



NETWORKS

Stakeholder Engagement Report 2025 Consultation Response Paper

Issue date: May 2026
DOC-280426-ILT



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1. Introduction

This response paper is intended to be read in conjunction with [ESB Networks' Stakeholder Engagement Report 2025](#) which was open for public consultation from 27 March 2026 to 27 April 2026.

This paper summarises the responses received and provides commentary where appropriate.



2. Consultation Responses

The consultation received two responses, (compared to one response received in 2025).

Responses were received from.

- Stakeholder 1: Submission from an Energy Company
- Stakeholder 2: Submission from a Business Customer

2.1 Response Themes

The two responses received raise several themes relating to stakeholder engagement, including the assessment of engagement activity and outcomes, the articulation of value and effectiveness, and expectations regarding transparency and responsiveness in delivery. The feedback provides insight into how ESB Networks' stakeholder engagement approach and commitments are understood and experienced in practice.

Stakeholder 1's feedback focuses on transparency and evidencing the impact of engagement on service delivery and performance, while Stakeholder 2's submission emphasises the role that innovative hybrid and flexible assets could play in supporting network efficiency, resilience, and renewable integration. Both point to the importance of ongoing evolution in how ESB Networks plans, engages and communicates in support of the energy transition.

The following sections summarise the key themes arising from the submissions and set out ESB Networks' response to the feedback received, which is addressed within this Response Paper, rather than through revisions to the Stakeholder Engagement Report 2025.

2.2 Stakeholder 1: Submission from an Energy Company

Feedback on the Stakeholder Engagement Report 2025

The feedback broadly welcomed the progress made by ESB Networks in its stakeholder engagement during 2025, noting clear maturation in structure, visibility and scope. The submission noted positive developments including improved organisation, broader use of engagement channels, the inclusion of case studies, and an increased focus on value and cost effectiveness.

However, while recognising this progress, the response also highlights a need for clearer articulation of how stakeholder engagement has delivered tangible outcomes for customers and stakeholders. They consider the current reporting to place too much emphasis on what engagement took place, rather than what changed as a result for customers and stakeholders.

Overall, Stakeholder 1 sees meaningful improvement but believes the report would be significantly strengthened by a more outcome focused, evaluative and critically reflective narrative, and:

- Clearer distinction between headline outcomes and supporting activity.
- Stronger links between specific engagement initiatives and tangible, measurable improvements, such as reliability, process clarity, customer satisfaction and delivery speed,
- Clearer evidence to show how business as usual engagement has led to tangible operational improvements, higher stakeholder satisfaction, and problem solving, supported by stronger use of qualitative metrics such as trust and community confidence.
- Greater critical reflection on constraints, unmet objectives and stakeholder expectations to strengthen transparency and confidence in ESB Networks' strategic direction.

2.2.1 ESB Networks' Response

ESB Networks welcomes the considered and constructive response to the Stakeholder Engagement Report 2025. We appreciate the recognition of the progress made in strengthening the scale, structure and visibility of our engagement activities, including the expanded recognition of business as usual engagement and the increased use of case studies.

The purpose of the Stakeholder Engagement Report is to provide transparency on the nature, scope, and breadth of ESB Networks' stakeholder engagement activity during the reporting year, including both strategic engagement and business as usual interactions. ESB Networks notes the feedback regarding the balance between documenting engagement activity and evidencing outcomes and value delivered.

Improving how engagement outcomes are articulated, including clearer linkage to operational improvements and service delivery benefits, is an area of ongoing focus. Feedback from stakeholders is welcomed to inform the continued improvement of how we deliver, measure and report on stakeholder engagement and its impact, taking account of proportionality, data availability, and stakeholder usability.

Building on work initiated following the Networks Stakeholder Engagement Evaluation (NSEE) Panel recommendations, we will further strengthen how value and cost effectiveness are articulated, recognising that engagement value extends beyond cost metrics to include trust, transparency and improved delivery outcomes.

The submission has been shared with the relevant ESB Networks business areas for consideration as part of ongoing work on stakeholder engagement practices, reporting development, and organisational learning.

ESB Networks appreciates this engagement with the consultation and will take this feedback into account as we continue to refine both our stakeholder engagement practices and how we assess and report on their effectiveness in future reporting cycles.

2.3 Stakeholder 2: Submission from a Business Customer

Broader Business and Policy Issues Raised (Outside Scope of this Consultation)

In responding to the consultation, a broader business and policy concern relating to the treatment of hybrid generation projects is raised, including solar development combined with grid forming battery energy storage systems, within ESB Networks' connection processes. The submission outlined the potential system and flexibility benefits of such assets, including support for congestion management, renewable integration, and system resilience, and suggested that these benefits should be reflected in network planning and connection arrangements.

2.3.1 ESB Networks' Response

ESB Networks notes that this submission raises broader business and policy considerations relating to connection processes and the treatment of hybrid generation and storage assets, and the role of flexibility services. These matters fall outside the scope of the Stakeholder Engagement Report 2025, which details ESB Networks stakeholder engagement activity in 2025.

The submission has been shared with the relevant ESB Networks business areas for consideration as part of ongoing work in connection policy development, flexibility services, and the implementation of regulatory decisions. ESB Networks notes that while the submission outlines potential renewable and flexibility benefits, matters relating to project eligibility, connection arrangements and participation in flexibility services fall outside the scope of this consultation; all generation and hybrid projects of this nature are required to progress through the appropriate Enduring Connection Policy (ECP) process, including application under the relevant Grid Scale Generation (GSS) route, after which opportunities to participate in flexibility services may be considered in line with system operator procurement processes.

ESB Networks will continue to engage with stakeholders on these topics through the appropriate regulatory processes and consultation channels, as these policies evolve.

3. Conclusion

ESB Networks welcomes the responses received and the perspectives they provide on both the Stakeholder Engagement Report 2025 and the application of engagement principles in practice. This feedback will inform ongoing development of ESB Networks' engagement approach, with a continued focus on transparency, effectiveness and continuous improvement. ESB Networks remains committed to engaging constructively with stakeholders and to reflecting feedback, as appropriate, in future engagement activity and reporting.

We welcome ongoing feedback on stakeholder engagement outside of formal consultation processes at stakeholder@esbnetworks.ie.





NETWORKS

ESB NETWORKS

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

Tel 1800 372 757 or +353 21 2386555

Email esbnetworks@esb.ie

esbnetworks.ie