Appendix 3

PATHWAYS TO ENGAGEMENT

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

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

Appendix 3

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

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

Appendix 3

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

Pathway Title	Objective	Mechanism	Timing	Audience
Innovation Panel	Provide a platform to enable open discussion and feedback with stakeholders from across all industry sectors on our innovation strategy, projects and activities.	Biannual meeting	Q2 & Q4 2025	Energy Flexibility and Storage Bodies, Academic/ Research, Industry Consultants Renewable Electricity Sector, Energy Agencies/ Authorities, Equipment/Systems Manufacturers, Electricity Suppliers, Renewable Electricity Sector, Utility/TSO
Pre engagement Customer meetings - for generator customers applying for DSO Enduring Connection Policy Process	Give customers an opportunity to discuss potential connection options and high level costs pre making an application under DSO ECP process	Bilateral Customer meetings	Q3 2025	Generator customers looking to make a grid application
Pre-engagement for Demand Customer & Customer meetings	Give customers an opportunity to discuss programmes of development, timing and considerations pre making an application	Customer meetings	Q4 2025	Demand customers looking to make a grid application
Community – led Renewables Energy Liaison Panel	Introduce the initiatives being provided by ESB Networks to assist community-led renewable energy projects	Regular engagement with stakeholders in relation to the connection of community-led renewable energy projects, (website, FAQ dedicated email) Plus, engagement with Industry and CRU through separate planned Forums	Ongoing	Renewable Energy sector/ communities

Appendix 3

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

Pathway Title	Objective	Mechanism	Timing	Audience
Innovation Conference	Sharing of information on our innovation activities and the dissemination of project learnings and outcomes.	Physical conference	Q4 2025	All
National Network, Local Connections Programme - Advisory Council	Collaborate with industry on the adoption of proposed smart consumer energy technology standards (e.g. smart inverters and smart chargers) at a national level.	Quarterly meetings	Q1 - Q4, 2025	Cross section of stakeholders
National Network, Local Connections Programme - Market Design	Flexibility Service Offering : to establish if the market design products being considered by the programme are fit for use by stakeholders across the segments. These meetings give insight and inform the direction the market services should take.	1:1 Meetings	Ongoing	Suppliers, Aggregators, Large Energy Users
National Network, Local Connections Programme - Bilateral	Bilaterals with stakeholders who requested more engagement with the programme.	Bilateral meetings	Q1 -Q4, 2025	Various Stakeholders across Demand, Generation, Customer, Society, Technology and Academia
National Network, Local Connections Programme - Partnership	Partnership with SEAI on the SEAI National Energy Research Development and Demonstration (RD&D) Funding Programme.	Partnership	Ongoing	In partnership with SEAI, target stakeholders are anyone with an interest in Funding for Energy Research Projects

Appendix 3

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

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

Appendix 3

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

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

Appendix 3

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

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