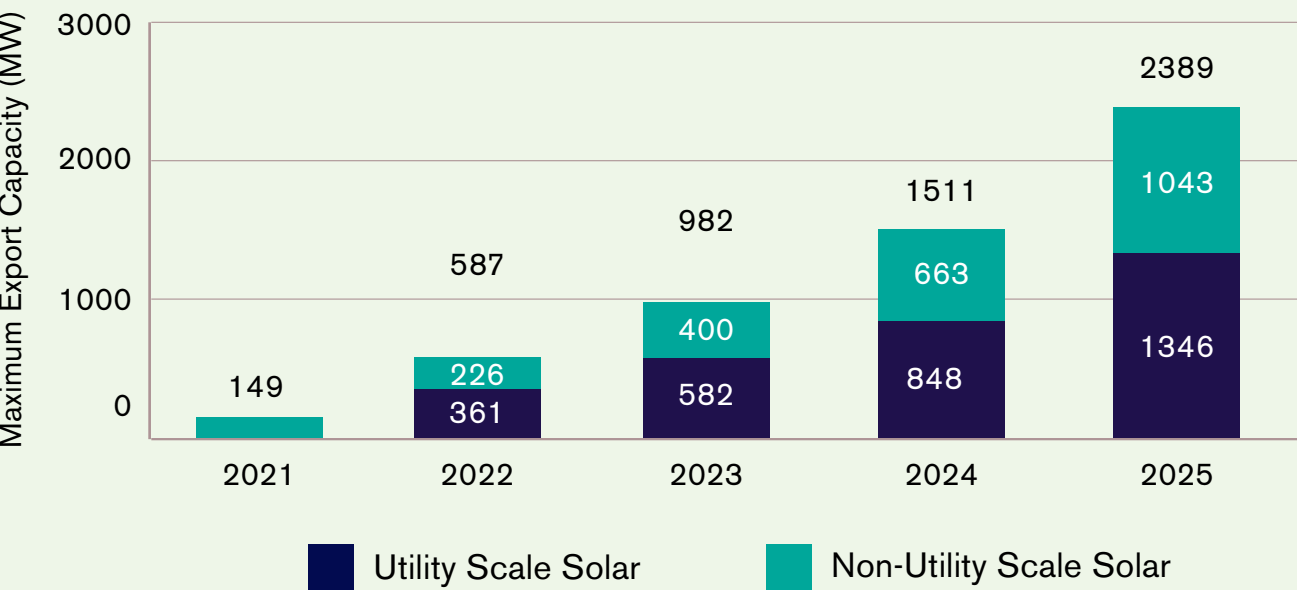
Small Scale Generation:

On 30th September 2022 ESB Networks launched its new simplified Small Scale Generation (SSG) application process for larger sites generating up to 200 kW. (See Connecting Small Scale Generation | ESB Networks for more details). The new process was initially launched on a pilot basis in line with Ireland's 2030 Climate Action Plan and has now successfully transitioned through to an enduring process ensuring it is even simpler for our customers who generate their own renewable electricity to export their excess electricity to the local network and therefore play a more active part in connecting Ireland to a clean electric future. The Irish Government introduced an SRESS Support Scheme in 2023 enabling customer of this size to be remunerated for exporting their excess electricity.

Small Scale Generation Connections

- Streamlined process for customers exporting up to 200 kW,
- By the end of 2025 a total of 780 applications have been received which will enable over 85MW of renewable generation, and
- So far 440 Small Scale Generation customers have fully completed their installations connecting over 53MW of generation to the system.

Combined Utility and Non-Utility Scale Renewable Generation – 2021-2025



Enduring Connection Policy (ECP-2.5)

ESB Networks successfully completed the processing of over 60% of the Enduring Connection Policy 2.5 (ECP-2.5) generator applications in 2025, with the remaining applications completed by February 2026.

The application window first opened for the ECP-2.5 batch in October 2024, where 50 projects were successful across each of the categories including a mix of wind, solar, battery and auto-producer customers. As ECP-2.5 category A was undersubscribed, CRU reopened the window, between March and April 2025, where a further four applications were received. Two more were accepted into the batch at this stage, one had been originally unsuccessful but on review was added to the ECP-2.5 batch, and another folded in from ECP-2.4 bringing the total batch size to 56 projects. Throughout 2025, ESB Networks processed a total of 34 applications. This led to 23 offers issued during that year, with the remaining applications processed by February 2026, leading to 19 more offers.

A significant level of customer engagement was undertaken during ECP 2.5 with 75 customer engagement meetings to agree the customer connection methods. As part of the ECP process, customers could choose to:

- **proceed with their full MEC**
- **reduce their MEC to avoid uprate works where possible**
- **withdraw from the process and receive a 75% refund of the application fee**

There were two types of customer engagement meetings, phase 1 and phase 2. Phase 1 customer engagement meetings were held between March 2025 and July 2025. Customers whose applications had been identified early in the process as driving extensive network or uprate works, were invited to phase 1 meetings and ESB Networks highlighted these works to them. This allowed the applicants to make an informed decision on whether to continue to the technical assessment or to withdraw. Seven projects withdrew after their phase 1 customer engagement meeting.

Phase 2 customer engagement meetings were held from May 2025 to December 2025, and this is when customers were offered their connection options, following detailed assessment, allowing ESB Networks to finalise connection offers.

These meetings consisted of:

- **ESB Networks presenting a high-level outline of the connection method;**
- **Where possible a second option was presented**
- **Discussions about a reduction of MEC to avoid certain uprates;**
- **The estimated costs associated with the connection method option(s);**
- **Offering the option to withdraw the application from the ECP-2.5 process and receiving a refund of 75% of the application fee.**

Three applications opted to re optimise to the available capacity. This allowed these projects to remain in the process, that would otherwise have faced withdrawal or the need for modification at a later stage. Five applications chose the option to withdraw following the phase 2 customer engagement meetings. ESB Networks prepared offer documentation and issued connection offers to each customer who indicated they wanted to proceed with their application.

The table below shows the number of customer connection offers issued, the technology type and the associated MW per technology type.

ECP- 2.5 Connection Offers Profile

Technology	Connection Offers	MW
Solar	26	220
Wind	8	66
Battery	1	8.5
Hybrid	3	13
Total	38	308

Electricity Connection Policy – Generation & System Services (ECP-GSS)

ECP-GSS-1

The CRU approved the introduction of two batches per year as part of the ECP-GSS decision in September 2024. As part of the ECP-GSS process, the CRU introduced a Pre-Application Notification (PAN) window in June 2025 so the system operators could see the pipeline of projects seeking to make a formal application. The first batch was called ECP-GSS-1 with the application window closing on 30th September 2025.

The ECP-GSS 1 batch must be assessed, customers engaged with and connection offers issued to renewable projects within 12 months as set out in the CRU policy decision to facilitate the Renewable Energy Directive III timelines. This is a shorter connection offer processing timeline than the 15 months allowed for under ECP 2.

The DSO received 41 applications in ECP-GSS-1. These applications will be studied, and connection offers will be made between Q2'26 and Q3'26.

The table below shows the number of applications received, the technology type and the associated MW per technology type.

ECP- 2.5 Connection Offers Profile

Technology	Total Applications	MW
Biomass	1	7
HVO	7	16.45
Hybrid (HVO/Solar)	1	2
Solar	21	94.44
Supercapacitor	1	1
Wind	10	250.8
Total	41	371.69

Further information on the CRU ECP-GSS decision can be found here: [CRU2034101_Electricity_Connection_Policy_Generation_System_Services_Decision_Paper.PDF](#)

Distribution Markets and System Operation

The decarbonisation of Irish society depends on fundamental changes to how energy is generated and consumed. Delivering this transition at the right pace and at the lowest possible cost depends on effectively connecting renewable generation with how energy is used, stored and flexed across the system. Each customer – households, farms, communities and businesses – is central to this change.

To support this transformation, ESB Networks established the Distribution Markets and System Operation (DMSO) function in 2024. DMSO is responsible for enabling flexibility services and markets and facilitating customer participation in flexibility. Through its design and delivery activities, DMSO supports the development of flexible demand and demand response solutions, ensuring that customers can play an active role in supporting a secure, efficient and low-carbon energy system. This work aligns with national energy and climate objectives and places flexible demand at the centre of system planning and operation. The CRU Decision paper on National Energy Demand Strategy (NEDS), published in 2024, identified work done by the DMSO as a key element of the strategy, especially within Area 2 i.e. Demand flexibility and Response. Through collaboration with industry stakeholders, the DMSO supports delivery of Climate Action Plan targets, particularly those related to flexible demand.

ESB Networks published its Net Zero Strategy in January 2023 with a clear commitment to Ireland's climate action policies and ambitions. Significant investment in flexibility will be key to delivering on this commitment.

Flexible demand is critical to enabling rapid growth in electricity demand and distributed renewable generation in a secure, efficient and cost-effective manner. By aligning demand with renewable generation, the DMSO supports low-carbon growth, reduces emissions and creates new opportunities for customers to actively participate in Ireland's energy transition – all while ensuring a safe, secure and reliable electricity system.

Consistent with previous years, DMSO engagement was also maintained through participation in a number of industry conferences and events during 2025.

Engagement

Throughout 2025, engagement with external stakeholders remained a key element of the delivery of flexibility and distribution system operation initiatives. This engagement was undertaken through a combination of structured governance forums, targeted consultations, and broader industry-facing activities, ensuring that programme development continued to be informed by stakeholder insight and operational experience.

In addition, ongoing engagement with our Advisory Council formed a central element of stakeholder interaction during 2025, with three Advisory Council meetings held across the year. These sessions provided a structured forum for strategic discussion, progress updates, and feedback on key areas of work, supporting ongoing alignment between programme development and stakeholder expectations.

In parallel, targeted external consultations were undertaken in relation to specific initiatives, including the development of Demand Flexibility Product call for tender in September 2025. The DFP is a key component of the overarching National Energy Demand Strategy (NEDS) and will play an important role in achieving Ireland's CAP targets.

Wider stakeholder engagement was also supported through a programme of webinars and industry-facing events. For example, in December 2025 JSOP Operating Model Detailed Design Webinar provided stakeholders with updated insight into the evolving DSO-TSO Operating Model, including progress across key design areas and a "day-in-the-life" view of future operations. The session also recapped on earlier engagement, outlined upcoming plans, and offered a structured forum for questions and discussion, supporting industry understanding and alignment.



Beat the Peak

The successful 'Beat the Peak' domestic (BTP-D) initiatives continued throughout 2025 with iterative improvements and new campaigns under the external tagline 'Is This a Good Time?' (ITAGT). This is a nationwide domestic behavioural demand response campaign, educating registrants about how to take control of their electricity consumption during peak hours. It also promotes and rewards customers who reduced their demand during peak events.

Campaigns launched in 2025 aimed to build upon the key learnings and successes of the pilot phase, and continued to educate participants on how they can take control of their electricity consumption, while also introducing new carbon related topics to participants such as flexible consumption, renewable generation and carbon abatement and support demand side flexibility.

Outlined below are some of the key outcomes from the 'Beat the Peak' domestic products to date:

- In 2025 Beat the Peak Domestic (Is This a Good Time?) ended the year with over 40,000 participants.
- We ran 32 energy events throughout the year, recording 217,789 actions along the way. 190 MWh of energy was shifted in 2025.
- Over the year we sought to further enhance the programme and launched a customer dashboard giving participants an overview of the energy events they have participated in and the rewards they have earned.
- We also introduced a Refer a Friend programme to further drive talkability and registrations.
- We also launched year 2 of our school's education programme, Weather Watch, which aims to teach students about the connection between weather conditions and the generation of renewable electricity.



Beat the Peak Business

ESB Networks' Beat the Peak Business is a demand response scheme where eligible commercial electricity users can get paid to reduce their electricity demand between 4:30pm - 7pm, during the service window, on business days (Monday to Friday, excluding public holidays). Launched in late 2023 the scheme continued through 2024 and 2025.

The Beat the Peak Business initiative went live on e-tenders and there have been significant expressions of interest to date. The scheme was open for applications until September 2025. This delivered 6,181 MWh of demand down services to ESB Networks.

Demand Flexibility Product

The Demand Flexibility Product (DFP) represents a key initiative under ESB Networks' transition towards a more flexible and responsive electricity system, launched at the end of 2024. The product is designed to facilitate greater participation from customers and flexibility service providers in supporting network operation and managing network constraints through demand flexibility services.

Throughout 2025, ESB Networks continued to progress the development of the DFP through extensive stakeholder engagement activities, including consultations, industry engagement sessions and webinars. These engagements informed the development of the product design and supporting recommendations, while also providing stakeholders with opportunities to provide feedback on the proposed approach.

In 2025, ESB Networks published its recommendations paper for the Demand Flexibility Product, outlining the proposed product design, procurement approach and operational framework. This was accompanied by a decision from the Commission for Regulation of Utilities (CRU) in May 2025 approving the recommendations and enabling the next phase of implementation.

Following the CRU decision, ESB Networks commenced the procurement process associated with the Demand Flexibility Product, representing a significant milestone in the delivery of flexibility services.



National Energy Demand Strategy (NEDS)

In 2025, ESB Networks continued to make progress against its National Energy Demand Strategy (NEDS) requirements, both in a leading and supporting role:

- **Microgeneration Operational Issues (National Energy Demand Strategy action 1.11A)** – ESB Networks working closely with our counterparts in the TSO completed a review of operational challenges for System Operators associated with increasing levels of microgeneration installations.
- **DSO Demand Flexibility Product (NEDS 2.10)** – ESB Networks reviewed existing and emerging flexibility products to support industrial heat and broader flexibility participation across market segments. Engagement with supporting bodies was completed and the review was submitted to the CRU in May 2025.
- **DSO Flexibility Procurement (NEDS 2.11)** – ESB Networks completed the second stage consultation on detailed aspects of the product design to support medium-duration flexibility procurement tender processes. The Demand Flexibility Product consultation closed in December 2024.
- **Biomethane Lighthouse (NEDS 2.12)** – ESB Networks progressed the Biomethane Lighthouse project and developed a delivery plan working with supporting bodies. An Expression of Interest call was published in November 2024.
- **Optimise EV Fleet Charging (NEDS 2.16)** – ESB Networks working with supporting bodies developed a plan to optimise EV fleet charging through technology and software solutions. A final report was issued to the CRU in September 2025.
- **Smart EV Charging Availability (NEDS 2.17)** – ESB Networks completed a technical assessment on maximising smart EV charging and V2G capacity through network operations. A final report was issued to the CRU in September 2025.
- **Enhanced Quality and Accessibility of Network Information (NEDS 3.2A)** – ESB Networks published new capacity heatmaps, capacity workbooks and the Distribution Network Development Plan (DNBP) to improve the accessibility and transparency of network capacity information.

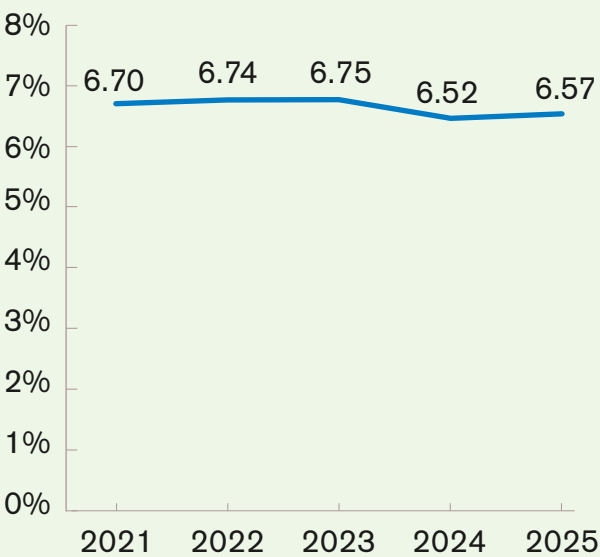
DMSO Blueprint and Roadmaps Publication

In 2025, ESB Networks published the DMSO Blueprint & Roadmaps paper¹, setting out the strategic direction for the development and operation of the future distribution system from 2025 to 2035. The publication outlined key priorities across flexibility markets, smart metering and the electricity retail market and operational transformation. The DMSO Blueprint & Roadmaps development was informed through extensive collaboration across ESB Networks teams and engagement with external stakeholders. The publication represents a significant milestone in supporting the transition to a more flexible, digitalised and customer-centric electricity system aligned with national climate and electrification objectives.

Distribution Losses

Distribution system losses are inherent losses within an electrical system. Distribution system losses from 2019 to 2025 are outlined in the chart below. In 2025, approximately 6.57% of the energy that was put into the distribution system was accounted for as losses. This was a 2% increase on the distribution system losses in 2024. This increase is mainly a result of increasing export of microgeneration, mini generation and small-scale generation to the distribution system at low voltage, especially where this generation is installed in rural areas with low demand and the energy flows upstream through distribution network to reach the load (between exporting and importing customer).

Distribution System Losses as a % of injections



Losses are comprised of 'technical' and 'non-technical' losses.

- Technical losses are heat losses arising from the passage of electricity through lines, cables, and transformers. Technical losses depend on the volume of electricity flowing in the system and the characteristics of the lines, cables, and transformers.
- Non-technical losses on the other hand are electricity units which are unaccounted for, for example as a result of theft arising from unauthorised connections.

Some of the factors that affect the percentage of electricity lost are outlined below.

- **The proportion of electricity that is distributed at the various voltage levels.** Electricity distributed to customers connected at higher voltages incur less system losses than electricity connected at lower voltages.
- **Utilisation of assets.** If the loading of transformers, lines and cables increases, losses will also increase. As networks are naturally reinforced, this will normally result in a reduction in losses.
- **Operating voltage of lines and cables.** The higher the operating voltage of lines and cables, the lower the losses for a given electricity throughput.
- **Generator connection.** As more generation is connected to the distribution network there is an impact on losses. There are additional losses on the lines and cables connecting to wind farms and other large generation sites. Some losses may be avoided due to supply of electricity locally displacing electricity supplied via the transmission system, particularly for generation connected at LV (e.g., photovoltaic generation).
- **Unauthorised connections/metering tampering.** The propensity for unauthorised connections and meter tampering in the customer base and the effectiveness of measures to reduce it.

More current flows through the network as demand on the distribution system increases. It is not feasible to eliminate losses completely, but what is required is to manage the losses to an economically optimum level, that is, the point where the total cost of supply to the customer is minimised. ESB Networks recognises the importance of managing losses and commits to continuing to manage losses optimally on the distribution network.

Examples of how ESB Networks is managing losses are provided below.

Capitalisation of losses in network investment decisions

The efficiency of equipment is factored into purchasing decisions. The cost of the losses associated with each design is included with the plant costs, so that the overall total cost of ownership over the lifetime of the investment is minimised. In general, this means that designs which are energy efficient are chosen over designs which are not, all else being equal.

Conversion of 10 kV to 20 kV

ESB Networks is undergoing a program to convert its 10 kV network to a 20 kV network. One of the primary benefits of converting the electricity network to a 20 kV network is that the thermal capacity is increased by a factor of two and voltage drop performance is increased by a factor of four. In addition, the conversion to 20 kV reduces losses by a factor of 4. In effect, 20 kV is a vital enabler of demand growth that is anticipated as a result of low carbon government initiatives in relation to e-Heat and e-Transport. The reduction in Carbon that can be achieved by extending this 10kV to 20kV programme is highly significant due to the reduction in losses achieved.

The conversion programme continued in 2025, with 658 kilometres of the network converted to 20 kV. This results in an estimated avoidance of 551,442 kg of CO₂ emissions per year. To date, 20 kV accounts for 54% of ESB Networks overall MV Network.

The expected energy savings through the reduction of losses by converting 10 kV network to 20 kV during PR5 is presented in table below.

Year	Average losses saving kW/km	Converted kilometres	Yearly Average loss reduction (kW)	Annual energy savings (kWh/year)
2021	0.826	255	210.6	557,940
2022	0.826	109	90	238,492
2023	1.014	618	626.7	1,661,184
2024	1.746	378	660	1,749,006
2025	1.746	658	1149	3,044,735

4

Environment



4. Environment

ESB Networks is dedicated to conducting our business in a way that prioritises our environmental and sustainability performance and reflects our commitment to responsible management of these areas.

Our Networks for Net Zero Strategy sets out ESB Networks' role in enabling the delivery of the Government's Climate Action Plan and supports the decarbonisation of electricity by 2040, which will enable the achievement of Ireland's net zero ambition no later than 2050. ESB Networks' Policy Statement on the Environment and our Annual Environmental Performance Report on our website, provide more information on our approach.

Throughout 2025, we have pursued the strategic commitments outlined in our Networks for Net Zero Strategy, ensuring continuous progress for all our customers and stakeholders.

Energy Usage – Buildings and Fleet

Electricity usage in our buildings and the associated carbon footprint reduced by 25% in 2025, compared to 2024. It is worth noting that in ESB Networks, sustainable carbon reducing measures are a feature of all current and future building upgrade works and include lighting, insulation, energy efficient heating systems, windows, and other works.

Vehicle fleet fuel consumption was 0.2% higher in 2025 compared to 2024. Despite the small increase last year, there are newer and more efficient vehicles brought onto the fleet, and our electric vehicle fleet continues to expand. Through ongoing engagement with the vehicle industry, ESB Networks continues to search for and identify viable low carbon vehicle solutions for the fleet, especially in the area of smaller fleet vehicle replacement.



Carbon Emissions

ESB Networks' carbon emissions can be categorised into three different scopes.

Scope 1 – These are direct emissions from ESB Networks owned or controlled sources. This includes our vehicle fleet, SF6 emissions from switchgear, diesel generators, and from gas heated buildings.

Scope 2 – These are typically indirect emissions from the generation of purchased energy, such as electricity used in ESB Networks' buildings. However, as ESB Networks is an electrical utility, this also includes transmission and distribution losses from the network.

Scope 3 – These emissions are all indirect emissions (not included in Scope 2) that occur in the value chain of the reporting company, including both upstream and downstream emissions. This includes waste, capital goods, business travel, employee commuting, working from home and the upstream emissions of purchased fuels.

ESB Networks' annual carbon footprint for 2024 is detailed in the table and figure below.

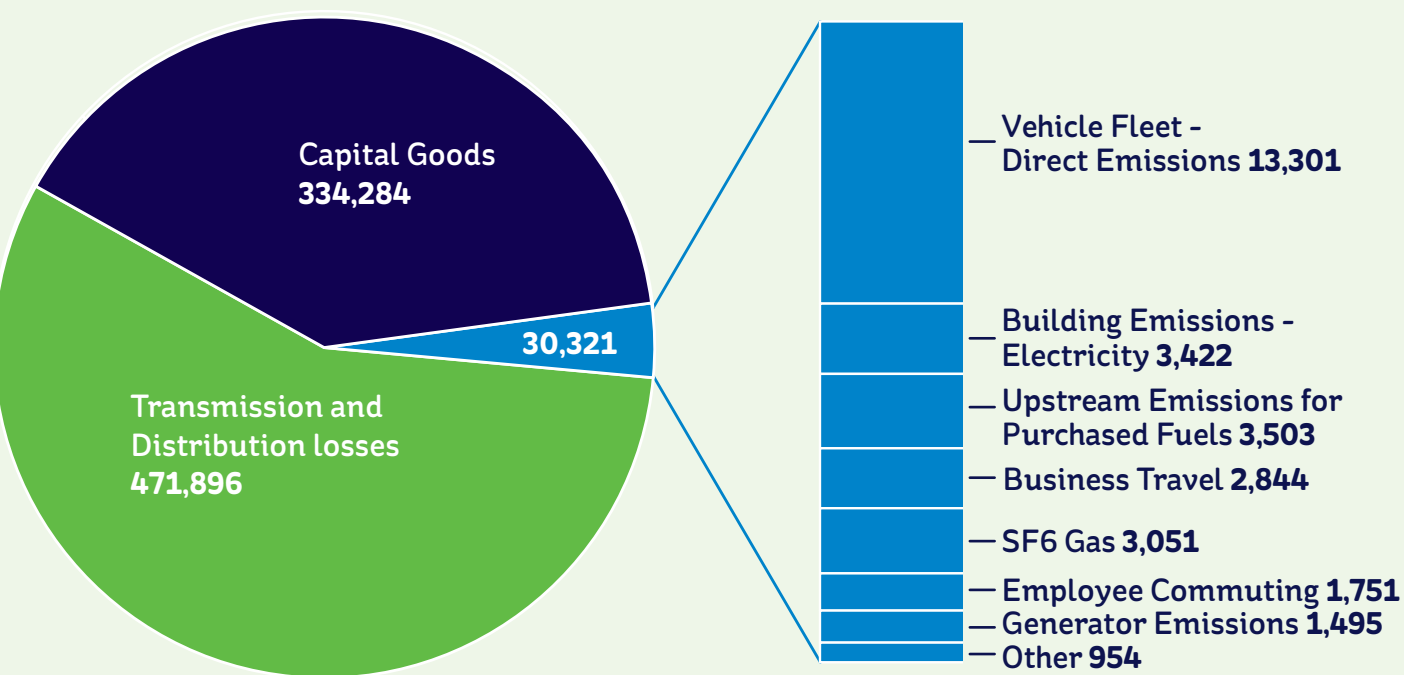
Scope	Category	Tonnes of CO ₂ Equivalent
Scope 1	Vehicle Fleet - Direct Emissions	13,301
	SF6 Gas	3,051
	Perfluorocarbon Tracer (PFC) *	3.2
	Generator Emissions*	1,495
	Building Emissions - Heating Gas *	128
Scope 2	Building Emissions - Electricity	3,422
	Transmission and Distribution Losses	471,896
Scope 3	Waste *	191
	Capital Goods	334,284
	Business Travel	2,844
	Upstream Emissions for Purchased Fuels	3,503
	Upstream Emissions of Gas Consumption in Buildings *	21
	Employee Commuting	1,751
	Working from Home*	611
	Total Tonnes CO₂E	836,501

* These categories are included in the 'Other' category in the below figure.

Overall CO2e Emissions Note:

Overall CO2 equivalent figures compiled using relevant Department of Environment, Food and Rural Affairs (DEFRA) and Sustainable Energy Authority of Ireland (SEAI) CO2 conversion factors. Transmission and Distribution losses (T and D losses) is ESB Networks' largest carbon footprint category. Carbon emissions are very dependent on the intensity of electricity generation. As we connect more renewable sources to the grid, this will result in further reductions in carbon emissions in future years, and thus a continuous downward trend.

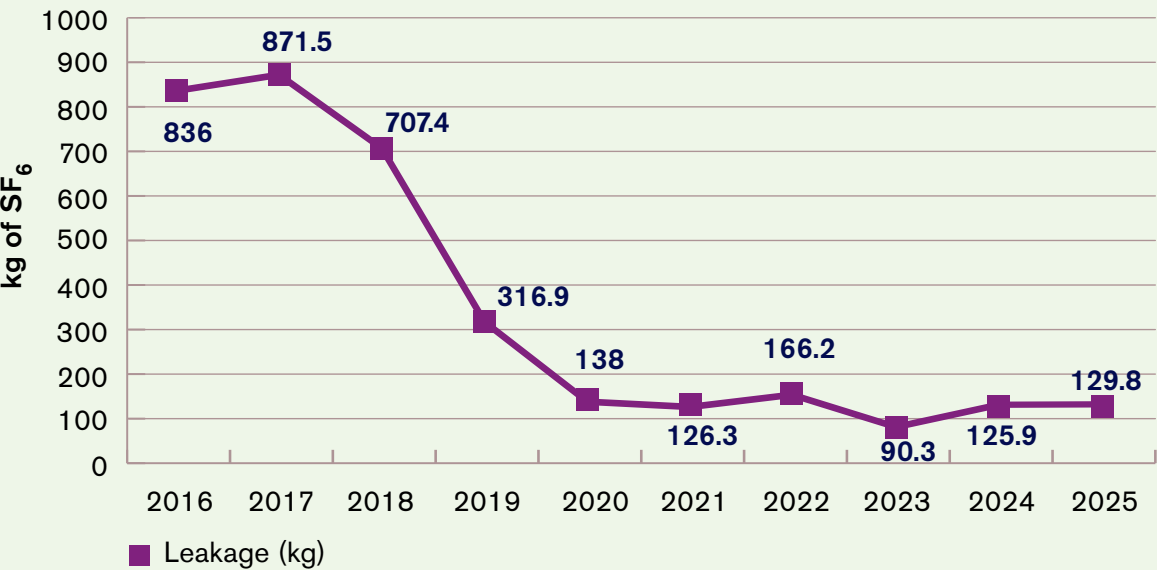
Breakdown of ESB Networks' 2025 Carbon Footprint



SF6 Gas Management

SF6 is used in a significant portion of ESB Networks' high-voltage switchgear assets on the transmission and distribution networks. It is used because of its very high electrical insulating properties, which facilitate efficient and safe operation of the switchgear. Emission rates for SF6 gas are reported to the EPA on an annual basis in line with Regulation (EC) No 166/2006. In 2025, 129.8kg of SF6 was emitted due to equipment faults, representing 0.06% of the total installed inventory of SF6. The comparable 2024 leak quantity was 125.9 kg, also representing 0.06% of inventory. This overall leakage rate compares favourably to other European utilities.

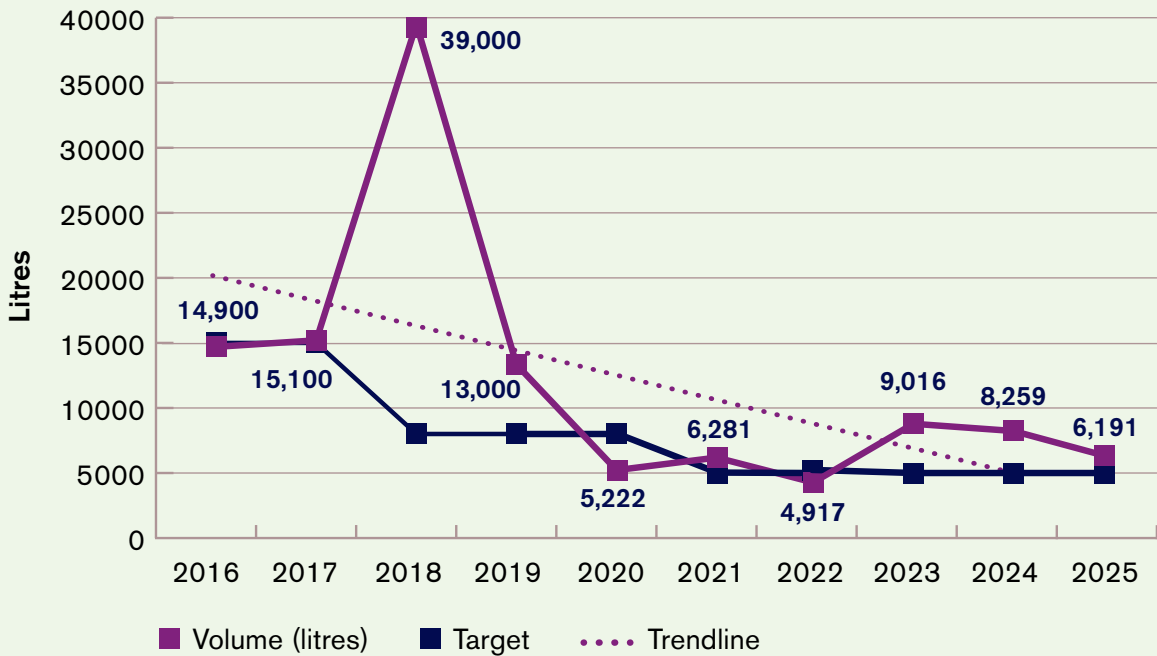
SF6 Gas - Leakage Trends



Fluid-Filled Cables

ESB Networks responds to each leak and continuously works to reduce its annual leakage by improving on leak identification and repair times and by progressing our fluid filled cable (FFC) replacement programme.

Fluid-filled cables leakage trends 2016 to 2025



Six distribution circuits had Local Authority notifiable leaks in 2025.

The graph above outlines target and outturn fluid cable leakage from 2016 to 2025. ESB Networks' company standard, 'Management of Fluid- Filled Cables' set a target cable leakage volume of 5,000 litres per annum from 2021 to 2025. In 2025, 6,191 litres of cable insulating fluid leaked from ESB Networks' HV cable network, compared to 8,259 litres in 2024. Cable leakage is due to factors such as the increasing age of the assets, third party damage and environmental factors.

Waste Management

ESB Networks is committed to being at the forefront of sustainability and the circular economy, and the effective management of waste is a fundamental part of this environmental management goal. Notably, in 2025, significant advancements were made towards this objective including:

- Depot recycling rate of 83% achieved for municipal solid waste & Scrap Metal Recycling and 85% for all Non-Hazardous & Scrap Metal Recycling combined in 2025.
- 100% recycling rate for Oil Filled Equipment, Scrap Metal, Transformer Oil & Network Poles.
- Training continued to be rolled out addressing waste management, recycling targets, waste hierarchy, and proper waste segregation and disposal requirements.

Additionally, ESB Networks maintains memorandums of understanding with Dublin City Council, South Dublin City Council, and Dun Laoghaire-Rathdown County Council to address illegal dumping of waste, litter and graffiti at unoccupied ESB Networks' facilities.

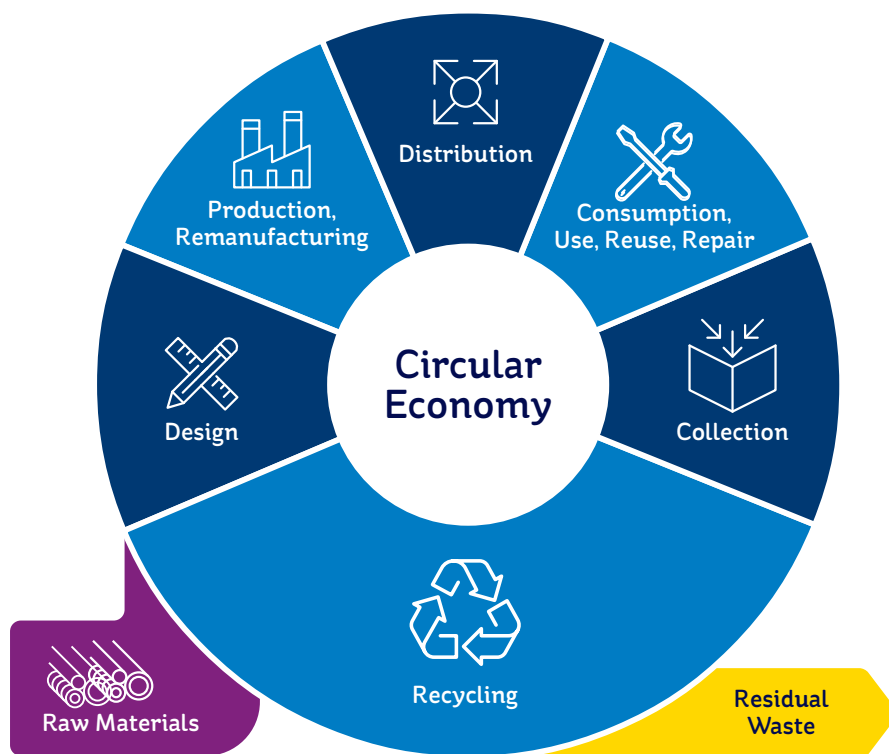
Circular Economy

The circular economy is a system where materials never become waste and nature is regenerated. In a circular economy, products and materials are kept in circulation through processes like maintenance, reuse, refurbishment, remanufacture, recycling, and composting. The circular economy tackles climate change and other global challenges, like biodiversity loss, waste, and pollution, by decoupling economic activity from the consumption of finite resources.

Waste prevention, a central concept of the circular economy, challenges us to review our existing design, production, distribution and consumption of products. This is moving us from the current linear model of Take > Make > Use > Dispose to focusing on reducing, reusing, repairing, and recycling to keep materials in use for as long as possible.

A circular economy approach strengthens ESB Networks in its ability to:

- Reduce operational waste and costs
- Improve supply chain resilience
- Meet climate and sustainability targets
- Support ESB Networks' net zero and circular economy ambitions



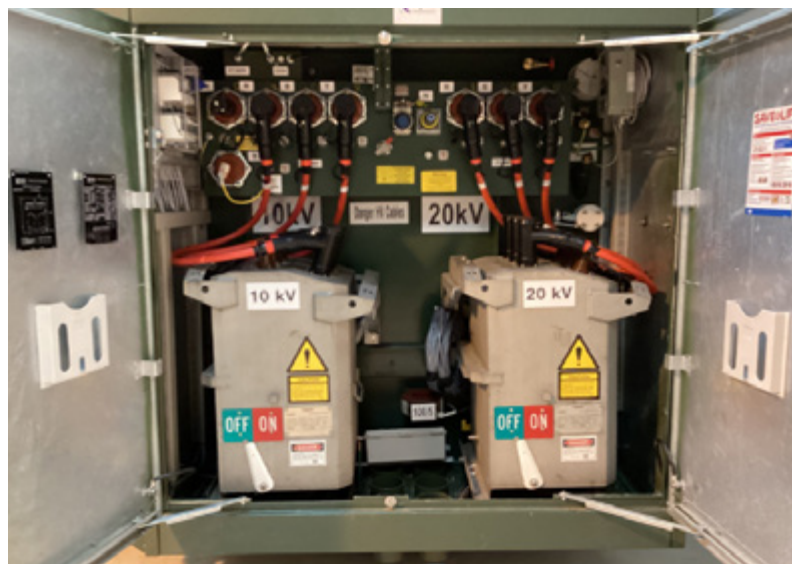
A circular economy approach for ESB Networks means redesigning how the network is built, maintained, renewed, and ultimately decommissioned so that materials stay in use longer and waste is eliminated.

Circularity requires ESB Networks to treat every pole, cable, transformer, and substation component as part of a closed material loop, not a one way consumption stream. ESB Networks is committed to sustainable sourcing of materials (including recycled materials) and implementing end-of-life plans.

For example, ESB Networks carries out mandatory testing for the purpose of re-use of all retired oil filled equipment, thus contributing to our circular approach to re-use suitable equipment where possible. The following items of equipment were refurbished during 2025:

- IFT Refurbishment, ESB Networks Site Tuamgraney: 18 x Units (see photos above of before and after refurbishment work)
- HV Transformer Refurbishment, Hitachi Waterford: 6 x Units
- Pole mounted transformers from 20 kV conversion: 540 transformers replaced and 232 tested and will be reused.

Such actions reduce waste, cut procurement costs, strengthen supply chain resilience and are in keeping with our approach to Circular Economy. This shifts ESB Networks from a “replace and dispose” model to a “maintain, recover, and regenerate” model.



Environmental Management System (EMS)

Since 2010, ESB Networks has been using an EMS that has been certified to the ISO 14001 Standard. This has enabled the company to identify, evaluate, prioritise, and manage environmental risks associated with its operations. The EMS covers all of ESB Networks' activities, services and processes related to managing the electricity network on behalf of ESB Networks.

During 2025, ESB Networks' EMS underwent a Recertification audit by an external Certification Body, against the requirements of the ISO 14001:2015 standard. No non-conformances were identified by the External Auditors. ESB Networks continues to be certified to the ISO 14001 standard.

Biodiversity

ESB Networks continues to remain focused on the importance of biodiversity in the Irish landscape, and to ensure its activities are managed in a sustainable manner in relation to wildlife and habitat protection. The ['Networks for Nature'](#) Biodiversity Strategy, developed in 2024 has identified key actions, some of which have been tackled during 2025 with work to continue in 2026.

Some of the key actions addressed during 2025 are outlined below:

- Assessed ESB Networks' primary biodiversity impacts in line with Corporate Sustainability Reporting Directive criteria.
- Worked towards further embedding 'No Net Loss' of biodiversity into operations, protect ecological features and offset unavoidable habitat loss.
- Explored the effectiveness of a practical landscaping guide for asset locations focusing on habitat management and creation.
- Investigated the use of QGIS and ArcGISPro to promote data-driven biodiversity action using GIS tools, datasets, and third-party services for impact identification, solution development, monitoring, and reporting.
- Established a framework of invasive species specialist contractors to prepare biosecurity protocols, management plans, and secure licenses for transport/disposal.
- Collated invasive species locations across ESB Networks

A number of ESB Networks' documents are in place to advise staff on biodiversity matters and communicate their requirements for legislative compliance.

To support the All-Ireland Pollinator Plan (AIPP), ESB Networks has developed an extensive list of our properties where opportunities have been identified for more pollinator-friendly management plans. ESB Networks has expanded its trials regarding pro-pollinator landscape management at its properties.

Following on from the successful 2024 calls for 'No Mow May', this initiative was extended to 2025. The ongoing management of the long-flowering meadow in the training field of the National Training Centre in Portlaoise continued through 2025.

ESB Networks continues to work collaboratively with ESB Enterprise Services and our Facilities Management Contractors.



Staff Engagement

During the month of September, ESB Networks organised a session as part of United Nations Sustainability Development Goals (UNSDG) week. This featured first-hand experiences from Wildacres.ie, an Environmental Social Enterprise dedicated to biodiversity restoration, protection, monitoring, and education. This talk focused on the following UNSDG's: Climate Action (13), Sustainable Cities and Communities (11), Life on Land (15) and Life below Water (14) which provided staff with real insight through photos and videos from Wildacres which was accompanied by practical guidance on how this was achieved.

Biodiversity Enhancements

The biodiversity enhancement of the retired Foxford 38kV substation was completed during 2025. This enhancement adds to our biodiversity net gain, supporting pollinators and local wildlife. It also creates a more welcoming space for the community, blending infrastructure with nature.

What we did:

- Reused onsite materials to build bare-earth banks for solitary bees.
- Created an area of deadwood to provide microhabitats for insects.
- Reused the gravel on the old site for walkways, reducing waste.
- Gave the building a fresh look with new paint and a restored front wall.
- Planted native trees and hedges sourced locally.



Invasive Species

Due to the nature and nationwide extent of ESB Networks' activities, there is a potential for unintentionally assisting the spread of unwanted invasive species to new sites across the country. This may occur through the transportation of species and or seeds in soil, in/on equipment and vehicles, and on clothing and footwear that has been used in areas where invasive species have become established. To help staff identify invasive species, we have distributed over 500 invasive species guides to staff nationwide. The guide outlines how each invasive species might be identified and the procedure to follow in the event that an invasive species has been identified.



Sustainable Construction

In keeping with ESB Networks' Net Zero Strategy, sustainability is a key consideration in the design and construction stage of all our projects.

ESB Networks has remained committed to achieving timely and cost-effective project delivery, despite the demanding landscape of project planning and consenting. To this end, ESB Networks has made continuous improvements and adapted to the challenges of the environment to ensure successful project implementation.

At the planning and design stage for each Capex project, multi-disciplinary teams work together to develop projects and site-appropriate construction methodologies in order to deliver connections to customers, while protecting the wider environment. Detailed design packs, capturing the requirements (e.g. planning consents) are provided to our external contractors who are increasingly important to project delivery. Project support through document review processes (e.g. inputs to Construction Environment Management Plans, Traffic Management Plans, Resource & Waste Management Plans, etc.) is key to ensuring delivery in line with planning permission condition requirements. Oversight of construction projects is achieved through the appointment of specialists such as Environmental Coordinators, Project Ecologists, Ecological Clerks of Works, Project Archaeologists where appropriate as well as through the implementation of our environmental audit program.

The Waste Enforcement Regional Lead Authorities (WERLA) oversees enforcement of waste regulations and is responsible for ensuring the appropriate handling of construction and demolition waste at a national level. When requested, ESB Networks provided WERLA with data on their construction undertakings that could produce construction and demolition waste. This information is then passed on by WERLA to waste enforcement officers from local authorities throughout the country, who conduct inspections to verify that waste and materials are being properly managed at construction sites. This effort is part of a strategic approach to managing construction and demolition waste in the state.

Sustainable construction increasingly centres on a life cycle approach, ensuring that environmental impacts are considered from material extraction through to end of life. This is framed through sustainability by design, embedding environmental considerations into engineering solutions, project delivery, and day to day processes to support the company's ambition of achieving Net Zero by 2040. A key tool enabling this shift is Life Cycle Assessment (LCA), which evaluates material procurement, manufacturing, transportation, construction, operational impacts, and eventual reuse or disposal. By understanding these stages, ESB can better identify where carbon is generated and how design decisions influence long term environmental performance.

The baseline LCAs carried out for standard 110 kV and 38 kV substations highlight that embodied carbon, particularly in concrete, steel, and cladding, is a major contributor to total project emissions, making these materials prime targets for low carbon alternatives. While challenges remain, such as inconsistent or outdated data, rapidly evolving materials, and the need for specialised expertise, ESB Networks is already building in house capability and using these insights to influence future designs. The work identifies carbon "hotspots," reveals opportunities for improvement, and reinforces the importance of integrating lessons learned into new design standards. This iterative, data driven approach ensures that sustainable construction becomes a practical, measurable, and continuously improving part of infrastructure delivery across the network.

ESB Networks is also advancing sustainable construction through the transition from traditional creosote treated wood poles to Fibre Reinforced Polymer (FRP) composite poles, which offer several environmental and operational advantages. These Jerol composite poles are chemically inert, do not rot, present no chemical hazard, and have an anticipated lifespan of more than 80 years, significantly reducing long term material consumption and waste compared to wood poles. Their lighter weight—typically 33–44% less than an equivalent wood pole—reduces transportation emissions, while their durability and high electrical insulation value enhance network resilience and public safety in the event of vehicle impact or mechanical stress. Because composite poles can be used like for like in approved overhead line applications and are fully compatible with ESB Networks' design standards, they provide a practical and low carbon alternative that supports the company's broader sustainability and circular design goals.



5

Safety



5. Safety

Our purpose in ESB Networks has always been to connect and distribute electricity - safely, securely and affordably.

Protecting the safety, health, and wellbeing of our people - employees, contractors, and the communities we serve - remains a fundamental strategic focus for ESB Networks. Our Public Safety Strategy sets out a roadmap to enhance safety outcomes for the public, stakeholders, and ESB Networks staff, while supporting Ireland's energy transition. It outlines how we proactively safeguard the public from electrical hazards through education, engagement and operational excellence, embedding safety across all ESB Networks activities. In 2025, we made key improvements in the areas of safety compliance, engagement, communications, safety culture transformation, road safety and public safety, while continuing to provide a safe and reliable electricity service to our communities.

External Validation of Safety Management System

ESB Networks successfully retained certification to the international ISO 45001 Occupational Health and Safety Management System standard in 2025. ESB Networks was also found to be in compliance with the public safety conditions set out in the Distribution System Owner, Distribution System Operator and Transmission System Owner licences issued by the CRU. The National Standards Authority of Ireland (NSAI) commended the proactive approach to risk management, senior leadership promotion of public safety and the drive to continuously improve safety standards in ESB Networks.

Safe and Sound – Safety Culture Transformation Programme

During 2025, Safe & Sound continued to advance safety culture across ESB Networks. Our safety culture work supports the development of a proactive and engaged approach to safety across the organisation, with a focus on leadership, learning and local ownership.

A key milestone during the year was the completion of the nationwide safety culture survey, which provided insight into how safety culture is experienced across the business. The findings directly shaped the Safety Culture Improvement Plan, focused on four areas: Safety Culture, Safety Leadership, Safety Learning and Human Factors. In Q4, the plan was introduced to Safe & Sound Leadership Teams to guide the next phase of safety culture improvement in 2026.

Throughout the year, Safe & Sound Leadership Teams continued to work across local, regional and functional areas to identify local priorities and progress improvement actions. These teams remain a key part of the programme and play an important role in supporting ownership of safety culture work across ESB Networks.

We also delivered supervisor training in leadership and communication and continued to engage with new hires and apprentices on the Safe & Sound approach and the wider safety culture in ESB Networks. This work will continue into 2026 through the delivery of the Safety Culture Improvement Plan.

Road Safety

In 2025, there were 54,000 road traffic incidents reported to An Garda Síochána. The number of serious injuries and fatalities from road traffic incidents continues to trend upwards. Road safety is a significant risk to our ESB Networks employees and delivery partners, and for many in ESB Networks it is the top risk they will face in the workplace. Sharing a roads network with members of the public brings an added responsibility to protect members of our communities through our transport choices and road user behaviour.

In ESB Networks, we continue to embed a strong road safety culture through road safety risk management, system change, safety interventions, digital solutions, and regular communications and engagement.

ESB Road Safety Strategy and Action Plan 2026 – 2030

Over the course of 2025, the ESB Road Safety team commenced development of the ESB Road Safety Strategy and Action Plan 2026 – 2030, engaging extensively with staff in ESB Networks and with key external stakeholders and our delivery partners. The strategic priorities – Compliance, Competence, Commitment, Collaboration and Culture – are reflected in the objectives of the strategy and action plan, which takes a Safe Systems approach to road safety.

Digital Solutions

To aid compliance with ESB Networks procedures and company standards relevant to road safety, the ESB Road Safety team developed a number of digital solutions. These will provide more usable data, valuable insights and help people managers deliver road safety risk management, particularly in the areas of fleet driver safety behaviour, exposure to road safety risk for both yellow and grey fleet due to kilometres driven, and compliance with driving licence recording.

In addition, the Road Safety team engaged across ESB Networks to see where alignments and co-benefits could be achieved through innovative projects and knowledge sharing, including with employees involved in sustainability, emissions reporting, health and wellbeing, continuity of supply, drone technology and fleet.

Incident Reporting and Learnings

The ESB Road Safety team reviewed employee road safety incidents while travelling for work, as reported by employees through our safety reporting platform, and participated in a number of road traffic incident investigations.

Quarterly, the Road Safety team presented updates on reported road safety incidents to the ESB Road Safety Centre of Competence.

Communication and Engagement

The ESB Road Safety team contributed to each monthly safety briefing distributed to all ESB Networks staff, to bank holiday traffic and storm road safety SMS alerts and used our internal social media channels to communicate timely road safety messaging. There was also extensive in-person and online staff engagement throughout 2025.

The format for this engagement was varied and included in-person and online presentations at ESB Networks Safety Days, Transport Appreciation Days, Business Support team days and SHW team days. External engagement with key domestic organisations including HSA, Irish Rail, Uisce Éireann, Irish Blood Transfusion Service, OPW and HSE allowed for knowledge sharing, as did attendance at the Cross-Industry Road Safety Forum in October 2025.

Competence and assurance

In line with our commitment to the safety of our staff, delivery partners and the public and to ensure compliance with standards, policies and procedures, the Competence & Assurance team continued to carry out independent audits across key risk areas for ESB Networks, with over 90% of audits unannounced. The main strands of audit focus delivered by the team are:

- Safe Behaviour Audits
- Competence Audits
- Compliance Inspections

We have seen a significant level of conformance across all of the focus areas year-on-year. A key driver of this improvement is the use of feedback and coaching style audits by the Competence & Assurance team when interacting with ESB Networks front line staff, their management and our delivery partners.

Public Education and Awareness

At ESB Networks, public safety is at the heart of everything we do. We embed public safety into every aspect of our operations, ensuring that we continue to provide a safe and reliable electricity service to our communities.

In 2025, we continued to implement our Public Safety Strategy (2021 – 2025), which sets out our commitment to keep our network safe, and raise awareness about the dangers of coming into contact with or in close proximity to our electricity network and equipment.

We progressed the development of the Public Safety Strategy for 2026-2030 through a review of the existing strategy, benchmarking against other utilities, listening tours across ESB Networks, implementation of a working group for the Strategy update and consultation across ESB to ensure alignment with the overall ESB Safety Health and Wellbeing Strategy and coordination of public safety across ESB business units.

We continued our advertisement campaign, 'Are You Sure It's Safe?' in 2025. The simple and clear 'Are You Sure It's Safe?' and 'Stay Safe, Stay Clear' messaging encourages the public to act safely when in close proximity to the electricity network. This campaign continues to strike a chord with our key at risk groups since its creation in 2016.

In 2025, safety advertising ran across TV, video-on-demand, radio, digital audio, social media, digital media, print media, display, and paid search platforms. English and Irish language creative was used across these platforms. Our campaign includes the following risk scenarios:

- using scaffolding near overhead lines.
- flying drones near overhead lines.
- digging near underground cables.
- hedge cutting near overhead lines.
- hanging flags and bunting on electricity poles; and
- encountering fallen overhead lines.

Awareness figures for the campaign remained high. Our research indicates awareness level of the campaign averaged 86% in 2025.

ESB Networks' social media channels continued to target key at-risk audiences, with always on safety messaging targeting our key 'at risk' sectors (i.e. agriculture, construction, general public, schools). New channels including Tik Tok were utilised in 2025.

ESB Networks promotes electrical safety in primary schools nationally. Primary school children are given the opportunity to create posters promoting electrical safety as part of the 'Stay Safe, Stay Clear' primary school poster competition. Electrical safety awareness educational material is provided to teachers as part of this initiative. In 2025, a total of 1,815 entries were received from 122 primary schools across Ireland.

In 2025 we launched our Public Safety School Pack programme which empowers ESB Networks staff to educate primary school children on electrical and road safety. Over 2,800 pupils have been reached to date as part of this programme.

ESB Networks ran specific tailored advertisement campaigns in advance and during adverse weather events including Storm Éowyn. These campaigns highlighted the specific electrical network safety risks that occur during these events e.g. fallen wires and the steps that should be followed to mitigate these safety risks.

We issued press releases and completed radio interviews to raise awareness of topical electrical safety awareness issues including erection of election posters and Christmas decorations.

We continued to update the ESB Networks website the latest information and publications, ensuring the content is accessible to all users.

Farm Safety

In 2025 we issued an updated version of the Farm Safety Booklet. The updated booklet includes enhanced safety information on electrical hazards associated with agricultural activities.

ESB Networks partnered with the Irish Farmers Journal to include 66,000 copies of the Farm Safety Booklet and an accompanying article in the December 4th edition of the IFJ. ESB Networks participated in the IFJ Farm Tech podcast series reaching an audience of over 22,000. Press and digital advertisements were ran in the IFJ throughout 2025 reaching a monthly audience of 750,000.

ESB Networks ran seasonal online campaigns with Agriland throughout 2025 along with tailored safety messaging during adverse weather events. This resulted in over 2.5 million impressions.

ESB Networks attended agricultural events including the Teagasc Moorepark Dairy Open Day. Electrical awareness presentations were given to members of the agricultural community throughout the country.

Safety talks were delivered to students in agricultural colleges and University College Dublin's Agriculture and Food Science School as part of the 'Champions for Safety' initiative, in collaboration with the Health and Safety Authority (HSA) and FBD Insurance.

ESB Networks safety messaging featured in multiple agricultural and agricultural machinery publications.

Construction Safety

ESB Networks attended the Construction Industry Federation Safety Conference in May 2025 and participated in collaborative events with key stakeholders as part of the CIF Construction Safety Campaign in October 2025.

ESB Networks gave in person electrical awareness training to construction companies across the country and ran construction focused electrical awareness advertisements in a number of construction publications.

Local Authorities, State Agencies and Emergency Services

Electrical awareness sessions were delivered to front line operational staff and contracting partners of Uisce Eireann, local authorities and the OPW in 2025. In addition to this, the ESB Networks' Training Centre hosted an electrical appreciation session with the Health & Safety Authority inspectors to increase awareness of the electrical hazards that can be encountered on construction sites. ESB Networks ran a joint safety advertisement campaign with the HSA to highlight the electrical safety risks when working on construction sites.

- ESB Networks continue to engage with Uisce Eireann and Gas Networks Ireland as part of the Joint Utility Safety Forum. A joint video on safe digging practices was developed in 2025.
- Electrical safety awareness training was provided to Fire Services across the country.
- ESB Networks continued to participate in the An Garda Síochána-led metal theft forum, which met during the year to share information and coordinate responses to break-ins and metal theft.
- ESB Networks worked closely with An Garda Síochána on the development of a pro forma of standard questions to be asked when the An Garda Síochána contact centre receives reports of fallen or broken ESB Networks poles, low hanging electricity cables or cables that are in contact with the ground. This standardised information allows An Garda Síochána and ESB Networks to provide an optimised emergency response.

Networks Work Programmes and Critical Safety Processes

The delivery of our public safety work programmes (including cyclical hazard patrols, maintenance of overhead and underground networks, and timber cutting) continued to be prioritised during 2025 to ensure public safety. A Public Safety Programme Summary Dashboard was developed in 2025 to monitor and review the delivery of public safety programmes.

A new safety incident recording system Synergi Life was introduced in 2025. All public safety incidents were recorded and actioned as appropriate. The information recorded on Synergi Life was analysed to inform public safety initiatives and campaigns.

The internal staff monthly safety communication, which is circulated to all staff in ESB Networks, provided information on significant public safety incidents. This communication emphasises the importance of public safety, recognises the contribution of staff and contractors in keeping the public safe, and continually reinforces the prioritisation of public safety actions.

We continued to implement critical public safety interventions by serving 'Notifications to Stop Work' where ESB Networks' staff became aware of unsafe work near electricity networks. ESB Networks issued 201 'Notifications to Stop Work' to third parties working unsafely around our network in 2025. The 'Notifications to Stop Work' were forwarded to the HSA for further action where appropriate.

We continued to implement the remote disconnection of the electricity network, when we were notified of low or fallen electricity wires, where appropriate, to safeguard the public.

The 'Dial Before You Dig' service provided maps of the overhead and underground networks to construction companies to support compliance with the Code of Practice for Avoiding Danger from Overhead Electricity Lines and the Code of Practice for Avoiding Danger from Underground Services.

The number of dangerous occurrences / third-party damages that occurred from 2021 to 2025 are outlined in the table below.

Number of dangerous occurrences/third-party damage

	2021	2022	2023	2024	2025
3rd Party plant damages (excluding underground cable dig-ins)	2,707	2,780	3,000	3,467	2,351
3rd Party plant damages caused by underground cable dig-ins	756	616	418	406	428
Non 3rd party – MV and 38kV notifiable fault incidents (line drops and reduced clearances)	404	344	676	982	1,024
Non 3rd party – LV notifiable fault incidents (line drops and reduced clearances)	384	383	936	1,868	1,664

6

Delivering on Price



6. Delivering on Price

Every five years (known as a 'Price Review' period), the CRU determines the revenue price control, which sets the amount of Distribution Use of System (DUoS) revenues that ESB Networks can recover through tariffs from DUoS customers. These revenues are utilised for safely operating, maintaining, and improving the distribution network.

The Price Review is a robust process where all capital and operating costs are assessed and benchmarked against peer utility companies. This ensures that costs are efficiently and effectively managed, so that the customer receives the maximum value for money.

In December 2020, the CRU published its final determination for PR5, setting the allowed revenue for ESB Networks for the five-year period (2021 to 2025). This report refers to the 2025 calendar year which is the final year of PR5. PR5 provided allowances for capital and operating expenditure, totalling €5.9 billion (in 2019 prices), over the five-year period 2021 to 2025. This enabled ESB Networks to provide the infrastructure needed to support the Irish Government's CAP and the EU's Clean Energy Package. The split of ESB Networks' capital and operating expenditure across the business in 2024 and 2025 is provided in the figures below.

As noted above, 2025 represents the final year of PR5. 2026-2030 will be governed by Price Review 6, the determination process for which concluded in December 2025. Part of the PR6 determination process involved an analysis on ESB Networks' performance during PR5 and a review of expenditure incurred. The Price Review process facilitates annual adjustments to the ex-ante allowed revenues using the K-factor mechanism. These incorporate adjustments such as updated inflation forecasts, incentive out-turns, additional unforeseen items (e.g. storms), and updates due to potential under- or over-recovery of revenue. If there is an over-recovery, meaning that the revenue recovered from customers was more than required, this is deducted from the following year's revenue allowance. Likewise, if there is an under-recovery, this is added to the next year's revenue allowance via the K-factor. The CRU approved DSO revenues of €1,124.15 million for 2025.

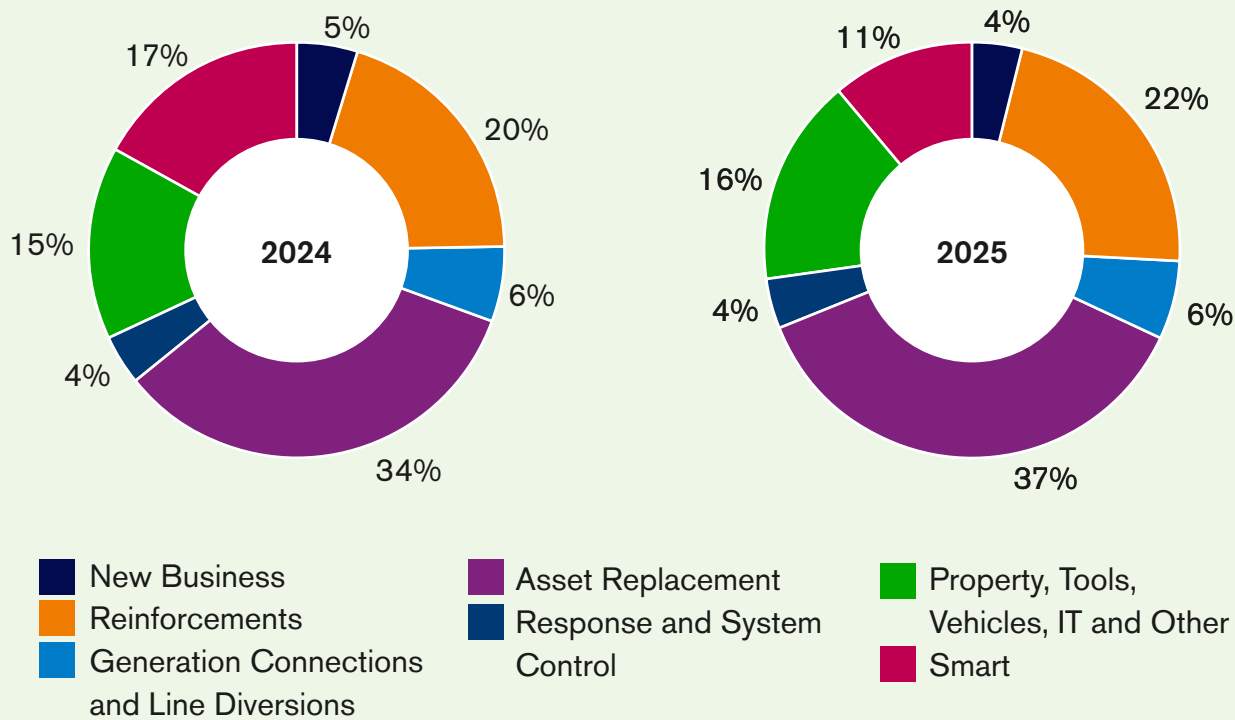
DUoS tariffs are the proportion of a unit of electricity which pay for distribution system development and operation. These tariffs are updated in October each year, based on changes in demand, inflation and other decisions made by the CRU. The CRU publishes an Average Unit Price (AUP) every year. The CRU's AUP is calculated by dividing the total allowed revenue by the total forecast units of electricity (measured in kWh).

While the actual tariff allocation is more complex, the AUP gives a high-level indication of network tariff movement between 'tariff periods' (i.e., a 12-month period, starting in October).

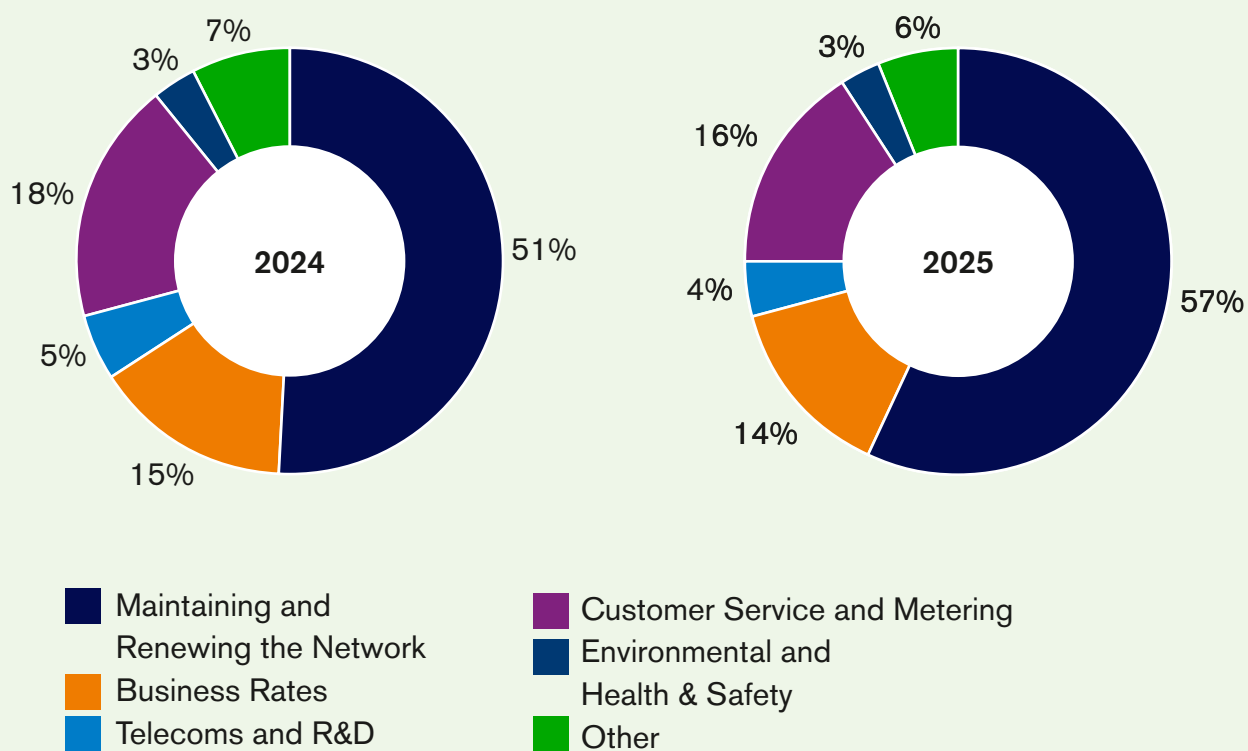
- The AUP for the 1st of October 2024 to 30th September 2025 period (first 9 months of 2025) was €4.66c/ kWh. This represents a 3.3% increase relative to the AUP for the first nine months of 2024.
- The AUP for the 1st of October 2025 to 30th September 2026 period (final 3 months of 2025) was €513c/kWh, a circa 10% increase relative to the AUP for the October 2024 to September 2025 period.

More detail on the allowed revenues and tariffs for 2024 is available in the CRU's decision paper, [The Electricity Distribution Network Allowed Revenues for 2025 and the Distribution Use of System \(DUoS\) Tariffs & Distribution Loss Adjustment Factors \(DLAFs\) for 2024/2025](#)

Capital Expenditure



Operating Expenditure



Incentives Outturn

The CRU set out the incentive arrangements for ESB Networks in the PR5 decision. The table below shows ESB Networks' performance against these incentives for 2025, and the associated reward or penalty.

	2024 DSO Incentive Outturn			2025 DSO Incentive Outturn		
Incentive	Target	Actual	Payment/ Penalty (€m)	Target	Actual	Payment/ Penalty (€m)
Customer Minutes Lost (CML)	78.7	117.5	-€10.0m	76.6	131.7	-€10.0m
Customer Interruptions (CI)	112.7	137.9	-€10.0m	110.6	147.3	-€10.0m
Customer Satisfaction (National Customer Care Centre)	90.00%	90.84%	€0.7m	90.00%	88.44%	-€1.3m
Customer Satisfaction Survey	82.50%	78.19%	-€2.7m	83.00%	78.94%	-€2.7m
Smart Metering Delivery	450k-500k	325,786	€0.216m	All meters installed	186,464	€0.12m
Smart Metering Functionality		Partially completed with some deferred	€0.45m	Smart meter functionality fully delivered	Partially completed with some deferred	€0.1m
Smart Metering Customer Satisfaction	>80% Customer Satisfaction	93% net satisfied	€0.36m	>80% Customer Satisfaction	93% net satisfied	€0.36m
Stakeholder Engagement	10	7.61	€0.57m	10	7.43	€0.54m
Delivering New Connections	Process ECP offers 30 days before batch deadline	Completed	€3m	Process ECP offers 30 days before batch deadline	Completed	€2.4m
Worst Served Customer	>9,000	11,360 customers met the success criteria	N/A	>9,000	11,214 customers met the success criteria	N/A
Outage Information	Balanced Scorecard	97%	€0.97m	Balanced Scorecard	97%	92%
Flexibility	Balanced Scorecard	95%	€2.85m	Balanced Scorecard	91%	92%
Low Voltage Network Visibility	Balanced Scorecard	82%	€2.45m	Balanced Scorecard	80%	92%
Joint DSO/TSO Coordination	Balanced Scorecard	92%	€2.77m	Balanced Scorecard	84%	€2.77m
Independent Role of the DSO	Balanced Scorecard	€0.93m	€0.93m	Balanced Scorecard	€1.77m	€1.77m
Total			-€7.034m			-€10.11m

7

Social Obligation and Engagement



7. Social Obligation and Engagement

Energy for Generation Fund

In 2025, the Energy for Generations Fund (EFG), [Energy for Generations Fund](#), ESB's Corporate Social Responsibility fund, marked 20 years of impact in communities across Ireland. Since its establishment in 2005, EFG has provided €1 million annually in funding, supporting over eight hundred projects with a strong focus on suicide prevention and social inclusion through access to employment, education, and homelessness supports.



The Energy for Generations Fund vision is stepping forward on social responsibility, to support low income & marginalised groups in the communities we serve, so that ESB can make a difference and have a positive social impact.

In 2025, the fund supported 47 projects and maintained two key strategic partnerships TrailblazHER, a TU Dublin initiative advancing gender equality in sectors where women are underrepresented, and the EPIC programme by Business in the Community Ireland (BITCI), which helps refugees and migrants access employment opportunities. It also provided Christmas funding to 24 charities including the Capuchin Day Centre, Bernardos, Depaul, Cork Penny Dinners, Focus Ireland, and ISPC.

Each project was aligned to the United Nations Sustainable Development Goals (SDGs), with a significant portion of the funding directed towards SDG 4: Quality Education and SDG 10: Reduced Inequalities. A strategic funding approach ensures both immediate impact and long-term sustainability.

The ten-member EFG Volunteering Committee, including ESB Networks employees, played a pivotal role in ensuring resources maximise impact.



Electric Aid

ESB is a proud corporate partner of ElectricAid, the employee social justice fund and registered charity established by ESB employees in 1987. Today, ElectricAid has a membership of approximately 2,000 serving and retired employees from ESB and EirGrid, with donations matched by ESB on a 2:3 ratio, up to €300k annually.



As an independent registered charity with its own constitution, ElectricAid is managed through a tripartite structure comprising of ESB's Corporate Social Responsibility team, the Executive Committee, and the Board of Trustees, with oversight supported by an elected volunteer committee, including ESB Networks employees. Since its foundation, ElectricAid has provided funding for small development projects in Ireland, as well as projects in ninety-one different countries and territories across Europe and the Developing World.

ElectricAid supports long-term sustainable development and poverty relief, while also responding to emergency appeals. Projects are carefully assessed to ensure they meet urgent needs and create lasting impact, with timely support provided in times of crisis.

In 2025, ElectricAid directed approximately €800K in charitable funding to projects that align with the United Nations Sustainable Development Goals (SDGs). Through ElectricAid's three annual funding rounds, the charity supported 59 projects, spanning 22 countries across Sub Saharan Africa, North Africa, East and South Asia, Latin America, the Caribbean, the Middle East and here at home in Ireland. The most frequently targeted UN SDGs were as follows; SDG 3: Good Health and Well being (€198,230.05), SDG 4: Quality Education (€108,926.56) and SDG 6: Clean Water and Sanitation (€142,855.49).

€100K of above funding went to emergency appeals providing humanitarian aid to UNICEF in Gaza and Myanmar Emergency Appeal, and the Irish red Cross for the Valencia floods. In addition, €0.1million in funding was given to Strategic Partners, including SeeBeyondBorders to support an education project in Cambodia.

The ElectricAid 2025 annual report can be reviewed on website: www.electricaidcharity.ie



ESB Networks Employee Volunteering

ESB Networks employees continue to demonstrate a strong commitment to volunteering and community engagement. Activities include participation in ESB Schools programmes, the Energy for Generations Fund and ElectricAid committees, as well as wider charitable and fundraising initiatives.

General volunteering across ESB Networks is encouraged through a dedicated employee volunteering recognition initiative, enabling employees who contribute over 20 hours or raise at least €250 for a chosen charity to apply for funding of €500 for their first charity and €250 for a second. In 2025, 29 ESB Networks employees availed of this, directing €15,250 to charities of their choice.

To mark the 20-year anniversary of the Energy for Generations Fund, a Charity Champions draw was also held in 2025 for ESB employees, including those from ESB Networks, awarding €20,000 across nine charities.

ESB Networks School Volunteering

In the 2024/2025 academic year, 26 ESB Networks employees participated in primary and secondary school volunteering programmes. Through ESB's partnership with Business in the Community Ireland (BITCI), employees engaged in the Time to Read, Time to Count, Towards Your Future, and World of Work programmes.

These initiatives support the development of literacy and numeracy skills in primary schools and help prepare secondary school students for the world of work, building confidence and enhancing engagement in learning.

Diversity Equity and Inclusion

At ESB, we are committed to building and sustaining a diverse workforce with a culture of inclusion, equity and belonging. Maintaining an environment where people can be themselves, thrive and feel connected to our purpose is essential to delivering Net Zero by 2040. Our commitment to Diversity, Equity, and Inclusion (DEI) is inherently linked with our values of Caring, Courageous, Driven, and Trusted.

We partner with organisations such as the Irish Traveller Movement, AHEAD, the Open Doors Initiative, and Back to Work Connect, to offer pathways to education, employment, and paid work experience. We are committed to increasing female representation to 30%, strengthening attraction into STEM roles, and supporting women's career progression through initiatives like the 'Pathways to Success' programme. Our inclusive recruitment approach is guided by the ESB Inclusion Principle for interview representation and is reinforced through diverse sourcing channels and returner friendly partnerships. Inclusion is further supported by our four employee led ERGs, leadership and DEI training, and the Respect and Dignity Policy, which together help foster a safe, values driven and inclusive culture where all colleagues can thrive.

ESB Networks employees are active members on each of the Employee Resource Groups (ERGs) at ESB – Accessibility, Cultural Diversity & Ethnicity, Gender, LGBT+. ERGs are voluntary, employee-led groups of colleagues, working to progress diversity, equity and inclusion through employee voice, action planning and initiatives.

Stakeholder Engagement

Engagement with our external stakeholders is integral to our day-to-day operations and is at the heart of everything we do at ESB Networks. Over recent years, our approach to stakeholder engagement has continued to evolve in response to the unprecedented pace and scale of change across the energy sector. The engagement undertaken in 2025 reflects the maturity of this approach and represents a further step forward when compared with our performance in previous years.

In earlier reporting periods, particularly 2023, stakeholder engagement activity was focused on establishing strong foundations to support our Networks for Net Zero Strategy. During this period, engagement played a critical role in building shared understanding of the scale of the energy transition, identifying emerging stakeholder needs, and embedding consistent engagement practices across the organisation. This foundational work strengthened our stakeholder relationships and ensured that engagement was embedded as a core business capability.

In 2024, our engagement approach became more structured and targeted, with increased emphasis on supporting business planning and regulatory development, most notably the preparation of our PR6 investment proposals. Engagement during this year enabled more detailed consultation with stakeholders on future network requirements and policy priorities, and we further strengthened our engagement channels, governance, and feedback mechanisms. While many of the outcomes from this engagement were forward looking, it provided critical insight and assurance to inform future delivery.

Building on this progression, 2025 marked a clear shift from planning and strategy development to delivery focused and outcome driven engagement and as evidenced and demonstrated in our ESB Networks Stakeholder Engagement Report 2025. Stakeholder engagement in 2025 was directly linked to system delivery, operational resilience, and investment decision making. Engagement informed and supported the successful approval of the PR6 Business Plan and played a central role in our response to significant system events, including severe weather incidents. In these circumstances, timely, transparent and coordinated engagement with customers, communities, regulators, Government and industry partners was essential to maintaining trust, supporting restoration efforts, and informing post event learning.



Building on this progression, 2025 marked a clear shift from planning and strategy development to delivery focused and outcome driven engagement and as evidenced and demonstrated in our ESB Networks Stakeholder Engagement Report 2025. Stakeholder engagement in 2025 was directly linked to system delivery, operational resilience, and investment decision making. Engagement informed and supported the successful approval of the PR6 Business Plan and played a central role in our response to significant system events, including severe weather incidents. In these circumstances, timely, transparent and coordinated engagement with customers, communities, regulators, Government and industry partners was essential to maintaining trust, supporting restoration efforts, and informing post event learning.

Across 2025, we also saw a deepening of engagement quality. Relationships developed in previous years enabled more collaborative and sustained engagement, with stakeholders actively contributing to the development of solutions rather than solely responding to consultations. Feedback loops became faster and more visible, allowing stakeholder input to inform decisions in real time and strengthening confidence that engagement was meaningful and impactful.

Our engagement performance in 2025 also reflects the continued embedding of engagement responsibilities across all levels of the organisation. While senior leadership continues to set strategic direction and provide oversight, engagement is now firmly recognised as an essential part of everyone's role at ESB Networks. This organisational maturity has supported more consistent and effective engagement across our broad and evolving stakeholder base.

Overall, when compared with previous years, stakeholder engagement in 2025 demonstrates a clear progression in capability, impact and outcomes. It reflects our commitment to continual improvement, our focus on benchmarking against international best practice, and our recognition that high quality engagement is essential to delivering a resilient, customer centred electricity network that supports Ireland's transition to a net zero energy future.

Our Stakeholders

To ensure our engagement is effective, inclusive and proportionate, it is essential that we clearly understand who our stakeholders are and how they relate to our role as Ireland's Distribution System Operator. The stakeholder wheel below illustrates the breadth and diversity of stakeholders we engage with and reflects the different perspectives, interests and levels of influence across the electricity system.

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 connecting over 2.5 million homes, farms, communities and businesses across the country, ESB Networks has a very broad and diverse stakeholder base.

To support a structured and consistent approach, we group and categorise our stakeholders using a stakeholder wheel, as illustrated below.



Engagement in Action – Case Study Highlights

Our strong engagement performance in 2025 is demonstrated through a series of case studies included in our [ESB Networks Stakeholder Engagement Report 2025](#), which showcase how meaningful, timely and collaborative stakeholder engagement directly supported system resilience, informed investment and policy decisions, and enabled the delivery of customer-focused solutions across the electricity network.

Key engagement achievements in 2025 include:

- **Storm and Resilience** – Extensive engagement with customers, communities, emergency services, regulators and Government during and after Storm Éowyn, supporting restoration efforts, transparent communications and a comprehensive lessons learned review.
- **Price Review 6 (PR6)** – Sustained and inclusive engagement with customers, industry, representative groups and the CRU that directly informed the development and successful approval of the PR6 Business Plan.
- **Developer Day Events** – Targeted engagement with developers and industry stakeholders to improve understanding of connection processes, gather feedback and support more efficient housing and infrastructure delivery.
- **Demand Flexible Product** – Collaborative engagement with market participants and customers to inform the design and rollout of new products that support system flexibility and decarbonisation.
- **Beat the Peak – Business** – Engagement with business customers to encourage behavioural change and participation in demand reduction initiatives, supporting system stability during peak periods.

Together, these case studies highlight the breadth, depth and impact of stakeholder engagement in 2025 and demonstrate how engagement is embedded at the heart of ESB Networks' operations and decision making.

Overall, stakeholder engagement performance in 2025 represents a clear and measurable step change compared with previous years, reflecting the successful evolution from foundation building and structured consultation to delivery focused, outcome driven engagement that directly supported system resilience, and the delivery of national energy priorities.

8

Innovation



8. Innovation

At ESB Networks, innovation is fundamental to delivering the electricity network needed for Ireland's clean electric future. Through our Networks for Net Zero Strategy, we have set a clear ambition to deliver a Net Zero ready electricity network by 2040. Innovation plays a central role in realising this ambition by enabling the adoption of new technologies, improving customer experiences, and supporting the development of a resilient, flexible and decarbonised electricity system.

Innovation is embedded across every business unit in ESB Networks. Each area of the business leads innovation activity that is aligned to its operational priorities, while the central Innovation Team provides strategic coordination, governance, horizon scanning, project management and capability building. This model ensures innovation remains closely connected to real network and customer challenges while benefiting from a consistent framework for prioritisation, evaluation and knowledge sharing.

A major milestone in 2025 was the publication of ESB Networks' new Innovation Strategy, which strengthened governance arrangements, refined project prioritisation and sharpened alignment with the strategic objectives set out in [Networks for Net Zero](#). The strategy reinforces four core ambitions for the innovation programme: identifying new opportunities, progressing breakthrough and scalable pilots, embedding learnings across the business, and continuing to build innovation capability and culture.

Collaboration remains central to our approach. Throughout 2025, ESB Networks continued to work closely with customers, academia, startups, peer utilities, industry partners and community stakeholders to identify and evaluate solutions that can accelerate the energy transition.



Innovation Performance Highlights 2025

During 2025, ESB Networks undertook significant external research and engaged extensively with Irish and International stakeholders to identify high-potential innovations aligned with our Networks for Net Zero Strategy. This included the following highlights:

- ESB Networks assessed 115 innovation ideas in 2025, with nine projects progressing through development, fifteen projects actively advanced, and fourteen projects successfully completed. Learnings from completed initiatives were captured and shared across the organisation and with external partners to inform future deployment and wider sectoral development.
- A major milestone in 2025 was the publication of our new [Innovation Strategy](#). This was informed by an external governance review, engagement with members of the Senior Leadership Team, and benchmarking against peer utilities in the UK. The strategy draws on best international practice to strengthen governance, sharpen project prioritisation and ensure closer alignment between innovation activity and strategic objectives.



The range of projects included in ESB Networks' innovation portfolio demonstrates continued commitment to resilient, customer-focused and future-ready network development. Projects progressed during 2025 focused on improving customer experience, network performance, resilience, digitalisation and low carbon technology integration and spanned the full innovation lifecycle from development through to completion. Details on each of the projects are available [here](#).

Our projects are scoped and developed to ensure full alignment with our three strategic pillars and to optimise potential benefits for our customers. The following examples provide insights into how our innovation portfolio is delivering value for customers and the network:

- The potential of Unmanned Aerial Vehicle (UAV)-deployed tools for live-line maintenance and condition assessment was successfully validated through the Linebird pilot. The trial demonstrated effective debris removal, remote line cutting and resistance measurement, without outages, generating practical learnings for potential future use. The outcomes highlight how drone-enabled approaches can enhance safety and reduce operational disruption.
- The Flexible Demand Connections pilot reached a key milestone, with a formal connection offer issued and accepted. The customer, Dublin Bus, now has access to additional electrical capacity to charge electric buses at their Phibsboro depot at night, moving the project into live operation. A monitoring device has been installed to provide real-time visibility of demand, and a compliance reporting framework is in place to ensure adherence to agreed operating parameters and to maintain network security. This project seeks to optimise network utilisation and leverage flexibility to accelerate connections for customers in areas where capacity headroom is limited.
- The 300 kVA Connection Pilot advanced significantly during 2025, developing a new connection approach that enables individual customers to receive up to 300 kVA supply from a ground mounted unit substation without the need for a block-built substation. This pilot addresses space, cost and planning constraints, particularly for EV Charge Point Operators, and demonstrates how innovative design can accelerate connection delivery, reduce customer complexity and support electrification. The first site involved in the 300 kVA connection pilot was energised at Knocktopher, Co. Kilkenny with two further connections to follow in Dublin in 2026.

Innovation Projects 2025

The table below provides an overview of our 2025 innovation portfolio and includes projects that were in development, in progress and completed during the year.

	Name	Impact Status	Networks for Net Zero Strategic Objective
In Development			
1.	69kVA Pilot	Incremental	Empowered Customers
2.	AR/VR Fire Safety Training Pilot	Adjacent	Decarbonised Electricity
3.	Assetcool	Breakthrough	Decarbonised Electricity
4.	Battery Co-location Pilot	Incremental	Decarbonised Electricity
5.	ElectriCITY	Breakthrough	Empowered Customers
6.	Emergency Low Earth Orbit (LEO) Sat Communications	Incremental	Resilient Infrastructure
7.	Smart Fault Passage Indicators for Substations	Incremental	Resilient Infrastructure
8.	Tower Jacking Initiative	Breakthrough	Resilient Infrastructure
9.	Third Equation	Breakthrough	Resilient Infrastructure
In Progress			
1.	300 kVA Pilot	Incremental	Empowered Customers
2.	Compact 110 kV Line Design	Incremental	Resilient Infrastructure
3.	Composite Core Conductors	Breakthrough	Resilient Infrastructure
4.	Composite Cross Arm	Incremental	Resilient Infrastructure
5.	Composite Street Light	Adjacent	Empowered Customers
6.	Development of Dynamic Line Ratings (DLR)	Incremental	Resilient Infrastructure
7.	Flexible Demand Connections – Timed Connectors	Adjacent	Empowered Customers
8.	Gridguard AI -Woodpecker Mitigation	Adjacent	Resilient Infrastructure
9.	Gridwrap	Breakthrough	Resilient Infrastructure
10.	HV Distribution Network Development Study	Incremental	Resilient Infrastructure
11.	Looped Services Identification Using AI	Adjacent	Empowered Customers
12.	Portable Overhead Line Fault Passage Indicators	Incremental	Empowered Customers
13.	Prezerv	Breakthrough	Resilient Infrastructure
14.	Sidewalk Transformers	Adjacent	Resilient Infrastructure
15.	Zero Parallax	Adjacent	Resilient Infrastructure

	Name	Impact Status	Networks for Net Zero Strategic Objective
Completed			
1.	Advanced Infrastructure Self-Serve Pilot	Adjacent	Empowered Customers
2.	GridVision AI for Condition Assessment of Tower Corrosion	Adjacent	Resilient Infrastructure
3.	IFT (Interface Transformers) Units Refurbishment Pilot	Incremental	Decarbonised Electricity
4.	Industrial Heat Pump Networks Impacts	Incremental	Empowered Customers
5.	Introduction of Alternatives to Creosote Wood Poles	Incremental	Resilient Infrastructure
6.	Island Decarbonisation	Breakthrough	Decarbonised Electricity
7.	Linebird	Breakthrough	Resilient Infrastructure
8.	Low Carbon Technologies Register	Incremental	Empowered Customers
9.	Neara MV/LV Pilot	Adjacent	Resilient Infrastructure
10.	Plexigrid	Adjacent	Decarbonised Electricity
11.	PortaSCAN Pilot	Breakthrough	Resilient Infrastructure
12.	Rooftop PV Identifier	Adjacent	Decarbonised Electricity
13.	Sustainable Backup Power Solutions	Breakthrough	Decarbonised Electricity
14.	VisNet Design Pilot	Adjacent	Empowered Customers

Future Focus: Advancing Innovation at ESB Networks

As ESB Networks enters PR6 and embarks on the most significant investment programme in its history, innovation will continue to support the adoption of new technologies, introduce new ways of working and help to accelerate the pace and scale of delivery. Guided by our [Networks for Net Zero Strategy](#), the innovation programme will remain focused on decarbonising electricity, enhancing network resilience, accelerating capacity delivery and empowering customers to actively participate in the electricity system.

The next phase of the innovation programme will build on the strong foundations established in recent years, with greater emphasis on scaling successful pilots, accelerating the transition to Business as Usual (BAU), and leveraging external partnerships to strengthen our fast-follower capability. Priority areas will include solutions that support faster capacity delivery, improve climate resilience, expand system flexibility, advance digitalisation and enhance customer self-serve capabilities.

Capability development will remain a priority. As we expand and develop our workforce to support PR6, ESB Networks will continue to invest in innovation skills, collaborative programmes, design thinking and external ecosystem engagement to strengthen innovation culture across the organisation. Our horizon scanning activities, informed by international working groups, peer utility engagement, academic partnerships and global accelerator programmes such as Free Electrons, will ensure we remain connected to emerging technologies and global best practice relevant to the Irish electricity system.

Through this disciplined and outward-looking approach, innovation will continue to support the transformation of the electricity network, enabling ESB Networks to deliver stronger customer outcomes, improved operational performance and long-term system resilience as Ireland progresses towards Net Zero.



9

Connectivity and Digitalisation



9. Connectivity and Digitalisation

National Smart Metering Programme (NSMP)

During 2025, ESB Networks continued the NSMP. The NSMP aims to replace 2.2 million electricity meters in homes, farms and businesses with next generation smart meters. This will support the transition to a low carbon electricity network as it is a key enabler of CAP, specifically regarding microgeneration and the electrification of heat and transport. We achieved the following relating to smart meters in 2025:



- The programme continued to safely install smart meters in every county in Ireland. During 2025 186,464 smart meters were installed. This brings the total number of smart meter installations to 2,080,950 by the end of December 2025. This includes 50,389 smart meter installations for microgeneration customers, bringing this total to 161,311 with smart meters. In 2025, 24,683 Day/ Night meters were replaced bring the total to 190,651 and 2,414 unused night storage heating meters were replaced bringing the total to 16,885 smart meters. Three phase whole current exchanges started in August 2025, and 19,627 meters were exchanged for a smart meter.
- ESB Networks delivered the V14.00.00 retail market release in November 2024. This release has enabled the remote switching functionality within the smart meter – one of the major benefits associated with the smart metering programme. From January 2025 Electricity Suppliers have successfully utilised the remote switch for Smart Pay As You Go and Vacant Premises De-Energisation and Re-energisation requests. The remote switch was successfully operated 20,469 times for Move In/Move Out to vacant premises and 21,396 times for Smart Pay As You Go services in 2025.

Usage of the ESB Networks' Customer Online Account grew steadily in 2025. The 'My Energy Consumption' option which offers smart meter customers the following options:

- Day / Night / Peak toggle to allow customers to view their consumption during different times of the day.
- Bar charts with consumption details.
- Time period selection to specific periods (day, week, month, year) for ease of use when viewing data over a longer period.
- Total consumption and contribution (export) values for the selected periods.
- Four harmonised data files (HDF) so that customers can view and analyse their data in detail to make informed decisions about their electricity usage.
 - 30-minute readings in kWh
 - 30-minute readings in kW
 - Daily snapshot of day/night/peak usage in actual kWh
 - Daily snapshot of total usage and export data (where applicable) in actual kWh

At the end of 2025, smart meter data for circa 2.1 million customers was available, with 258,697 customer accounts set up and 173,229 customers with access to their consumption data. Since its go live there have been 1,586,783 visits to the 'My Energy Consumption' site and 492,955 HDF downloads. Several price comparison websites have the ability to utilise a customer's HDF and provide tariff options to suit the customer's usage.

- ESB Networks delivered the V13.00.00 retail market release required to support the delivery of smart services by suppliers in February 2021. By the end of 2025: 592,697 customers have availed of half-hourly interval data for smart services and tariffs; and 75,419 customers had availed of day/ night/peak standard smart tariffs.
- ESB Networks commenced remote meter reading of smart meters in February 2021. There have been over 32.4 million bi-monthly reads since go live, with 10.3 million of these occurring in 2025. This resulted in a significant reduction in estimated bills and improved billing accuracy for customers with smart meters. To date 867k successful change of supplier / change of legal entity read requests have been delivered by ESB Networks to support these retail market processes.
- ESB Networks led industry forums and working groups throughout 2025. Through this engagement we have ensured alignment with supplier system and process development and provided ongoing support for supplier queries.
- ESB Networks continued to lead the implementation of the agreed industry-wide 'Strategic Framework for Communications and Consumer Engagement'. This framework aims to support the meter deployment programme and outline the benefits of smart meters. As the smart meter roll out nears conclusion it was agreed that ESB Networks collateral should be updated to focus on the benefits of a smart meter and promote how customers can access their smart meter data.
- Based on customer feedback, the smart meter upgrade section on the ESB Networks' website has been updated to include expanded FAQs, additional information on smart meter benefits, the Networks On Line Account, access to near real time data via the LED Pulse and the remote switch functionality.
- ESB Networks has undertaken a public information campaign across local radio, press and social media channels. We've developed branding for the public to easily identify the contractors' associated with the ESB Networks' programme, created media assets and stakeholder packs and engaged with local radio stations. We have also delivered briefings to national and local stakeholders.
- Consumer surveys conducted during 2025 demonstrate that customer awareness is still high at 95%, and that sentiment towards the programme is positive. This is further supported by the average 95% customer satisfaction rating of the exchange process.

Networks Telecoms

The transmission and distribution electricity networks rely on resilient, highly available telecommunications to enable the safe, secure and efficient operation of the electricity system. These communications are provided through ESB Networks Telecoms extensive private telecommunications infrastructure, incorporating fibre, digital microwave radio, satellite, polling radio and operational technology (OT) networking systems. Collectively, these technologies form Ireland's largest private telecommunications network, operated on a continuous 24/7 basis to support real-time system control and restoration via a dedicated Telecoms Operations Centre.

During 2025, Networks Telecoms continued to provide mission-critical communications services underpinning both transmission and distribution system operations. The telecommunications network supports real-time monitoring and control of network assets, including high voltage protection schemes, and remains integral to enabling the connection of new customers and renewable generation. Telecommunications capability ensures that control centres maintain full system visibility and operational control as the electricity network evolves in line with national energy policy objectives.

Resilience and Reliability

The telecommunications network is designed and operated to maintain service continuity under all conditions, including severe weather and system disturbances. Resilience is achieved through a combination of diverse routing, layered technology architecture, robust power design and embedded cybersecurity controls.

During February 2025, Storm Éowyn provided a significant operational test of the telecommunications network. The network continued to support electricity system operations during this period, demonstrating the effectiveness of resilience measures including network diversity, infrastructure robustness and operational response capability. Across 2025, the telecommunications network continued to demonstrate high levels of availability in support of electricity system operations. Ongoing investment in infrastructure renewal, network architecture enhancement and risk management has further strengthened the resilience of telecommunications services, reflecting their critical role in national infrastructure and security of supply.

Operational Technology and Network Modernisation

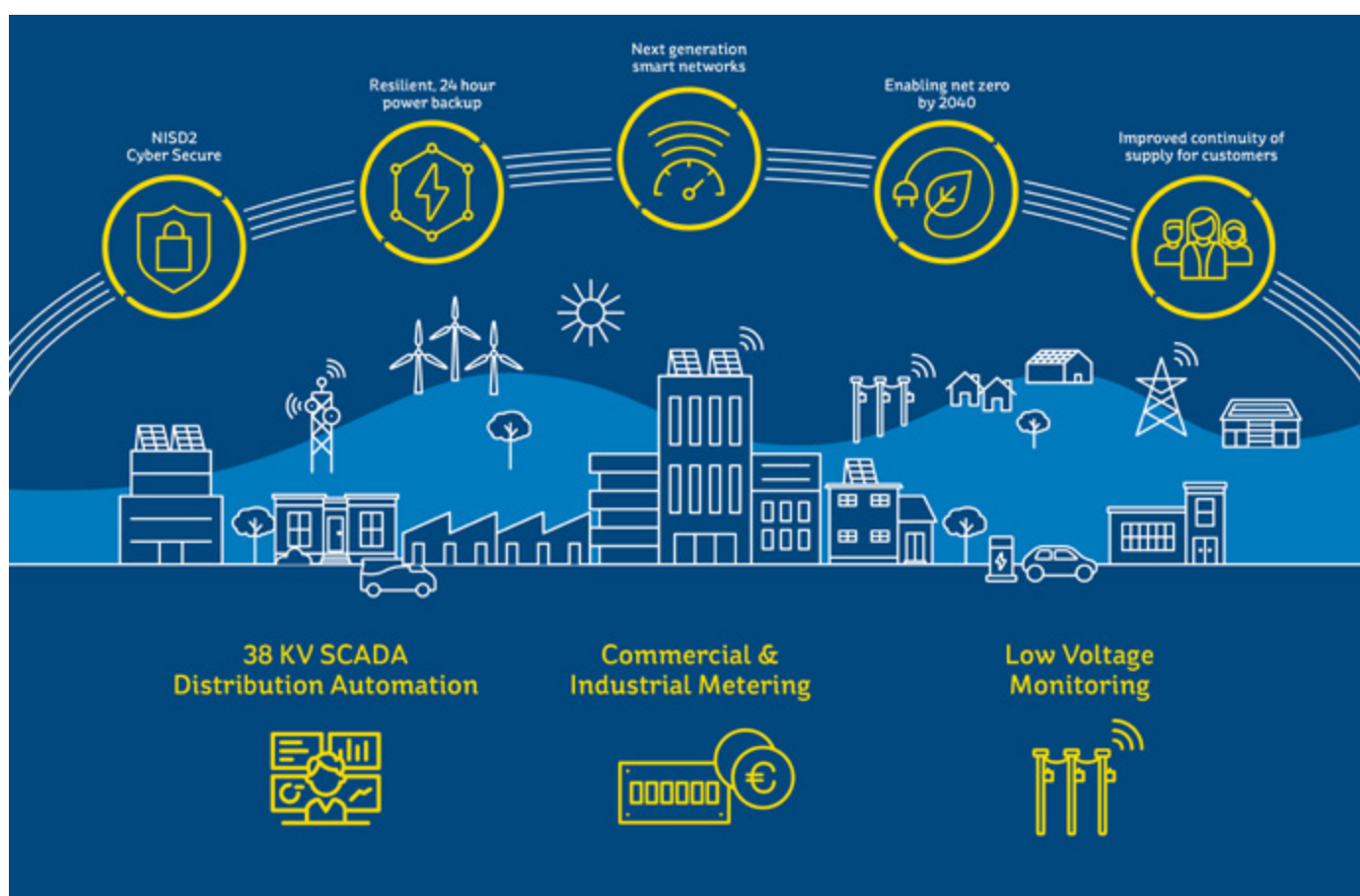
programme during 2025, aligned to its strategic roadmap. This includes the progressive transition toward a scalable, packet-based telecommunications architecture, enabling increased device connectivity, higher data throughput and improved long-term sustainability of network services. Key developments during the year included continued deployment of high-capacity fibre infrastructure, upgrade of core and field network platforms, and the introduction of next-generation active equipment.

These enhancements support improved system observability, increased operational flexibility and enable further automation of network operations. In parallel, ESB Networks Telecoms continued to advance a structured, programme-based approach to delivery, strengthening alignment between capital investment, system needs and long-term network development. This supports a more integrated and scalable telecommunications platform in line with future electricity system requirements. The telecommunications network continues to provide critical connectivity to high voltage substations and operational systems, enabling remote monitoring and control, supporting system safety, and reducing the need for field-based intervention.

Private LTE (P-LTE) Network

ESB Networks Telecoms progressed the development of a private, secure LTE network utilising dedicated spectrum awarded by ComReg. During 2025, deployment continued across core infrastructure, supporting systems and initial site rollout.

The P-LTE network represents a key strategic development, supporting the expansion of secure wireless connectivity across operational environments. It will provide high-bandwidth, low-latency communications capability for operational staff and devices, enhancing resilience, flexibility and situational awareness across the electricity network. The programme advanced towards initial operational readiness during 2025, with the network core being successfully tested in late 2025. Further rollout will continue as part of the PR6 delivery programme.



Retail Market Services

ESB Networks' Retail Market Services team provides meter and data services to the electricity market and serves all 2.5 million electricity customers and their registered suppliers.

Electricity Costs Emergency Benefit Scheme

The Irish Government introduced a series of Electricity Costs Emergency Benefit Schemes from 2021 to support domestic electricity customers during periods of exceptional increases in global energy prices. Under the associated legislation, ESB Networks, working with electricity suppliers, was required to operate and administer the schemes on behalf of Government. In Winter 2024/2025, Scheme IV continued and was completed, providing two once off electricity bill credits of approximately €125 each to every eligible domestic electricity account.

ESB Networks carried out its statutory role by identifying eligible domestic connections and facilitating the secure transfer of Government funds through the electricity market so that suppliers could apply the credits to customer accounts. By the conclusion of Scheme IV in 2025, more than €3 billion had been delivered to domestic customers across the four schemes, reflecting the significant scale of support administered through the market with ESB Networks at its centre.

Smart Meter Data Access

The [Smart Meter Data Access Code](#) (SMDAC), published by the CRU in February 2025, assigned ESB Networks the role of Data System Provider and set out the framework through which authorised parties with a valid lawful basis may access smart meter data. Its publication enabled ESB Networks to begin putting in place the required systems and processes, including consent management, identity verification and secure user access.

A new business capability, the Smart Meter Data Access Office, was established to assess, approve, deliver and account for future access to metering and consumption data. The programme advanced core business and technical processes and supporting databases, complemented by quarterly public webinars to aid industry readiness.

Enablement work in 2025 included the completion of a full procurement process, selecting a vendor for the consent and permission management system, a key component of the future data access model. ESB Networks also worked with the CRU to develop prescribed SMDAC documentation, including User Registration and Use Case Application forms.

The enactment of SI 589/2025 on 9th December 2025 set the date from which smart meter data is in scope for sharing and also enabled publication of the first non personal smart meter data report on the ESB Networks website. These updates form the basis for continued implementation into 2026 and beyond.

10

Service Level Agreements



10. Service Level Agreements (SLA)

The Service Level Agreement (SLA) Report in the following table contain the complete set of results for 2024. The report provides a description of each SLA and the measure against which its level of performance is reported. The actual performance is measured as the percentage of transactions that were completed within the agreed SLA timeline and the percentage completed within twice the SLA timeline during 2024.

Description	No.	Standard Approval Timelines (SLA)	Within SLA Timeline	Within twice SLA Timeline
Change of Supplier (NQH)	1A	Validate within 5 days	99.97%	100%
	1B	Using customer read supplied by the customer– Complete within 3 days	99.91%	100%
	1B	Using a special read organised between the customer and ESB Networks– Complete within 10 days	98.75%	100%
	1B	Using one of ESB Networks scheduled reads – Complete within 3 days	99.72%	100%
Change of Supplier (QH)	2A	Validate within 5 days	98.30%	100%
	2B	Complete within 3 days	97.60%	100%
Change of Supplier Cancellation	3A	Validate supplier cancellation within 5 days	99.98%	100%
	3B	Complete supplier cancellation within 5 days	99.97%	100%
New Connection and registration with supplier (NQH)	5C	Data Processing – Issue details to Supplier within 10 days	99.76%	99.82%
New Connection and registration with supplier (QH)	6C	Data Processing – Issue details to Supplier within 10 days	74.36%	84.62%
Change to meter point characteristics	8C	Process Change – Issue details to Supplier within 10 days	96.46%	98.76%
De-energisation of meter point	9A	De-energise of meter point within 5 days	94.99%	97.36%
	9B	Issue Meter details to Supplier within 10 days	99.31%	99.67%
Re-energisation of meter point	10A	Re-energise meter point within 5 days	97.60%	98.55%
	10B	Issue Meter details to Supplier within 10 days	98.67%	99.40%
Change of meter configuration	11A	Reconfigure meter within 5 days after the receipt and validation of Supplier request	87.84%	94.39%
	11B	Process data within 10 days	99.00%	99.55%

Description	No.	Standard Approval Timelines (SLA)	Within SLA Timeline	Within twice SLA Timeline
Meter problems and reports of damage	12A	Repair or replace faulty meter within 5 days	55.69%	63.77%
	12B	When a faulty meter is repaired or replaced – process meter data within 5 days	99.08%	99.39%
NQH Meter Reading	14A	Scheduled Read – Distribution of Reads to Suppliers within 7 workdays	99.81%	99.93%
	14A	2 Scheduled reading visits per annum	97.77%	NA
	14A	4 Scheduled reading visits per annum	94.21%	NA
	14A	Actual reads for scheduled meter reading visit	93.60%	NA
	14A	Actual reads for scheduled MD meter reads	84.50%	NA
	14A	One actual read per annum	97.72%	NA
	14B	No Consecutive Block Estimations	99.77%	NA
	14B	No Consecutive MD Block Estimations	100%	NA
	14C	Out of Cycle Customer Read – Readings processed within 3 workdays	97.82%	99.43%
QH Data Collection	15A	D+4 QH data- Send to SEM-O / Suppliers in 1 workday	100%	NA
	15B	QH Actual Data. Send to suppliers within 4 and 10 days**	96.95%	97.63%
Request for Special Read	18A	Site visit by 7 days	73.74%	78.99%
	18B	Issue of Meter details within 3 Days	76.92%	80.92%
Data Aggregation	16	Issue of aggregated data to SEM-O/ TSO/Suppliers and Generators within 5 workdays	100%	NA
Change of SSAC	20	Complete process in 3 workdays	100%	NA
De-registration	21	Auto Completion within 5 workdays	99.81%	NA
		Manual Completion within 10 workdays	100%	NA
Change Customer Details	24	Complete within 5 days	99.97%	100%
Change Legal Entity	25	Complete within 5 days	98.52%	98.60%

11

Register of Assets



11. Register of Assets

The following table is a register of all relevant distribution system assets at the end of 2025.

Register of Distribution System Assets at end of 2025

Asset	Units	Volume
220kV		
220kV Substations	No.	3
220/110kV Transformer Capacity	MVA (Installed Capacity)	2,250
110kV		
110kV Overhead Lines	Km	383
110kV Underground Cable	Km	215
110kV Switching Substations	No.	16
110kV Substations	No.	123
110/38/MV Substations	No.	
110kV/MV Substations	No.	
110/38kV Transformer Capacity	MVA (Installed Capacity)	8,754
110kV/MV Transformer Capacity	MVA (Installed Capacity)	2,508
38kV		
38kV Overhead Lines	Km	5,583
38kV Underground Cable	Km	1,319
38kV Substations	No.	410
38kV Transformer Capacity	MVA (Installed Capacity)	6,306
MV		
20kV 3-ph Overhead Lines	Km	16,394
20kV 1-ph Overhead Lines	Km	33,076
10kV 3-ph Overhead Lines	Km	12,957
10kV 1-ph Overhead Lines	Km	22,947
20kV Underground Cable	Km	2,328
10kV Underground Cable	Km	8,936
3-ph Pole mounted Transformers	No.	23,501
1-ph Pole mounted Transformers	No.	232,368
MV Ground Mounted Substations	No.	24,890
LV		
LV 3-ph Overhead Lines	Km	4,932
LV 1-ph Overhead Lines	Km	59,049
LV Underground Cable	Km	16,083
Mini-Pillars	No.	190,867



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