

EirGrid Customer Clinics

Frequently Asked Questions (FAQs)
guide for existing & prospective
customers

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1 Purpose of this document

The purpose of this document is to provide guidance and clarity to prospective and existing customers seeking customer clinic engagement with EirGrid.

2 Purpose of customer clinics

The purpose of customer clinics is for EirGrid to facilitate meaningful engagement between customers and the relevant EirGrid Subject Matter Experts (SMEs), prior to submission of a connection application. Existing customers looking to expand or modify their sites can also request clinic meetings. The customer clinic is a direct EirGrid-to-Customer virtual meeting which lasts about 30 minutes. The objective of the customer clinic is to facilitate early project interaction with EirGrid SMEs before application, providing technical and process support which should assist the customer in the route to eventual connection.

3 General information

3.1 Pre-clinic attendance form

All interested parties who wish to attend a clinic meeting must complete a pre-customer clinic attendance form and submit it to info@eirgrid.com for consideration as soon as possible. [Info@eirgrid.com](mailto:info@eirgrid.com) will provide the pre-clinic attendance form upon receipt of a customer clinic meeting request. The completed form will be triaged by the EirGrid Customer Team and relevant SMEs. If the project meets the eligibility criteria, a clinic slot will be scheduled for the next available clinic date. The clinic may not be facilitated if the request does not fall under the remit of customer clinic meetings. See further information regarding remit of customer clinic meetings below.

3.2 Remit of customer clinic meetings

During the customer clinic, the relevant SMEs will do their utmost to answer specific questions relating to project connection methods and other related topics. However, when it comes to providing detailed technical information on transmission assets, it may only be possible for high-level advice to be provided.

The majority of technical and project specific information, is covered in detail during the connection offer process after a connection application has been submitted and approved, when a dedicated offer owner will be assigned.

As set out in the legal disclaimer section of the pre-clinic attendance form (and also in Section 5.2 below), EirGrid are not in a position to confirm specific technical details of prospective projects and future connections at customer clinic meetings.

3.3 Each project will be eligible for a single customer clinic meeting

Due to the significant volume of customer clinic requests received by EirGrid on a monthly basis, customers who have already had a meaningful engagement via a previous customer clinic meeting on a specific project, will not be granted a subsequent customer clinic meeting regarding the same project.

3.4 Customer clinic meeting minutes

EirGrid do not take minutes or comment on notes for customer clinics. EirGrid also do not comment on Customers' meeting minutes and/or notes. This helps facilitate more open and collaborative interactions, in addition to maximising the number of clinics that can be hosted in any given month.

4 Projects eligible for a clinic meeting: pre-requisites

The following section details the types of projects that are eligible to attend a customer clinic meeting:

4.1 Projects outside of an Enduring Connection Policy (ECP) batch

Only projects outside of an ECP process will be considered for a customer clinic meeting. If a project has been successful in an ECP batch, it is formally in the offer process and will be assigned an offer owner. As part of the offer process, the offer owner will schedule meetings in relation to the connection method and all offer process related engagements. Customers should contact the opmo@eirgrid.com mailbox if they have queries regarding the offer process.

4.2 Projects outside of the formal offer process

Only projects outside of the formal offer process will be eligible for a customer clinic meeting. Existing projects which are currently in the offer process, are not eligible for a clinic meeting, as these projects will already have scheduled engagements as per the formal offer process.

4.3 Projects seeking to qualify for an upcoming capacity auction

Projects seeking to qualify and intending to bid into a capacity auction, are eligible for a clinic meeting. However, it is not possible to discuss potential costs and capacity at the clinic meeting, as specified in section 3.2 above.

Please contact capacitymarket@sem-o.com for further information on Capacity Market auctions and general queries on the capacity market.

4.4 Projects which have not yet received planning permission approval

Projects at an early stage which have not submitted planning permission to the planning authority are eligible for a project meeting. Projects which are at an advanced stage and have already received planning permission approval from An Bord Pleanála cannot avail of a clinic meeting.

4. Relevant Documentation

Customers should review all documents listed in the Appendices below, to assist in the completion of comprehensive due diligence of a potential site or location. For example, on shore wind projects looking to connect in the areas of the network which already have a high concentration of renewables, should be cognisant of required transmission reinforcement works listed in the NDP (refer to Section 5.1 below) and of capacity limitations.

5 Appendices

5.1 Useful documentation

EirGrid encourage customers to avail of the below portfolio of publicly available documentation and to ensure to conduct comprehensive due diligence when selecting locations and sites for their respective projects:

- [All-Island Ten-Year Transmission Forecast Statement \(TYTFS\)](#) - provides network models and data for the all-island transmission systems; Forecast generation capacity and demand growth; Demand and generation opportunities on the transmission system.
- [All-Island Generation Capacity Statement 2021 - 2030](#) - informs industry of the likely generation capacity required to achieve an adequate supply and demand balance for electricity, for the period up to 2030.
- [Network Delivery Portfolio](#) - status of circa 360 transmission projects for completion from now until 2030, which will connect significant volumes of offshore and onshore wind, solar and conventional generation.
- [Shaping Our Electricity Future \(SOEF\)](#) - The main objective of SOEF is to outline how EirGrid can make the grid ready so that 80% of Ireland's and Northern Ireland's electricity can come from renewable sources by 2030.

5.2 Customer clinic disclaimer

Information provided to customers at the customer clinics will contain general and technical information, which is subject to change from time to time without notice. EirGrid makes no warranties or representations of any kind with respect to the general and technical information provided or the content of any other document or website referred to at the customer clinics.

EirGrid cannot determine any proposed connection methods until the formal connection application process is completed. Until an application is submitted, and the relevant detailed studies are completed, EirGrid will not be in a position to confirm specific technical details. Customers should not act, or refrain from acting, on the basis of any information provided, without seeking appropriate professional advice.

Use of the information provided is solely at the user's own risk. EirGrid does not accept liability for any loss or damage arising from use or reliance on the information provided.