EirGrid.ie

Network Stakeholder Engagement Report 2023

Networks Stakeholder Engagement Evaluation (NSEE)

March 2024





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Please note, the timelines in this document refer to the calendar year:

Q1 = January - March
Q2 = April - June
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01

Our Network Stakeholder Engagement Strategy

Introduction

This Network Stakeholder Engagement Report contains a review of EirGrid's stakeholder engagement activities that took place during 2023.

Our Network Stakeholder Engagement Plan for 2023 set out our planned engagement activities for the year. It details the purpose of each engagement and the stakeholder groups we wanted to engage with. It outlined how stakeholders could get involved and encouraged more stakeholders to engage with us. Our stakeholder engagement activities in 2023 were informed by a comprehensive consultation process with our stakeholders.

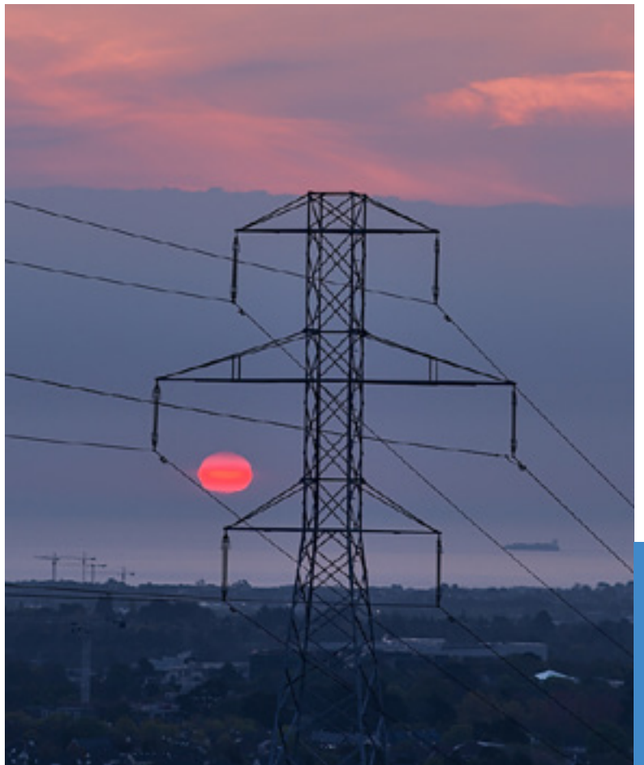
Last year was the fourth year of our corporate strategy that was launched in September 2019. A fresh approach to stakeholder engagement was one of the pillars of the strategy and this was reflected in how we engaged with a wide range of stakeholders. In our strategy we commit to seeking innovative ways to engage. Our aim is to achieve world-class standards and to deliver better results. Achieving the scale of transformation identified in our strategy requires a significant increase in the scope and frequency of our stakeholder engagement.

Effective engagement is essential for EirGrid to achieve our purpose – to transform the power system for future generations. The aim of this Stakeholder Engagement Report for 2023 is to assess the effectiveness of our engagement during 2023. We also provide a more in-depth look at several areas of engagement under the key goals of our corporate strategy.

Engagement on the Shaping Our Electricity Future (SOEF) roadmap continued throughout 2023, building on the activities from 2022. We continued to take the considerable learnings from the SOEF consultation in 2021 and seek to maximise all channels available to us. SOEF was updated in 2023 to reflect new Climate Action Plan targets, but our engagement roadmap remains consistent.

EirGrid has been tasked to lead the changes in the electricity system that are necessary to respond to the Government's climate change ambitions. This involves increasing the proportion of renewable electricity to 80% by 2030, with a target of 9GW from onshore wind, 8GW from solar, and at least 5GW of offshore wind energy by then.

This will require a level of change that has not been seen since the roll-out of rural electrification. To achieve this, we need to work in partnership with all our stakeholders. For that reason, meaningful engagement is more important than ever before.



Who We Are and What We Do

EirGrid as Transmission System Operator develops, manages and operates the transmission grid in Ireland. The grid transports power from where it is generated to where it is needed. EirGrid is also leading the secure transition of the electricity grid to a sustainable low-carbon future.

The grid brings power to industry and businesses that use large amounts of electricity. It also powers the distribution network, run by ESB Networks, which supplies the electricity used in homes, businesses, schools, hospitals, and farms.
We balance supply and demand every minute of the day, while also planning for Ireland's long-term electricity needs.

EirGrid, as Market Operator in Ireland, jointly with SONI, as Market Operator in Northern Ireland, run the all-island wholesale electricity market (Single Electricity Market) through the contractual joint venture Single Electricity Market Operator (SEMO), ensuring electricity users always have reliable power at a competitive price. We do this in the most cost-effective way possible, in the interests of all electricity users.

In October 2022, the Utility Regulator (UR) and the Commission for Regulation of Utilities (CRU) respectively re-designated SONI and EirGrid as a Nominated Electricity Market Operator (NEMO) in Northern Ireland and Ireland respectively. The NEMOs, working together as SEMOpx, provide day-ahead auctions and intra-day coupling arrangement for trading in the Single Electricity Market.

The Irish Government's Climate Action Plan 2024 places offshore wind power at the centre of the State's commitment to obtaining 80% of our energy from renewable sources by 2030. EirGrid has been tasked to develop, operate and own the offshore transmission grid infrastructure that will bring the power generated by offshore windfarms into our national electricity grid.

EirGrid is responsible for developing and operating interconnections with neighbouring grids, such as with the National Grid in the UK via the East West Interconnector. We have future interconnections underway with Northern Ireland (via the North South Interconnector) and France (via the Celtic Interconnector). We also enable interconnections developed and operated by third parties, such as the Greenlink Interconnector, which is currently under construction. We note ambitions for further interconnection beyond those in existence and under construction are expressed in the Government's National Policy Statement on Electricity Interconnection 2023.

We are regulated as a monopoly service provider. We perform our services for the benefit of every electricity user and to support the economy. We ensure that electricity is always available when and where it's needed, every second of every day, and for the decades to come. We do this cost effectively and in the interests of all electricity users.

As we further develop the grid, we provide stakeholders with regular updates including quarterly updates of the Network Delivery Portfolio (NDP) programme on the EirGrid website, detailing our grid developments.

The scale of the challenge is without precedent. EirGrid, as the operator of the grid, will play a key role, but we cannot deliver on the Renewable Ambition on our own. This is a target that will require change across the electricity sector and beyond. There needs to be action from electricity generators and developers, from regulators, from government, from ESB Networks, NIE Networks (on collaborative projects), from large-scale energy users and others. Timely planning decisions, availability of the road network for underground cables and public support are also all vital to enacting change on this scale.

All key stakeholders will need to work together, and there will be a need for flexibility and innovation from all. We believe that working with stakeholders leads to better outcomes and helps to secure the transition to a cleaner energy future.

The context in which we work

We actively engage with policymakers, industry and society at all levels, from local to European, in line with our strategic objectives and government policy. However, as stated above, we are also a regulated business, and our engagement takes place within a regulatory environment. Our engagement strategy provides the principles and tools to ensure that, whether we are talking to our customers or local communities, we are clear about our regulatory obligations and our objectives. This report focuses on our engagement within our remit as a TSO and is a requirement under PR5 CRU/20/154, the CRU's PR5 Regulatory Framework, Incentives and Reporting Decision Paper.

Our Corporate Strategy

2023 marked the third year of our 2020–25 corporate strategy – a strategy informed by extensive engagement with key stakeholders. A key goal of the strategy is 'engage for better outcomes for all'.

This has been key focus for EirGrid over the past four years with engagement across all stakeholder groups.

Highlights include:

- Fresh engagement on SOEF 1.1 in 2023.
- The establishment of the SOEF Advisory Council.
- The establishment of a strategic partnership with Friends of the Earth and the Renewable Grid Initiative (RGI) to deliver "Our Energy Future" Programme.
- Our EirGrid Energy Citizen's Roadshows held in partnership with the Sustainable Energy Authority of Ireland (SEAI) and ESB Networks, which continued to be hosted across Ireland in 2023.
- The launch of the Celtic Interconnector Community Benefit Fund in 2023.
- The establishment of the Dublin Infrastructure Forum (DIF) in 2022 to foster collaboration with state bodies, Local Government and utility providers to enable grid delivery in Dublin City.
- Our first public consultations on the upcoming Dublin power grid upgrades started in 2023.

Effective engagement is essential for EirGrid to achieve our purpose — to transform the power system for future generations. The aim of this document is to look over the initiatives and events that EirGrid either led or collaborated on over the course of 2023 and assess the impact of our engagement.

Our approach to engagement will continue to be influenced by the learnings from our extensive SOEF consultation, as well as learnings from other consultations and stakeholder feedback, for example:

- The Network Stakeholder Engagement Evaluation (NSEE) Panel Close Out Reports
- Previous consultation responses to our Network Stakeholder Engagement Plans and Reports
- Feedback received from our industry through bilateral and other engagements including customer clinics and surveys
- Feedback from society and statutory stakeholders through direct engagement with Roadshows, Open Evenings and other interaction

We will continue to seek to maximise all channels available to us.



Our 2020-25 Corporate Strategy.



Who are our stakeholders?

We believe that identifying our stakeholders is a dynamic activity we must complete regularly to capture the constant changes that occur in the energy ecosystem. Recognising stakeholder's changing needs, demands and interests, allows us to improve our engagements by tailoring the activities to address specific stakeholder requirements. To promote inclusivity, we perform this mapping exercise at a granular level, which ensures we capture all our stakeholders. These stakeholders include:

Industry

Our customers include those directly connected to the transmission system. Some customers generate electricity from conventional or renewable sources. Other customers have a high demand for electricity, which only the transmission system can provide. Others provide the services necessary for operating the transmission system, such as demand side and storage units. Interconnector customers provide energy and system services between electricity systems. We also engage with the electricity suppliers and stakeholders with an interest in our operation and enhancement of the transmission system.

EirGrid aims to deliver quality services to customers and other industry stakeholders within our regulatory constraints. We respond to a wide range of needs across the wholesale energy sector in Ireland. We recognise that many of our customers are key to achieving 80% of Ireland's electricity needs from renewable sources by 2030 through:

- Electricity generation,
- Electricity suppliers,
- Interconnection and,
- The supply of necessary services to operate the system securely, especially at times with high penetration of generation from renewable sources.

The Government's "Policy Statement on the Framework for Ireland's Offshore Electricity Transmission System" has tasked EirGrid with the development and ownership of a new offshore electricity grid. This introduces an even more diverse range of stakeholders with whom EirGrid will be engaging over the coming years. EirGrid will build on existing relationships with offshore windfarm developers, supply chain organisations, engineering firms, specialist consultancies, Government agencies and the Seafood-ORE Working Group to develop and deliver a new offshore electricity grid.

Engagement with customers and other industry stakeholders is important for us to shape how we meet the evolving needs of our customers, and how we plan, develop and operate the transmission system.



Statutory and other

We engage with:

- Businesses,
- Academia,
- Industry representative organisations,
- NGOs and not-for-profit organisations,
- Political and regulatory authorities, and
- Statutory and other state bodies at all levels.

This helps us to get the insights of those with a specific interest in our plans or on a specific issue. It also ensures that we are engaging on the policy that affects our operations and therefore our customers.

We engage with many special interest groups across many areas such as environment, tourism and heritage. We also engage with the regulatory authorities and relevant government departments on a regular basis.

Society

EirGrid puts communities at the heart of our decision making when delivering grid infrastructure. When we consider grid development, we consult with local landowners, local communities that may be affected and the general public.

This includes:

- Individual landowners or companies that own land,
- Members of local communities,
- Businesses and groups, and
- Local authorities and elected representatives.

To realise government targets we have proportionately increased our engagement with landowners and communities. It's important that we gain their support in the areas where we are delivering strategic infrastructure. This is a challenge and early engagement is vital to ensure that people's concerns are listened to. We endeavour in all cases to work closely with stakeholders to ensure, where it is possible, that we optimise the most deliverable projects while causing the least impact on communities.

In recent years, we transformed and evolved our public and stakeholder engagement for grid development projects. We use a consistent, six-step process to explore options and make decisions. This means we follow the same steps for every project. The decision-making tools we use, and the amount of engagement we carry out at each step, depends on the scale and complexity of each project. Engagement with the public, local communities and landowners typically takes place during steps 3 and 4 (see page 17 of the 2023 Network Stakeholder Engagement Plan), and again at steps 5 and 6 on our Community Benefit Funds (see page 18 of the 2023 Network Stakeholder Engagement Plan).

Engagement with our customers, the wider energy industry and statutory and other stakeholders can take place at every step.



Six-Step Grid Development Process.

Stakeholder list

Some examples of the stakeholders we engage with most frequently are listed in the table below. Each engagement has a different audience and there is no prioritisation. The ordering of the list does not imply importance. This list is non-exhaustive.

	Stakeholder Group	Including
INDUSTRY	Customers	Generators, interconnectors, large energy users, energy suppliers, demand-side aggregators, energy storage providers
	Energy Industry	Distribution System Operator (DSO), Transmission Asset Owner (TAO) and other utilities
	Transmission System Operators (TSOs)	Réseau de Transport d'Électricité (RTE), National Grid Electricity System Operator (National Grid ESO) and others
SOCIETY	Communities, landowners, Elected Representatives, Voluntary & Community Organisations	Communities with major infrastructure projects, planning authorities and others
STATUTORY & OTHER	Academia	Universities and research bodies
	Chartered Institutions	Engineers Ireland, Chartered Accountants, Planning Institute, Institution of Engineering and Technology (IET)
	Environment	Environmental Protection Agency
	Government and Government Agencies	Relevant departments and relevant agencies
	United Kingdom (UK) / European Union (EU)	Climate Change Committee (CCC, UK), European Commission, European Parliament, European Council
	Government Advisory Boards	Climate Change Advisory Council, National Competitiveness Council, National Economic and Social Council (NESC), Heritage Council



STATUTORY & OTHER

Stakeholder Group	Including
Industry Bodies	Irish Business and Employers Confederation (IBEC), American Chamber, Chambers Ireland, French Chamber, British-Irish Chambers, Business in the Community Ireland
Infrastructure	Iarnród Éireann, Transport Infrastructure Ireland, Uisce Éireann, Roads Management Office (RMO), City and County Managers Association (CCMA), Gas Networks Ireland

STATUTORY & OTHER

Stakeholder Group	Including
Media	Print (regional & national), broadcast (regional & national), trade, financial, farming, marine, digital and social
NGO	Friends of the Earth, Irish Farmers' Association (IFA), Irish Environmental Network, SciFest, Young Social Innovators (YSI), Access to the Workplace (Dublin City University), CIGRE (International Council on Large Electric Systems), Irish Lights
Non-Political-Europe	European Network of Transmission System Operators for Electricity (ENTSO-E), Coordination of Electricity System Operators (CORESO), Registered Gas Installers (RGI), European Investment Bank (EBI), Joint Allocation Office (JAO), European Subsea Cable Association, Global Power System – Transformation (GPS-T)
Regulatory	Commission for Regulation of Utilities (CRU), Single Electricity Market (SEM) Committee, Office of Gas and Electricity Markets (OFGEM), French Energy Regulatory Commission (CRE)
Technology Partners	Third-party technology providers creating, maintaining, and supporting the hardware and software technology solutions and services that enable the existing and future grid and market operations
Think Tanks, Research and Policy Institutes	The Economic and Social Research Institute (ESRI), Institute of International and European Affairs (IIEA), International Energy Agency (IEA), European Policy Centre (EPC), Electric Power Research Institute (EPRI), Science Foundation Ireland (SFI), Irish Research Council (IRC)

How We Engage with Stakeholders

Stakeholders have opportunities to influence our decisions in different ways.

Whilst there are often regulatory or other factors involved in decision-making, we are open to, and want to actively encourage, collaboration with our stakeholders to develop solutions and new approaches together.

The Engagement Spectrum is a tool we commonly use to categorise the different approaches to engagement. It enables us to understand how a decision can be influenced and to select the best methods for effective stakeholder involvement. It is important that we are clear with our stakeholders about the level of influence that is possible on any topic to ensure we have a shared understanding of the purpose of our engagement and that engagements are always transparent.

01 | Inform

- Accessible information
- Public-awareness campaigns
- Media campaigns

02 | Consult

- Formal consultation
- Surveys
- Focus Groups
- Events

03 | Engage

- Industry workshops
- Public workshops
- Community forums
- Business forums
- Infrastructure forums
- Participatory dialogue e.g open days / mobile information unit day

04 | Collaborate

- Partnering with community organisations and local authorities
- Open dialogues
- Community Benefit Fund
- Energy Citizen Roadshows
- Young Social innovators
- Earn & Learn
- Shool visits

The Engagement Spectrum



EirGrid's approach to engagement is always tailored. We consider the varying levels of technical understanding of the stakeholders being engaged as well as the nature of the project or initiative. A bespoke engagement plan is used for each key project or initiative, identifying the channels we will use to provide information to the stakeholders.

This can include:

- Emails to customers and stakeholders (including local elected representatives),
- Letters to landowners and statutory bodies,
- Open information sessions,
- Project brochures and updates,
- Establishment of Community Forums for all major grid projects for citizen engagement,
- One-to-one meetings with citizens including landowners,
- Industry / trade conferences,
- Industry forums, working groups and workshops,
- Issuing of press releases and media statements,
- Providing spokespeople for news items and discussions on national and regional broadcast media,
- Advertising in local and national press,
- Providing information via our website,
- Providing access to our consultation portal,
- Providing phonelines and,
- Conducting webinars.

For grid development projects, EirGrid also:

- Engages in person with promotion in public locations and open days in the local area where members of the public can meet the project team and have their queries addressed.
- Invites stakeholders to feedback in multiple formats including feedback forms online and at open days, through forums and webinars and by email or letter.
- Provide the opportunity for stakeholders to engage directly with a dedicated Community Liaison Officer (CLO) or Agriculture Liaison Officer (ALO) for each grid development project. Customers can engage directly with their Customer Account Manager.

In late 2023, the EirGrid Public Relations (PR) team recruited an Official Languages Officer to ensure our compliance with the Official Languages Act. This also means that all critical updates are available in both Irish and English.

Our Engagement Principles

Our key engagement principles are designed so we listen to our stakeholders and take their feedback into consideration to inform better outcomes in our decision making. We want to ensure that customers and stakeholders have their say and that we are listening.

In practice this means that we:

- Involve stakeholders early in the process so they can influence plans,
- Provide information in plain English that is accessible,
- Provide enough time for people to contribute their views,
- Offer clear opportunities for engagement and ways to influence the decision-making process,
- Explain decisions that need to be taken and factors that influence those decisions, and
- Communicate with everyone who has taken the time to engage with us and explain how feedback shaped our eventual decision or approach.

These principles form the basis for all engagement with industry, customers, communities and members of the public.

Improving our Stakeholder Engagement

Stakeholder Engagement is critical for ensuring our methods remain modern and innovative.

In 2023, we piloted a digital data capture method with stakeholders through the use of online feedback opportunities for engagements (to replace paper-based feedback forms).

The digital data capture pilot rollout used simple online data capture functionality, offering stakeholders the flexibility to complete a feedback form instantly at the point of engagement or at a later stage by scanning the QR code provided on all associated materials.

The trial provided the business with data points from a range of engagement activities at the time.

Results were available instantly via a live dashboard summary of engagements, as individual forms, as aggregate information presented in graphs, lists or exported to excel, permitting ease of engagement reporting and added integration opportunities with our CRM tool.

All of this has allowed for efficient, timely and simple data capture processes for our stakeholders to engage with. It has also provided us with real time dashboards to ensure data is read and used as and when we receive it. EirGrid will continue to leverage this digital approach for 2024.

Consultation Toolkit

Consultation tools are equally, always evolving. Our stakeholder engagement is geared towards understanding and responding to learnings and concerns, highlighting impacts and opportunities we were not previously aware of, and ensuring we deliver the best possible service with the least disruption.

The consultation portal site, consult.eirgrid.ie, provides seamless integration with our digital suite and provides exceptional user experience for stakeholders. Since its launch in 2021 as part of SOEF programme, EirGrid has continued to improve and utilise the portal. Here, stakeholders can provide their feedback on specific grid projects, stay up to date on project developments, as well as engage with non-grid project consultations, such as the Tomorrow's Energy Scenarios Consultation Report, The Draft Grid Implementation Plan 2023-2028, the DSO/TSO Multi-Year Plan 2024-2028 Call for Input and many more.







Registration for the portal is a one-time process and, once complete, can be used for all EirGrid's online public consultations. Users can make submissions across multiple consultations and save the progress of partially completed submissions to complete later. Feedback on the portal from stakeholders has been positive to date.

During 2023, EirGrid continued to develop the portal further, including putting in place mechanisms and processes to ensure consistency and long-term resourcing of the portal. Following feedback from stakeholders, additional functionality has been activated to enhance the user experience of the consultation portal, such as the publishing of all submissions as appropriate, in line with confidentiality and GDPR requirements, and the creation of an 'Outcomes' page for consultations that have closed. This functionality is now enabled once all submissions have been received and an outcomes / results / findings report relating to the consultation has been completed. Outcomes are visible on the specific consultation tile on the portal homepage, next to submissions (published) and dashboard, to allow stakeholders to review what the outcomes were on a chosen consultation and how their input has impacted that consultation.

EirGrid website

Following feedback from stakeholders, we undertook a significant project in 2023 to overhaul the EirGrid plc website. This project was conducted in three phases including feedback from external stakeholders (feedback from the Customer Survey conducted by the Customer and Connections Team and feedback via the CRU's Networks Stakeholder Engagement Evaluation); feedback from internal stakeholders and; design and delivery levering the expertise of external delivery partners.

Previously EirGrid had two distinct websites: eirgridgroup.com, primarily aimed at industry and other stakeholders; and eirgrid.ie, aimed at informing the general public. The new website (launched in December 2023) is a result of both websites being merged into one – www.eirgrid.ie - with all the information that both industry stakeholders and the general public need in one place. The new website has a cleaner, more accessible design, and an improved focus on citizen users.

As well as having a cleaner style, making it easier to read, the new website is updated using a more efficient content management system. This means we can publish updates and reports more quickly than ever. With an enhanced search function, information will be more accessible.

Networks Stakeholder Engagement Evaluation (NSEE) panel feedback

EirGrid TSO's performance in relation to the Price Review 5 (PR5) Stakeholder Engagement Incentive* is assessed annually by the NSEE Panel.

The NSEE Panel's feedback and recommendations are key factors in our consideration as we continue to build on and strengthen our stakeholder engagement strategy and activities.

The NSEE Panel's recommendations regarding EirGrid's Stakeholder Engagement Incentive Performance for 2021 are set out in CRU202315 Close Out Report for 2021 (published in March 2023) and the NSEE Panel's recommendations regarding EirGrid's Stakeholder Engagement Incentive Performance for 2022 are set out in CRU202319 2022 Close Out Report (published November 2023). Due to the timing of publication of each of these documents, feedback included in the Close Out Report for 2021 has had a greater impact on the development of this report.

As such, this report:

- Is accessible, clearly presented and published in plain English.
- Systematically highlights how we approach stakeholder engagement and how we measure successful stakeholder engagement in each focus area (from page 15). Where possible, we have provided both qualitative and quantitative forms of measurement to demonstrate and monitor progress.
- Ensures the needs of stakeholders are addressed and engagement approaches are tailored given the varying levels of technical understanding of stakeholders.
- Promotes inclusivity by mapping stakeholders in a detailed and granular level (see page 7-10). This is a dynamic activity we carry on annually to ensure we are capturing all of our stakeholders and their views.
- Provides clear points of contact for each topic area available to stakeholders.
- Facilitates transparency and stakeholder communication by detailing our 2023 consultations, publications, industry forums working groups and project engagements.

In 2023, we continued to incorporate feedback from the Panel by:

- Innovating in our stakeholder engagement strategy, maintaining a comprehensive and detailed plan to engage effectively with stakeholders.
- Ensuring communication with stakeholders through clear deliverables set out in our plan.
- Focusing on the outcomes of our engagements with stakeholders rather than on the topics engaged.
- Introducing new measures of stakeholder engagement success. Working with qualitative and quantitative metrics to capture the effectiveness of our stakeholder engagement.
- Integration of lessons learned and incorporation of these into future strategies.
- Ensuring feedback from the impacts of our strategy is being processed and fed back into all engagement activities.

Collaboration with System Operator, ESB Networks, for enhanced stakeholder engagement with a whole system approach to addressing specific areas.

Section 7.7 of CRU/20/154, the CRU's PR5 Regulatory Framework, Incentives and Reporting Decision Paper sets out detail regarding EirGrid TSO's PR5 Stakeholder Engagement Incentive.

Consultation

On 15 March 2024, EirGrid published its Draft Stakeholder Engagement Report 2023 and it became available for viewing and consultation on the EirGrid website. Stakeholders were then invited to submit their consultation responses via the EirGrid Consultation Portal. The portal was open until 17 April 2024, when the consultation period ended. The Consultation Response Paper, details EirGrid's response to consultation responses received via the consultation process.

Consultee comments received were grouped into the following themes:

- Offshore and onshore
- Stakeholder engagement
- Our partnership with ESB
- Previous feedback from NSEE stakeholder engagement panel close-out reports
- Markets and pricing

As a result, we have updated this Final Report to highlight the feedback received and EirGrid's responses to these comments which we've listed at the end of this document under the title Stakeholder Feedback.

To review the formal responses from EirGrid to the consultee comments raised, please see the 2023 NSEE Stakeholder Engagement Report Consultation Response Document.



Look out for our engagement wheels in Section Two. These highlight the stakeholder groups we engage with



02

Our 2023 Network Stakeholder Engagement Activities



Customer and Industry Engagement

Overview

The Customers and Connections (C&C) function within EirGrid manages the Industry and Customer relationships across all EirGrid business activities, ensuring that we continue to build effective and valued interactions with them. The Customer Team (within the C&C function) are most often the first point of contact for new EirGrid customers, and the team will work to build and maintain that relationship all the way through the customer journey.

The Customer Team consists of Account Managers and Customer Specialists that work closely with our customers to manage their needs, concerns and queries as required. The Customer Team also supports the organisation by being the central point of contact should the business need to reach out to customers.

How we approach engagement

Our fundamental approach to customer and industry engagement is based on the Account Management model supported with more general customer and industry engagements as and when required.

The account management approach focuses on building strong and valued relationships with our customers by actively listening to their concerns, experiences and questions.

For many customers, this means providing regular meetings with EirGrid Subject Matter Experts (SMEs), which facilitates one-on-one engagement. It is also an opportunity to bring their most current and pressing issues to us. All customer queries are noted, actioned and tracked by our team of Account Managers.

In addition, the Customer Team continues to host and support more general industry engagement through customer clinics, email notifications and hosting industry engagement sessions.

What we did in 2023

As part of our commitment to enhancing the customer journey in 2023, the Customer Team has been proactive in gaining a more in-depth understanding of EirGrid's customer expectations to inform our future Customer Vision work.

Customer Vision

This project was Work on the EirGrid Customer Vision began in 2023 which focused on improving the overall EirGrid Customer Experience. In 2023, we did the following:

- 12 hours of interviews were held with select customers, discussing their experience and sentiment towards EirGrid. The aim of this was to gather customer insight on their experience as an EirGrid customer. For example, how well does EirGrid meet their expectations, what they deem to be working well, and the opportunities for improvement.

The exercise highlighted three key areas of improvement:

- Communications and proactive engagement.
- Consistency, setting expectations and ownership.
- Access to expertise.

- Following this valuable stakeholder feedback, the Customer Vision Project will continue with a focus on the development of a roadmap to tackle the key areas of improvement. This should deliver tangible enhancements to the EirGrid Customer Experience.

This work will include changes to:

- Customer communications.
- Increased proactive engagement.
- Enhanced technological supports.

Customer Feedback

- As part of our commitment to continuous improvement, the Customers and Connections (C&C) team conducted the 2022 Customer Survey in early 2023 to gather structured feedback from our external customers on their EirGrid customer experience.

- This feedback has enabled us to improve and enhance our stakeholder engagement and drive customer service improvements where possible, throughout 2023.

The emerging themes from the 2022 survey, conducted in early 2023 were:

- Access to information and expertise.
- Meaningful engagement between EirGrid and industry.
- Greater clarity on longer term outage planning.

- In response, EirGrid is providing the following:

- **Access to information and Subject Matter Experts -** Additional SMEs allocated to monthly meetings.
- **Enhanced engagement (Customer Vision) -** Conducted one-to-one interviews with a cross section of customers to understand how engagement between EirGrid and industry can be improved (refer to the Customer Vision section below for further information).

- **Earlier outage planning -** The first iteration of the Transmission Outage Programme (TOP) 24 which includes outages related to capital work programmes and high priority maintenance, was published in mid-November 2023. This first iteration has been published earlier than ever before and is the culmination of a significant amount of work carried out by key teams across EirGrid and ESBN. Updates to this are published regularly.
- **Outage Transformation Programme (OTP) -** Transmission outages are a key enabler in the delivery of the required grid infrastructure. It is a very challenging area given the exceptional scale and pace of change required to deliver this new infrastructure. The focus of the Joint Outage Transformation Programme (JOTP) is to increase outage availability, and to maximise utilisation and effectiveness of these outages. Throughout 2023, EirGrid and ESB Networks have been working closely on this as a priority and in December 2023, a joint communication was published which outlines the 18 specific interventions across the 7 workstreams which are now the focus of the JOTP.

Account Management and Customer Journey

Account Managers continue to support their customers by addressing queries and issues as they arise throughout the year.

Early and consistent engagement with developers during the connection process is something EirGrid recognises as essential and is continuously working to improve. From initial enquiry to energisation, we engage with potential customers to discuss their project(s) with them and guide them through the connection process.

Throughout 2023, EirGrid did the following:

- Engaged early with potential customers seeking to connect to the transmission system. We provided information and guidance on the transmission system, potential connection methods, connection policy and the connection process to support customers in making informed decisions.
- Provided clear, comprehensible information through publications, customer clinic meetings and one-to-one engagements.
- Ensured each customer had a clear point of contact at each stage in the connection process and experiences timely feedback and issue resolution.
- Processed connection applications in line with our regulatory obligations and relevant policies.
- Regularly engaged with key industry representative bodies to provide updates, gather feedback and prioritise challenges for resolution experienced by each industry sector.
- Worked closely in collaboration with ESB Networks to deliver our customers' grid connections in a timely manner.

Website Improvements

EirGrid customer and industry insights were considered during the development of the website upgrade. The Customer Team was consulted as part of the project, facilitating customer input at all stages.

Website landing page views

In 2023, our 'Becoming a customer' website landing page had the following views:

8,754

This includes sub-pages on generator connections, demand side management, suppliers and relevant documentation.

Our 'Customer information' website landing page had the following views:

43,713

This includes sub-pages on operational constraints, outage information, ancillary services and system charges, connection charges, ECP Constraint reports, connected and contracted generators, Transmission Loss Adjustment Factors (TLAFs), Grid Codes and Compliance, Grid Reports and Planning.



Customer Clinics

The C&C team, in conjunction with key SMEs from technical disciplines within EirGrid, facilitate monthly customer clinics. The aim is to meet new and current customers and discuss their needs and answer any questions they may have. During the year, the team facilitated quarterly and monthly clinics with stakeholders to ensure an open dialogue is maintained and that stakeholders are always engaged and informed. Over 2023:

- A total of 64 clinics with 42 developers were held, covering 97 individual projects.
- The Customer Team engaged with customers and internal SMEs to coordinate Connection Method Meetings for Low Carbon Inertia System (LCIS) projects wishing to participate in the applicable procurement process.
- EirGrid engaged with developers of large scale solar, interconnection and onshore wind projects that were in the scoping stages of their project. As part of this, the clinics provided support and guidance regarding the submission of planning for new generation sites.
- EirGrid published a new Customer Clinics frequently asked questions (FAQ) document to provide additional clarity to customers when seeking engagement with EirGrid through customer clinics. This document can be found here.

Measures of success

Customer Experience

As part of our Customer Vision work, over 12 hours of one-on-one interviews took place with customers and industry representative bodies. A scoring system was created to identify the key areas in need of improvement. An overall score of 60% was obtained. In response, EirGrid is already working on improvements to our customer surveys and the incorporation of new tools into our customer engagement work.

In addition to the areas of improvement that were identified through this body of work, we also received positive feedback from customers in relation to the people they deal with in EirGrid.

Lessons Learned Sessions

Within the 2023 survey, there was a number of requests for lessons learned sessions after project completion. As a result of this feedback, EirGrid hosted a new, lessons learned session with a major customer in Q2 2023.

Customer engagements

In 2023, there was a 30% increase in the number of customer clinics compared to 2022. This represents a substantial increase in engagement, especially in context to the continued positive feedback we receive through the post clinic surveys.

There is a need to enhance our engagements as well as engage more frequently. In response to this, EirGrid has continued to meet the increasing number of requests from our customers.

Customer Relationship Management Tool

Over 2023, the Customer Relationship Management (CRM) tool was embedded into the day-to-day activities of the Customer Team.

Shaping Our Electricity Future Advisory Council

In 2022, EirGrid established an Advisory Council after assessing potential options for facilitating ongoing industry engagement on the issues, challenges and activities set out in the Shaping Our Electricity Future Roadmap. The SOEF Advisory Council is a group of approximately 30 subject matter experts representing various sectors of electricity industry in Ireland, Northern Ireland and further afield. The Advisory Council met 4 times throughout 2023.

The aim of the Advisory Council is to provide a forum for sharing relevant information related to implementation of the roadmap, for discussing stakeholder views and concerns in relation to delivery, and for providing input and advice on relevant matters.

For more information on our customer and industry stakeholder engagement please get in touch via our contact page here (with ‘Customer Vision’ in email subject).





Project and Public Engagements

Overview

Public engagement is vital for the work we do at EirGrid. That's why we actively engage with communities throughout the year to offer as many opportunities as possible for them to have their say and shape the work that we do. We aim to build trust by clearly explaining our goals and our limitations, and then asking for feedback. Where possible, we aim to propose final solutions that address the needs of all our stakeholders.

How we approach engagement

Every year, we plan and organise a range of consultation and engagement activities across all major grid development projects. We do this via a range of public engagement initiatives. These include:

Community and Industry Forums

- We understand the impact of our work and want to make sure that everyone who is affected by our grid development projects has the opportunity to speak up and be heard.
- Through our Community and Industry Forums, we help to ensure that those being impacted have regular opportunities to directly feed into the planning of the work proposed in their area.
- Each community forum is independently chaired, and membership can include representatives of local community groups as well as local county councillors and chamber of commerce members.

(More details in the project section below)

Community Benefit Funds

- We recognise the importance of local communities in supporting our grid development projects and because of this, EirGrid set up the Community Benefit Fund scheme. Through this scheme, we empower each Community Forum to fund various renovation and enhancement projects in their local area.
- Each Community Forum collectively decides on how the funding will be best spent with the money often going towards opportunities to support both the physical and mental wellbeing of the local community.
- Through this vital scheme, we're able to actively give back to the areas that are impacted by our work.

(More details in the project section below)

Energy Citizen Roadshows

- Our Energy Citizen Roadshow events are aimed at informing local communities on how EirGrid plans to future-proof the electricity grid, while sharing information on microgeneration, home retrofitting, energy upgrades and regional energy development issues.
- In 2023, we continued to build on this model of engagement and further helped to enhance the understanding of communities with how they can support Ireland's progress towards a cleaner, more renewable future.

Our 2023 roadshow partners included:

- **National:** Sustainable Energy Authority of Ireland (SEAI) and ESB Networks.
- **Regional:** The Western Development Commission, Wicklow County Council, Codema - Dublin's Energy Agency, Youghal Blue and Green Community Network, Cork City Council - Comhairle Cathrach Chorcaí, Donegal PPN, Sligo PPN, Westmeath PPN, Dublin City PPN, DLR PPN, Cork County PPN, Cork City PPN and numerous exhibitors.

In 2023 EirGrid:

Held **11** **Roadshows**

Secured **40+** **Event** and exhibition partners.

Welcomed **894** **Attendees** including members of the public, community organisations, business associations and the farming community.

3,878 EirGrid Energy Citizen Roadshow landing page views in 2023.

Improving our public engagement through innovation

To improve our public engagement initiatives, we continued to work with MaREI over the course of 2023 – the research centre for energy, climate and marine research and innovation at University College Cork.

This work has predominantly been focused on evaluating how EirGrid can improve our public engagement initiatives while working innovatively and developing new models of participation and co-design. It has also opened opportunities for peer learning and sharing skills on an international level, capturing EirGrid's approach formally and establishing it as a reference point for other TSOs and utilities.

2023 marked year two of the three-year programme with MaREI and EirGrid has already benefited from the following:

- Exposure to international best practice.
- Exposure to expertise of research team.
- Opportunity to participate in activities, co-authorship and presentations.
- Opportunity to co-author papers.
- Opportunity to extend network internationally.
- Opportunity to extend influence of programme to partners and our communities.
- Deepen community relationships.
- Positively impact work practices.
- Maintain focused development of best practice to aid deliverability of company strategy and objectives.



In 2023, we submitted the following through the MaREI initiative:

- Recommendations for policy and practice on community engagement concerning energy and climate related infrastructure.
- Defined a process for impact and planning and evaluation to help refine approaches over time.

Engagement with fishing communities

In late 2023, EirGrid appointed a dedicated Fisheries Liaison Officer to engage with the fishing community specifically on future offshore projects. The fishers are a key stakeholder in the development of offshore energy. EirGrid is also part of the Seafood ORE Working Group – a group established by government to facilitate discussion on matters arising from the interaction of the seafood and offshore renewable energy industries, promoting best practice and encouraging liaison with other sectors in the marine environment.

Impact of engagement

The purpose of the engagement in 2023 was to raise awareness of the offshore on the south coast, provide information on the plan led approach to the development of offshore energy and start developing relationships within the coastal and fishing communities. We received good attendance at the information events, and we are planning to develop a South Coast Offshore Community Forum and a South Coast Offshore Infrastructure Forum.



EirGrid Project Engagement: What we did in 2023

Kildare Meath

Overview

The Kildare-Meath Grid Upgrade will add a high-capacity electricity connection between Dunstown substation in Kildare and Woodland substation in Meath. The upgrade will help to more effectively transfer power to the east of the country and distribute it within the electricity network in Meath, Kildare and surrounding counties.

What we did in 2023

Energy Citizen Roadshows

EirGrid undertook three Energy Citizen Roadshows within Counties Kildare and Meath.

Engineers Week 2023

EirGrid undertook local engagement as part of Engineers Week 2023, which took place from 4th to 10th March. As part of the Engineers Ireland's STEPS programme, EirGrid visited Rathregan NS in Batterstown, Meath. The visit consisted of an engineering-focused quiz, a practical engineering challenge and a presentation from one of EirGrid's senior engineers.

Summary of engagement

In March 2023, EirGrid published the Kildare-Meath Grid Upgrade Summary of Engagement report CP966 Kildare – Meath Grid Upgrade, Step 4 (eirgrid.ie) to support a planning application to An Bord Pleanála which was submitted following extensive technical assessments, consultations, and engagement with local communities and other stakeholders.

Some of the initial concerns raised included the following:

- Impacts on local amenities such as sports pitches.
- The importance of communication with those who would be impacted.

As a result, EirGrid factored stakeholder feedback into our plans and published an updated report while continuing to engage with landowners and the community forum.

Project landing page views in 2023:

11

Impact of engagement

Having developed the design, and concluded engagement with landowners and interested parties, a planning submission and statutory orders were prepared, and a statutory public consultation process took place. EirGrid has continued to engage with the Community Forum, technical stakeholders, and the wider community throughout the planning process. The engagement with the Kildare Meath Grid Upgrade Community Forum throughout 2023 has continued to add valuable insight and local knowledge to the project, around issues like potential pinch points for local traffic disruption for example.



Community Forum

Number of members:	Number of meetings:
20	4

Forum activities in 2023:

- Capacity Building workshops took place with Meath Partnership and Sustainable Energy Authority Ireland presenting key information on funding streams available to communities.
- The forum took part in a research exercise on exploring participation in the Community Forum process. This workshop also included an overview of the Sustainable Development Goals.

MaREI also worked closely with the forum to develop their research on community engagement. *(See 'How we approach engagement' for more on our work with MaREI).*

Impact of forum activities:

- Provided key information and awareness to enable members to prepare for the development of the community benefit strategy, that will underpin the available community benefit fund.
- Forum members supported the promotion of energy citizens roadshows in their area.
- Support MaREI to prepare research document on active community engagement and its benefits. *(See 'How we approach engagement' for more on our work with MaREI).*

Community Benefit Fund

In development – no activities occurred in 2023.

East Meath North Dublin

Overview

The East Meath North Dublin Grid Upgrade is a proposed development to reinforce the network between East Meath and North Dublin.

Reinforcement of this part of the network is needed to continue to ensure the security of the network feeding the east of Meath and the north of Dublin, between Woodland, Clonee, Corduff, Finglas and Belcamp substations.

The project will help meet the growing demand for electricity while delivering increased amounts of renewable electricity generated by windfarms in the West and South.

What we did in 2023

Emerging Best Performing Route Option

Following consultation, an Emerging Best Performing Route Option was selected in March 2023. A series of public engagement days were then held online and in person throughout March, April and May 2023 in St Margarets, Kilbride, Batterstown and Dunboyne with the project team. Meetings also took place with Municipal Districts, County Councils and Local Area Committees, as well as impacted landowners, to further finetune the routes.

Feedback incorporated

Following technical assessments and extensive public engagement, the project team made refinements to the route. Stakeholder and public feedback, combined with technical assessment and design surveys, led to the shortening of the total length of the cable by 1.2 kilometres and an increase of the off-road length from 8.7 to 10.8 kilometres, leading to a reduction of possible disruption during the project construction phase.

Project landing page views in 2023:

6,719

Impact of engagement

EirGrid's extensive public consultation and in depth engagements with stakeholders provided valuable insights into the views and opinions of stakeholders. The East Meath-North Dublin Grid Upgrade Community Forum met throughout 2023 with major milestones being reached on the project. The members met to discuss feedback received from the public consultation, to discuss the Emerging Best Performing Route Option, and then to discuss the Best Performing Route, continuing to add valuable insight and local knowledge to the project.

Community Forum

Number of members:	Number of meetings:
20	4

Forum activities in 2023:

- The year commenced with a briefing on the main themes arising from the public consultation held at end of 2022.
- Further meetings and discussions to develop the Emerging Best Preforming Outcome and Best Performing Route Options.
- Forum members developed a workplan for 2024 to ensure members remained engaged.

Impact of forum activities:

- Input and feedback from forum members assisted in developing project routes throughout Step 4 of the Grid development Framework.
- Forum members actively promoted and supported the project consultation and the energy citizens roadshows in their area.

Community Benefit Fund

In development – no activities occurred in 2023.



Laois Kilkenny

Overview

The East Meath North Dublin Grid Upgrade is a proposed development to reinforce the network between East Meath and North Dublin.

The upgrade will help meet the increased demand for electricity in the area. Projected growth in electricity demand in the area will cause problems in the future if not addressed.

What we did in 2023

Project milestones met

New Ballyragget Substation

This station is now built and is fully operational.

Ballyragget

Kilkenny Line Uprate: Completed and energised in Autumn 2023.

Kilkenny 110kV Substation

Completed.

New Coolnabacky 400/110kV Substation

Construction started end of 2023.

New Ballyragget-Coolnabacky 110 kV Overhead Line

Contractor has commenced construction and work is progressing on the Kilkenny side of the line at present.

Engagement activities

Community Forum

We continued to engage with stakeholders via the Community Forum.

Energy Citizen Roadshows

We held 2 Roadshows, one in Laois and one in Kilkenny.

Landowner engagement

We engaged landowners and advised them of the compensation pack. Engagement in 2023 also included one-to-ones where we resolved any issues raised and reached agreement on all the locations as per planning so that project work could progress.

Project landing page views in 2023:

1,424

Impact of engagement

Landowner engagement continued during 2023 throughout Kilkenny and Laois, which facilitated construction to commence of the Ballyragget – Coolnabacky 1110kV line in August 2023 on the Kilkenny side. There was a lot of positive feedback following our engagement and landowners worked with the project group to allow us to progress.

Community Forum

Number of members:	Number of meetings:
10	3

Forum activities in 2023:

- Regular project updates were provided at each forum meeting.
- The forum members reviewed and discussed Phase 1 of the community benefit fund, including a review of the scoping study, with M-CO the fund administrators.

Impact of forum activities:

- Input and feedback from forum members were paramount in delivering phase 1 on the fund.
- Forum members have agreed to take part in a workshop with MaREI to comparative analysis of EirGrid's community benefit fund.
- Forum members actively promoted and supported the project consultation and the energy citizens roadshows in their area.

Community Benefit Fund

The overall Community Benefit Fund for the Laois-Kilkenny Reinforcement Project is €511,500. This fund will be released in three phases, which align with the development of the infrastructure. The first award was made in April 2022 when EirGrid awarded a total of €204,600 to 13 community groups and not-for-profit organisations near the project location as part of phase 1 and work continues.

The forum is now focusing on phase 2 of the community benefit fund, with a view to opening this fund in Q1 2024. The phase 2 fund amount is €153,450.





North Connacht Project

Overview

The North Connacht 110 kV Project will add a new line to the electricity grid in Co Mayo and Co Roscommon.

This new line will strengthen the grid in Connacht. It will provide electricity capacity to meet increasing electricity demand, supporting economic growth in the area. By connecting to renewable energy, it will also help to meet Ireland's climate action targets.

What we did in 2023

Local engagement

Engagement took place with Mayo and Roscommon Local Authorities and with Roads Transport Infrastructures Ireland.

Site Investigations

Site Investigations were ongoing throughout the year to help inform the detailed design of the project and the community forum were informed of the projects progress.

Project landing page views in 2023:

2,272

Impact of engagement

Planning was granted in September 2023 and relevant stakeholders were informed.

Community Forum

Number of members:	Number of meetings:
18	3

Forum activities in 2023:

- In May 2023, a workshop took place with Sustainable Energy Authority Ireland and Mayo LEADER Partnership. The workshop explored the range of funding stream available to community groups.
- Regular project updates were provided at each forum meeting.

Impact of forum activities:

- Extensive networking took place and community groups received additional information on leveraging other funding available.
- Forum members actively promoted the project consultation and the energy citizens roadshows in their area.
-

Celtic Interconnector

Overview

The Celtic Interconnector project will create an electrical interconnection between Ireland and France to allow the exchange of electricity between the two countries.

It is being developed with EirGrid and our French equivalent Réseau de Transport d'Electricité (RTE) and will be the first interconnector between Ireland and continental Europe.

The Celtic Interconnector will travel from east Cork to the north-west coast of Brittany.

What we did in 2023

Cable works information days

In 2023, the Public Engagement team hosted 2 cable works information days, on Monday, October 23rd, 3pm - 8pm at Knockraha Community Hall, and Wednesday, October 25th, 1pm - 7pm at Carrigtwohill Community Centre. On these days, members of the public met with EirGrid and our contractor's liaison officer to consult on the intended works and identify how best to update and inform stakeholders on the cable works as they progressed.

Regular updates

We then established a communication process with the public that incorporated hand delivered letters, text alerts, website updates and email updates to registered stakeholders.

One-to-one meetings

We also carried out one-to-one meetings and liaised with other stakeholders such as public transport officials and school bus operators.

In addition, affected stakeholders were continued to be updated on the project as it entered the delivery stage.

Marine surveys and engagement

We met with local fishers before, during and after the marine surveys to get their feedback on the work planned.

Newsletters

October 2023 saw the publication of the first of our quarterly project newsletters.

14,033

Impact of engagement

- As a result of our continued engagement with key stakeholders, The European Union has partly funded the Celtic Interconnector and designated it as a Project of Common Interest (PCI). A PCI is an infrastructure project that links the energy systems of EU countries.
- This gives the project a higher status, allows more efficient access to planning permission and permitting processes.
- As a PCI, the Celtic Interconnector also has access to financial support from the Connecting Europe Facility (CEF) – a fund to develop Europe's energy, transport and digital networks.

Community Forum

Number of members:	Number of meetings:
18	4

Forum activities in 2023:

- Two cable works information days to consult on the intended works and identify how best to ensure stakeholders would be kept updated.
- Developed a communications strategy incorporating hand delivered letters, text alerts, website updates and email updates to registered stakeholders along with a range of meetings.
- Liaised with fishers during and post marine surveys to inform survey plans.



- Published the first of our project quarterly newsletters which are widely distributed.

Community Benefit Fund

In April 2023, EirGrid launched a community benefit fund for 2.4m for the Celtic Interconnector project and an in-depth consultation took place to ensure the funding strategy was designed by the local community for the local community.





Offshore

Overview

The Government of Ireland's Climate Action Plan 2023 places offshore wind power at the centre of the reaching the government target of obtaining 80% of our energy from renewable sources by 2030. As part of Shaping Our Offshore Energy Future (SOOEF), EirGrid plans to develop offshore electricity substations and associated undersea electricity cables. This new infrastructure will bring the power generated by offshore windfarms into our national electricity grid.

What we did in 2023

Information Events

In June 2023, we held six public events across counties Waterford, Wexford and Cork to provide information about the programme with 150 attendees in total. These events were advertised in local papers and radio across the regions and supported by digital media additionally.

Designated Marine Area Plan (DMAP) consultation

In 2023, the Department for Energy Climate and Communications (DECC) commenced their consultation on the DMAP for the south coast. This area will be refined through a process of public engagement and consultation, and further technical assessment before being presented to the Minister for Housing and both houses of the Oireachtas for approval. As part of the plan led approach, EirGrid supported DECC at their consultation event in Kilmore Quay in September 2023.

Energy Citizens Roadshows

We held 2 Energy Citizen Roadshows in Cork and Waterford with a focus on offshore and related issues.

Project landing page views in 2023:

3,721

Impact of engagement

The engagement has raised awareness of SOOEF across the three counties and significantly in providing clarity around the plan led approach to the development of offshore energy and EirGrid's role in this.

The engagement events provided opportunities for further discussion on the programme and in particular, with the coastal communities. Our Fisheries and Community Liaison Officers are reaching out to the coastal and fishing community across the region.

Following the publication of the finalised DMAP by DECC which is anticipated for later in the year, we will then be in a position to consult with the public and present options for consideration of proposed locations of the offshore and onshore infrastructure required.

Community Forum

We provided information as part of the engagement activities in 2023 and will be seeking expressions of interest for membership to the forum as part of the consultation which will take place during the next stage in the development of the programme.

Community Benefit Fund

In development - no activities occurred in 2023.

Powering Up Dublin (PUD)

Overview

Dublin's electricity infrastructure is reaching its end of life. Work must be done so Dublin can continue to develop and thrive, while increasing the power from renewable sources.

During the first phase of the project, we will be installing over 50km of cables across Dublin. Upgrades will also take place in a number of electricity substations to support Dublin's electricity grid.

What we did in 2023

Emerging Best Performing Route Options

A public consultation on the Emerging Best Performing Route Options for cable upgrades in Dublin took place from Tuesday 28 March to Tuesday 23 May 2023. Twelve Emerging Best Performing Route Options were presented as part of the consultation, with stakeholders encouraged to provide feedback on the route options.

Engagement

Multiple methods were made available for stakeholders to send their consultation feedback: email, post, online survey, in-person events or engaging with one of the dedicated PUD Community Liaison Officers. This included community briefings, public representative briefings, CLO clinics, 11 public information events and two online webinars. Over the 8-week period, over 463 people engaged in the public consultation; and 91 submissions were received and those with permission to be published are available on the portal.

Website updates

All information related to the Programme and updates were made available on the project's dedicated webpage www.EirGrid.ie/Dublin This included all information related to Community and Business forums as well as detailed planning and environmental reports as and when they were made public. As part of the Powering Up Dublin consultation, all relevant consultation material was also made available on the dedicated website. This included:

- Project Summary Brochure
- Project Leaflet
- Route Maps including an Interactive Map Tool
- Link to Online Consultation Survey
- Link to Submission Portal

Project landing page views in 2023:

5,441

Impact of engagement

It is vital to the successful delivery of the programme that stakeholders are brought on board to develop a sense of involvement in the programme through this substantive engagement approach, to build relationships across the Dublin community and to support communication and flow of information. Our objective for engagement on Powering Up Dublin through 2023 was to:

- Raise awareness and inform stakeholders, businesses, local communities and the wider public about The PUD Programme and the need for the project.
- Gather valuable local / on-the-ground information that may not be documented regarding the proposed routes.
- Inform the design team and design process with further information, suggestions, and possible constraints regarding the required circuit routes.

  The consultation and associated extensive stakeholder engagement through forums and public information events and briefings allowed the design team to publish the Best Performing Options for three of the five required routes for the cable upgrade programme. In addition to determining these routes, engagement on the routes determined to link the Inchicore substation to Poolbeg is ongoing.

Powering Up Dublin Community Forum

Number of members:	Number of meetings:
20	3

Forum activities in 2023:

- To date we have consulted on the 12 routes and through regular engagement with stakeholders, developed the best performing route options.
- EirGrid presented at the Sandymount and Merrion Residents' Association AGM and the Gallops Residents' Association – both key platforms for us to regularly inform and update stakeholders in the area. We also held 4 one-to-one meetings.
- EirGrid also sponsored numerous events in and around impacted areas to benefit the community and increase visibility.

Impact of forum activities:

Following stakeholder engagement, alternative routes were developed (such as the adjustment of one route to go through Leopardstown racecourse as opposed to Murphystown Way, which following technical approval, helped to avoid private roads and also shortened the route by 2.3km).

Forum engagement also helped to ensure potential disruption is kept to a minimum. For example, concerns were raised around proposed routes that could potentially impact hospital access to both St. James' and St. Vincent's hospitals. As a result, these routes were adjusted.



Powering Up Dublin Stakeholder Engagement Forum

This is a unique forum for Powering Up Dublin and brings together stakeholder managers from a number of different public bodies who operate in and around the city.

Number of members:	Number of meetings:
8	3

Forum activities in 2023:

- The forum met up to discuss the proposed routes and identify potential pinch points as well as the impact they could have.
- EirGrid also met with key stakeholders from bodies such as Croke Park, the RDS and the Aviva Stadium, to identify busy times as well as avoid potential bottlenecks.
- The forum also provided the opportunity for EirGrid to share planning information and update the group on recent activities as well as receive feedback.

Impact of forum activities:

The Stakeholder Engagement Forum facilitated our collaboration with the Land Development Authority. Through their ArcGIS system (geographic information system) we have been able to map all of the public land in and around Dublin which has allowed us to identify potential routes and discover more options in locating routes.

An Post were also able to use the Stakeholder Engagement Forum to convey their priorities with regards to access and time pressures which allowed EirGrid to be mindful of any works going on and make adjustments accordingly.

Equally, insights shared by Dublin Bus has been invaluable. For example, their new, electric buses are taller and longer than traditional buses which means additional room is required for turning points. The Forum facilitated the sharing of this knowledge and we have adjusted our planning accordingly.

Powering Up Dublin Community Benefit Fund

In development - no activities occurred in 2023.

Industry Forums

The collaboration of our industry stakeholders is critical to delivery of the government's climate action targets. In 2023 we worked with industry via a number of specific industry forums that would allow us to engage more meaningfully and effectively.

Our industry forums include:

Dublin Infrastructure Forum

The Dublin Infrastructure Forum give us the opportunity to work closely with other state agencies and statutory bodies to identify opportunities for collaboration and to share ideas and information on planned infrastructure works across the city. This collaboration has resulted in many positive opportunities across the programme including a number of opportunities for advanced ducting to take place in order to minimise disruption to the public.

Number of members:	Number of meetings:
45 (approximately)	3

Forum activities in 2023:

- Preliminary route corridors were presented to members to identify any potential issues with the proposals and also to identify opportunities for collaboration on works.
- Working groups were established for more effective detailed engagement focusing on key areas such as technical, planning and environment.

Impact of forum activities:

The Dublin Infrastructure Forum gives EirGrid the opportunity to work closely with other state agencies and statutory bodies to identify opportunities for collaboration and to share ideas and information on planned infrastructure works across the city. This collaboration has resulted in many positive opportunities across the programme including a number of opportunities for advanced ducting along the Royal Canal following engagement with Dublin City Council, which will minimise disruption to the public.

As part of this work, EirGrid is continuing to coordinate with a wide range of organisations, including ESB Networks, Gas Networks Ireland, Irish Water and Dublin Bus.

The Powering Up Dublin Business Forum

The Powering Up Dublin Business Forum provides a forum for dialogue between stakeholders with interests in the project and the EirGrid project team. Members represent the views of local businesses in relation to Powering Up Dublin and provide feedback and guidance on local needs and priorities.

The reports for these meetings were published on the Dublin Programme website capturing the feedback from both forums making it publicly available.

Number of members:	Number of meetings:
10	3

Forum activities in 2023:

- Following EirGrid's consultation on the proposed routes, stakeholders from the Powering Up Dublin Business Forum were highly responsive and we received a number of submissions to help shape our Best Performing Options.
- EirGrid gave regular updates via the forum meetings and sought feedback on proposed routes. Our objectives were to minimise impact on businesses e.g. through proper traffic management, not blocking loading bays, which were identified via the forum.

Impact of forum activities:

Through the Powering Up Dublin Business Forum, we have been able to better identify the intricacies of the areas impacted by proposed development work so that we can ensure the best performing route and best possible outcome for all.

The forum has allowed for knowledge sharing, discussion and regular updates which, in turn, have given us insights around working hours, accessibility to loading bays for example and also planned Luas works.



The HV Interface Forum

The HV Interface Forum was established by EirGrid in late 2022. With an independent Chair, the Forum has brought together stakeholders such as DECC, Transport Infrastructure Ireland (TII), ESB Networks and local roads authorities, to address key challenges blocking progress of planning applications and development projects. Progress has been made to advance projects such as North Connacht and Kildare-Meath.

Number of members: 10

Number of meetings: 7 (and 11 working group meetings)

Forum activities in 2023:

- Initiation of the main HV Forum through election of representatives and establishment of Terms of Reference.
- Establishment of five Working Groups (WGs); WG1 North Connacht Project, WG2 Transition Projects, WG3 Pre-planning engagement, WG4 Costs and Liabilities, WG5 Standards and Protocols.
- Signing of a Cooperation Agreement in September 2023 to agree the principles for collaborative development and implementation of electricity transmission infrastructure projects.
- WG1 – Post planning submission collaboration between roads and electricity sector parties to agree design principles for cable circuits.
- WG2 – Pre-planning engagement between roads and electricity sector parties to the Kildare Meath circuit project leading to the submission of a planning application to An Bord Pleanála in April 2023. Similar engagement with impacted parties on the East Meath North Dublin circuit project.
- WG3 – Establishment of the working group and agreement on the principles for a future effective pre-planning engagement framework.
- WG4 – Establishment of the working group and identification of the key cost and liability issues affecting the development of underground transmission infrastructure. Initial review of technical and economic reports associated with the issues.
- WG5 - Establishment of the working group and initial identification of issues.

Impact of forum activities:

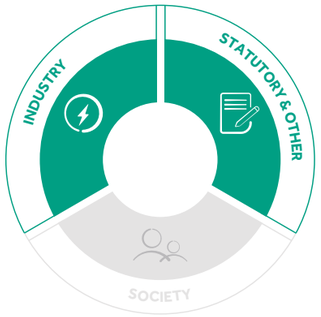
Bringing together so many invested and informed parties in open dialogue is invaluable for shaping EirGrid's development plans. By seeking to establish ways of working, we will together be able to support the delivery of the shared objectives within Ireland's Climate Action Plan.

The HV Interface Forum's purpose is to ensure the best possible outcome for all and through our facilitation of regular cooperative engagement, we are working towards securing these outcomes as we address the challenges presented by accommodating electricity transmission infrastructure within the road network.

For more information on public engagement, email Sinead Dooley, Head of Public Engagement at sinead.dooley@eirgrid.com

For more information on the HV Forum, email Louise O'Flanagan, Head of Engineering and Asset Management louise.o'flanagan@eirgrid.com





Offshore

Overview

EirGrid recognises the key role that offshore wind will play in meeting Ireland's energy needs and in the Irish economy in the next decade and beyond. We strongly support the Government's ambition through our collaboration with key stakeholders and industry, and through work being undertaken in the organisation.

We are also playing a leading role in the transition of the electricity system to accommodate offshore wind onto our grid and into the electricity market. EirGrid has an offshore project team with dedicated expertise.

How we approach engagement

Considerable engagement was undertaken with the offshore wind industry during 2023, in particular, the Phase 17 projects and through Wind Energy Ireland (WEI), who represent the sector.

The initial focus of engagement was to issue a set of technical requirements and contractual arrangements. The wind sector provided a list of priority issues they wanted to address. These included:

- Functional Specifications
- Grid Code
- Transmission Connection Agreement
- Asset Transfer Value
- Connection and Charging Policy

This was to provide greater efficiency and transparency for all the stakeholders involved. Throughout 2023, EirGrid issued sets of Functional Specifications for review by the sector, this was coordinated through working groups with WEI. The working groups then provided feedback in the form of marked up copies and comment logs. A series of workshops were held between the industry and EirGrid, supported by our consultants DNV in some instances, to issue a final set of documents to be issued ahead of bidding for the ORESS-1 auction.

Separately, a working group (established in June 2022) continued to meet to review the requirements of Grid Code. Through a series of workshops, a key principles document was prepared which would form the basis for proposed changes to Grid Code to be submitted to the CRU.



What we did in 2023

Phase one

Transmission Connection Agreement for offshore The POCCT project (Proposed Offshore Connection Contract Templates) is delivering an updated customer connection contract for offshore Phase 1.

Since July 2023, the POCCT project team has been holding monthly engagement sessions as well as working closely with project teams, EirGrid SMEs, EirGrid's external advisors and the CRU.

Offshore Phase one Functional Specifications for ORESS-1

Throughout 2023, EirGrid issued Offshore Phase 1 Functional Specifications in the run up to ORESS-1 auction. This marked the completion of an extensive collaborative engagement which involved monthly workshops running since November 2021.

In 2023, CRU also completed the fourth and final decision on the new regulatory framework for ORESS-1 offshore projects. As part of this process, EirGrid attended and supported CRU at a number of industry consultation events.

Continued growth and development

In 2023, EirGrid further expanded the offshore project team bringing on new experts in the areas of offshore engineering, procurement, asset management, marine operations, regulation, and health and safety.

To mitigate the potential risks of supply chain shortages for resources and to support the build-up of our capability, EirGrid also progressed two tenders on the Official Journal of the European Union ("OJEU") in 2023.

Phase two

South Coast Offshore Transmission Project

In March 2023, the Irish Government published their Statement on the Framework for Phase Two Offshore Wind which identifying EirGrid as the developer of new offshore grid transmission infrastructure.

As a result, EirGrid initiated The South Coast Offshore Transmission Project which is the first state-led offshore renewable electricity connection in Ireland. The project is at an early stage of development, it is expected to include the development of two new offshore substations, new onshore and offshore electricity cables, new onshore transmission equipment as required to accommodate the connection to the existing onshore transmission system.







Offshore Wind Delivery Taskforce (OWDT)

Following government approval of the framework and policy for Phase Two Offshore Wind, EirGrid has worked with the Government and the Offshore Wind Delivery Taskforce to support development of a 'plan-led' model for future offshore renewable energy (ORE) deployment.

Since September 2023, EirGrid has supported the Government in workstream 2 of the OWDT. This has included collaborating with Government departments, Enterprise Ireland and SEAI in development of policy documents including the Future Framework Policy Statement and Industrial Strategy for Offshore Wind.

Offshore Wind Energy Programme (OWEP)

In 2023, the Department of the Environment, Climate and Communications (DECC) developed the Offshore Wind Energy Programme (OWEP). The OWEP supports the delivery of offshore wind and related targets as set out in the Programme for Government and Climate Action Plan.

EirGrid led 'Workstream 5' of the OWEP, which covers offshore grid development and delivery including licencing and regulatory requirements.

Future generation

Tomorrow's Energy Scenarios 2023

During 2023, EirGrid collaborated with stakeholders in initial development of Tomorrow's Energy Scenarios 2023. This included meetings to discuss the overall approach to scenario development, climate and electricity sector policies, the proposed scenario framework and initial findings ahead of the consultation in late 2023.

It also looked at electricity demand and future decarbonisation of generation including offshore wind and interconnection. Stakeholders engaged during 2023 included the DECC, CRU, SEAI, UCC/MAREI and System Operators (ESBN and GNI).

Offshore Renewable Energy Development Plan II (OREDPII)

Throughout 2023, EirGrid supported DECC and other members of the Data and Scientific Working Group supporting the development of the Offshore Renewable Energy Development Plan II (OREDP II, which had been later renamed to the National Spatial Strategy for Offshore Renewable Energy).

The draft OREDP II and associated environmental assessments consulted on early in 2023, and the group provided expert maritime and sectoral knowledge to help DECC develop the OREDP II policy and vision.

Offshore Networks and Interconnection

In 2023, EirGrid commenced construction work on the Celtic Interconnector project and in summer 2023 the Government published a new Interconnector policy.

EirGrid continues to collaborate with stakeholders in Ireland, Great Britain and continental Europe to explore future development of offshore interconnection and the benefits that they can bring to Ireland's electricity system.

Hydrogen Strategy

During 2023, EirGrid engaged in collaborative dialogue with key stakeholders exploring the potential for Green Hydrogen in Ireland. This has included meetings and workshops with the Government, GNI, SEAI and academic institutions, to understand the potential future demands and opportunities for generation, storage and supply of green hydrogen and associated renewable fuels.

This work supported the Government in its development of the Hydrogen Strategy published in summer 2023.

Wider Stakeholder Engagement

Throughout 2023, EirGrid continued to engage with stakeholders across Ireland to discuss the potential for offshore development and listen to stakeholder views. This included engagements with national, regional and local authorities and development bodies, industry associations and academia.

EirGrid also contributes to technical reviews of offshore capability and readiness in collaboration with SEAI, EPRI and specialist HVDC equipment manufacturers.

Further stakeholder engagements that include Offshore development include:

- Shaping Our Electricity Future Roadmap v1.1 – published Summer 2023 (797 downloads in 2023, 684 downloads of the plain English summary.)
- Transmission Development Plan 2023-2032 – published December 2023

Measures of success

In 2023, key measures of success included:

Transmission Connection Agreement for offshore (POCCT)

Since July 2023, the POCCT project team has been holding monthly engagement sessions with the six offshore Phase 1 projects. These sessions have been for between 2-6 hours each with 10-25 attending each session.

South Coast Offshore Transmission Project

The public engagement on this project commenced in 2023 with events held across Cork, Wexford and Waterford open to members of the public. This involves raising awareness of our plans, engaging with stakeholders and aiming for formal public consultation in 2024.

Offshore Wind Energy Programme (OWEP)

As part of EirGrid's role in the taskforce, we attend monthly cross-governmental taskforce meetings and also industry engagement workshops on a quarterly basis.

We also look at the following:

- Feedback and inputs from the main construction companies collated by EirGrid.
- Decision papers issued on ways to proceed.
- Revision of existing specifications and supply of a new suite of specifications.
- Monthly engagement sessions with Phase 1 developers.
- Supply of standardised drawings to cover new plan-led projects.

For more information on our Phase 1 offshore stakeholder engagement please get in touch via our contact page here (Put 'Phase 1 Offshore' in the subject'. For information on Phase 2 offshore engagement email southcoastoffshore@eirgrid.ie





Our Partnership with ESB Networks

It is important to highlight that EirGrid, as TSO engages with ESB Networks both in its role as DSO and TAO.

TSO-DSO Engagement

Overview

The Joint System Operator Programme was established by the TSO (EirGrid) and DSO (ESB Networks) in 2021 to ensure that the system operators are working together in a collaborative and effective manner to jointly address electricity system needs and deliver whole of system solutions.
Significant collaborative work has been carried out by EirGrid and ESB Networks to address the challenges arising across four pillars:

- Whole of system approach.
- Reducing dispatch down of renewable generation.
- Facilitating new technology and system services.
- Secure future power system.

We have worked collaboratively across these four pillars to ensure that our customers can expect a high quality, low carbon and reliable supply of electricity.

How we approach engagement

Collaboration between EirGrid (TSO) and ESB Networks (DSO) in Ireland is essential for a successful energy transition and long-term resilience of electricity supply.

ESB Networks, as DSO, operates the electricity distribution system in Ireland. The transition to a power system with 80% of its electricity met by renewable energy sources (a significant portion of which is expected to connect to the distribution system), requires a heightened level of collaboration with ESB Networks in its role as the DSO. Together, EirGrid and ESB Networks are designing a future TSO/DSO Operating Model. The future TSO/DSO Operating Model is focused on optimising the system as a whole rather than focusing on the transmission and distribution systems in isolation. Enhanced management and coordination between system operators are key to achieving the ambitious climate action targets.

Under the Joint System Operator Programme, the system operators work jointly under agreed upon governance controls to achieve the programme objectives:

01
Support societal and economic growth in a sustainable and secure manner, consistent with our license obligations, through further development of the transmission and distribution systems.

02
Support the delivery of Ireland's 2030 and longer-term climate and energy policy objectives through collaboration between the TSO and DSO.

03
Address the Commission for Regulation of Utilities'(CRU) objectives for DSO/TSO coordination. These are set out below:

- The management of dispatch down and curtailment.
- Addressing security of supply and constraint management especially in the Dublin region.
- A whole of system approach to the optimisation and meeting of system and customer needs.
- Jointly developing effective processes for the deployment of new technology on the grid and in operations.



What we did in 2023

Following feedback from stakeholders in 2022 with regards to demonstrating planned co-operation with ESB Networks, EirGrid and ESB Networks as DSO jointly drove the following activities in 2023:

- Regular engagement meetings and/or workshops to develop, discuss, agree and progress the high-level design of the future TSO/DSO Operating Model.
- Co-developed operational coordination, exchange of data and training.
- Co-developed and coordinated on initiatives and programmes that aimed to resolve challenges in relation to connecting new technologies to the grid.
- Collaboratively engaged with key stakeholders (industry and regulators) to ensure security of supply is maintained and customer needs were addressed as required.
- Collaboratively developed and identified key tasks to be achieved over the next five years in line with legislation, energy policies and CAP23.
- Co-presented updates on the joint programme to industry through relevant advisory councils.

Measures of success

Over the course of 2023, EirGrid and ESB Networks completed the following:

- 19 x TSO/DSO Future Operating Model workshops (between November 2022 and December 2023).
- Jointly engaged with CRU around the TSO/DSO Future Operating Model.
- 4 x EirGrid's Shaping Our Electricity Future (SOEF) Advisory Council meetings (where appropriate, a joint update on the TSO/DSO programme was provided at each advisory council).
- 2 x ESB Networks' National Network and Local Connection Programme Advisory Council meetings (where appropriate, a joint update on the TSO/DSO programme was provided at each advisory council).
- Jointly published draft DSO/TSO Multi-Year Plan 2023–2027 for consultation (February 2023).
- Collaboratively hosted a roundtable with stakeholders for input and feedback on draft DSO/TSO Multi-Year Plan 2023–2027 (March 2023).
- Jointly published and updated DSO/TSO Multi-Year Plan 2023–2027 (May 2023).
- Jointly published consultation response for the DSO/TSO Multi-Year Plan 2023–2027 (May 2023).
- Jointly published a call for input consultation paper for the DSO/TSO Multi-Year Plan 2024–2028.
- Jointly submitted to CRU and published the DSO/TSO Multi-Year Plan 2024–2028 accompanied by a joint response paper (we received three responses from industry to the call for input consultation).

EirGrid and ESB Networks continue to work in partnership holding monthly decision-making forums in the form of a Management Liaison Board. Discussion Board meetings are also being held on a quarterly basis with executive project sponsors in both ESB Networks and EirGrid.

In April 2023, EirGrid and ESB Networks jointly submitted the 2022 Outturn Performance Report to CRU detailing progress in 2022 against the targets set out in the DSO/TSO Multi-year Work Plan Covering 2022 – 2026 and the CRU's Balanced Scorecard for 2022.



TSO-TAO Engagement

Overview

ESB is the Transmission Asset Owner (TAO) and its business unit ESB Networks carries out the licensed onshore TAO functions. ESB Networks is responsible for delivering the detailed design, construction and maintenance of the onshore transmission network, in accordance with the TSO's development plan.

We work closely together to ensure that all steps in the operation, maintenance, development and construction of grid infrastructure are carried out as safely, securely, efficiently and cost effectively as possible.

Engagement Principles:

- We are committed to working together with the common goal of meeting the transmission customer needs in a safe & responsive manner.
- We will enable TSO & TAO to carry out their statutory functions in an efficient manner on behalf of the electricity customer.
- We work together to ensure the development and roll out of new and innovative technologies in a timely manner, informed by the needs of the transmission system. Full project lifecycle process improvements will be considered when employing continuous improvements.

How we approach engagement

An Infrastructure Delivery Charter with joint committee structures underpinning the mutual working arrangements between the TSO and TAO is in operation. This charter commits both companies to renewed levels of engagement and partnership to meet the evolving needs of the electricity customer and society into the future.

The operation of a Joint Programme Management Office (JPMO) and other agreed processes are important aspects of TSO/TAO co-operation. EirGrid and ESB Networks continued to effectively operate, review and develop these arrangements throughout 2023. A TSO/TAO working group jointly plans the delivery of the full pipeline of projects out to 2030 as published in the quarterly Network Delivery Portfolio (NDP).

What we did in 2023

In line with the Joint TSO/TAO PR5 Incentive Multi-Year Balanced Scorecard 2023-2027, the companies were focused on the achieving the following joint incentive metrics:

- Deployment of New Technology,
- Project Initiation to Committed Programme Parameter (CPP) Agreed,
- Asset and Programme Data Exchange,
- Joint Process Improvements.

Measures of success

- The successful achievement of joint TSO/TAO incentives in PR5 around the delivery of our programme for grid delivery including new connections and system reinforcement projects.
- Even closer cooperation between EirGrid and ESB Networks joint process improvements such as the Joint Outage Transformation Programme which commenced in 2023.
- Continued involvement of industry to provide input on their experiences.

Further information on the TSO/TAO Joint Incentive outturn performance 2023 will be included in the Annual Electricity Transmission Performance Report 2023.



Security of Supply

Overview

Maintaining security of supply in the power system means ensuring that there is enough generation to meet both the demand and the operational requirements to run the electricity system securely for each and every hour across the year.

In recent years, we have seen an increasing number of System Alerts on the electricity system. System Alerts can be triggered when the generating margin has tightened to a level where EirGrid begins taking additional actions to protect security of supply. These actions can include maximising the dispatch of all conventional and energy limited plant and undertaking trades on the electricity interconnectors to reduce exports or reverse flows so that we are importing, contributing to security of supply.

Looking forward, there remains a need to proactively address declining capacity margins in coming years. For this reason, EirGrid is engaging with a wide range of stakeholders to ensure that security of supply risks are mitigated to the best extent possible.

In 2023, EirGrid continued to work closely with the CRU, DECC and other stakeholders to implement the Security of Supply Programme to address security of supply challenges in Ireland in the short to medium term, as well as measures to address security in the longer-term.

How we approach engagement

This Security of Supply Programme was initially organised into six working pillars or workstreams, with team members drawn from each organisation (and others as needed) charged with delivery of the overall programme. However, after a review of the programme in early 2023, there was recognition that the scope and focus of the programme had shifted from planning, policy, and commercial engagement towards delivery of generation and demand initiatives and so this required a reorganisation of the working pillars of into three new workstreams. These new workstreams were organised under the following programme areas of activity:

- A | System Operations
- B | Demand Initiatives
- C | Delivery

In 2023, EirGrid continued to play an active role across all 3 workstreams, including leading the work on Pillars A and C. This work undertaken included further development of emergency response protocols to respond to potential supply issues, the execution of multi-stakeholder exercises, the procurement of two tranches of Temporary Emergency Generation (TEG1 & TEG2), leading a programme of work concerning the possibility of extending the operational life of a number of older generators on a temporary basis.

What we did in 2023

In 2023, EirGrid continued to play an active role across all 3 workstreams, including leading the work on Pillars A and C. This work undertaken included further development of emergency response protocols to respond to potential supply issues, the execution of multi-stakeholder exercises, the procurement of two tranches of Temporary Emergency Generation (TEG1 & TEG2), leading a programme of work concerning the possibility of extending the operational life of a number of older generators on a temporary basis.

Measures of success

Risk Preparedness Plan

EirGrid worked closely with the CRU to deliver an updated Risk Preparedness Plan for Ireland in May 2023. The plan now includes non-market generation measures (Temporary Emergency Generation) as a risk mitigation measure for electricity crisis scenarios, as required by Article 16(2) of Regulation 2019/941. The plan also addresses areas of improvement identified by the European Commission (DG ENER) and was subsequently issued to the Commission as required by the Regulation.

Principles, policy and operational procedures

EirGrid also developed principles, policy, operational procedures, and tools that address the market and operations criteria for the deployment of non-market generation outlined in the Regulation. Principles for the operation of TEG were presented at two Market Operator User Group (MOUG) meetings and consulted on as part of the updated Balancing Market Principles Statement (BMPS) that was published in June 2023.

System emergency planning

EirGrid reviewed and enhanced coordinated plans for demand control under a System Emergency with ESB Networks. This included one-on-one engagements (August to September 2023) with all Large Energy Users (LEUs) that have full backup generation that may be called on for Mandatory Demand Reduction (MDC) under a System Emergency State. EirGrid updated the MDC Procedure (Version 3) to increase the demand called on from 50% to 75% of the real-time demand of these customers, should system conditions require.

Joint System Operator Programme (JSOP)

EirGrid also collaborated with ESB Networks through the Joint System Operator Programme (JSOP). The TSO and DSO engaged with stakeholders to understand the key challenges to security of supply on the system and to identify enablers that will allow for increased renewable energy on the system and provide additional resilience to the Irish energy.

Air quality emission standards

EirGrid continued to work closely with CRU, the Environmental Protection Agency, and Large Energy Users to address the use of these generators within the requirements of air quality emission standards. By December 2023, the EPA had processed and issued 15 air quality emissions licenses for these customers. These licences support the ability to manage the security of supply of the power system within air quality emissions requirements.

Systems Margins Outlook

Throughout 2023 EirGrid published the 'Systems Margins Outlook'. This report, issued twice weekly, provides market participants and mandatory demand curtailment (MDC) customers with an early warning signal when the system is tight.

Annual outage planning

As part of its annual outage planning, EirGrid continued to engage the operators of existing conventional units to increase the availability and reliability of the units in the short-to-medium-term.

Power System Emergency Communications Plan (PSECP)

EirGrid worked with DECC, CRU, GNI, and ESB Networks to enhance our coordinated response to emergencies through a review of our Power System Emergency Communications Plan (PSECP), and EirGrid/ESBN joint crisis messaging plan.

Joint Energy Emergency Response Team

EirGrid worked with DECC and CRU to review and update the Terms of Reference for the Joint Energy Emergency Response Team. This team now includes participation of the National Oil Reserves Agency (NORA), ensuing a coordinated response across the energy sector.

Natural gas emergency planning

EirGrid worked with DECC and NORA and Fuels for Ireland to develop plans for secondary fuel replenishment in the event of a Natural Gas Emergency. The actions in this plan define the roles of parties in relation to the Oil Emergency Contingency and Transfer of Renewable Transport Fuel Functions Act that was enacted in 2023.

Multi-stakeholder emergency exercises

EirGrid led two multi-stakeholder emergency exercises in May and September. Exercise Brigid (14th September 2023) included energy sector agencies, government sector departments, the National Emergency Coordination Group (NECG), the Office of Emergency Planning (OEP), and large energy users (LEUs).

Temporary emergency generation

EirGrid worked with CRU, DECC, ESB Networks, GNI and suppliers to progress the procurement and commissioning of temporary emergency generation (TEG 1 and TEG 2). A significant milestone was met on 21 December 2023, with the first of the TEG 1 units being declared available to the System Operator. This added 193 MW of contracted emergency generation as a measure of last resort to avoid or minimise the implementation of controlled emergency demand reduction measures.

Capacity market monitoring

To address security of supply requirements in the longer term, EirGrid also progressed a number of papers through the SEM Committee on potential changes to the Capacity Market and supported the closer monitoring of successful Capacity Market auction projects.

For more information on our security of supply stakeholder engagement please get in touch via our contact page here (put 'Security of Supply' in email subject).









Operating and Developing the Grid and Market

Overview

The transmission system consists of over 7,000 km of overhead line, 350 km of underground cable and over 170 substations containing transmission assets. EirGrid plans and manages the maintenance programme and ESB Networks, as Transmission Asset Owner (TAO) of the bulk onshore transmission system, carries out the physical maintenance work. EirGrid, in conjunction with ESB Networks as TAO, is responsible for setting maintenance policy and standards; comprised of policies for maintenance, replacement and refurbishment of the assets that form part of the transmission system.

How we approach engagement

To ensure safe, secure and reliable power and market system operation and development, we engage on a day-to-day basis and collaborate regularly with our customers and industry representative bodies and other key stakeholders. In 2023, we continued to engage through a broad spectrum of methods. These included one-to-one engagements with specific customers and industry representative bodies, formal engagement processes and panels, industry forums, publications and workshops on a range of topics including:

- Generator and transmission outages, including outturn availability reporting and forums.
- Scheduling and dispatch, including forecasting, Balancing Market Principles Statement, operational data, reporting.

What we did in 2023

Over the course of 2023, we did the following:

- **Balancing Market Principles Statement (BMPS)**
  We consulted with industry to help guide our scheduling and dispatch process.

- **Weekly operational constraints updates**
  We provided regular updates on scheduling and dispatch operational constraints, as published on the Single Electricity Market Operator (SEMO) website.

- **Scheduling and dispatch audit report**
  was published, which covered a range of topics under scheduling and dispatch, including indicative operations schedules, dispatch instructions, forecasts and operational data.

- **System Margin Outlook for Ireland**
  We informed industry on the outlook for generation capacity in Ireland for current day and for next seven days.

- **Dispatch Down analysis, reporting, updates and industry engagement**
  We reported on imperfections costs to the CRU and stakeholders which we then published on our website.

- **System services, performance monitoring and tariffs**
  This involved regular engagement with the CRU and UR as part of our annual forecasting process.

- **Generator commissioning and testing, including grid code compliance**
  We held regular and ad hoc meetings to plan, coordinate and discuss technical matters relating to grid code compliance and system services.

- **ENSTO-E Working Group**
  We participated in a number of ENSTO-E Committees including System Operations, Markets and System Development as well as a number of Working Groups on topics including Risk Preparedness and Inter Synchronous Area as well as regular coordination calls.

- **Grid Code Review Panel (GCRP)**
  We held 3 Grid Code Review Panels on 10 May, 28 June, 27 September and 6 December.

- **Publication of new version of the Grid Code**
  We updated the Grid Code to include modifications and informed necessary users.

- **Derogations**
  We regularly consulted with CRU derogation assessments for review and approval.



- **Market Operator User Group Meetings**
  A regular system operator update is provided to market participants at bi-monthly Market Operator User Group meetings run by the Market Operator.

- **Capacity Auction Timetables**
  We published the various Capacity Auction Timetable on SEMO website.

- **Renewable Electricity Support Scheme (RESS) auction**
  We reviewed and fed back on draft Terms and Conditions documents for the RESS 3 and ORESS 1 auctions prior to DECC publishing.

- **RESS 3 and ORESS 1 Industry Information Sessions**
  We engaged with DECC in the planning, timing and scope of the ORESS 1 session and informally briefed on the RESS 3 online session. We also received feedback on content and agreed the approach to answering questions.

- **A Call for Evidence on the Market Procurement Options**
  for Long Duration Energy Storage (LDES) (Q4 2023) – EirGrid and SONI Consultation.

- **The Future Power Markets Newsletter**
  In October 2023 the Future Power Markets team launched a monthly newsletter that provides a high-level overview of the Future Power Markets' programmes, projects and workstreams underway.

- **EirGrid Workshop**
  EirGrid held a workshop in May 2023 for CIGRÉ Ireland Next Generation Network (NGN) and CIGRÉ Denmark NGN. Over 60 young engineers and scientists attended to learn about Interconnection Operations and Solar Development.



Industry Forums

01
An information session regarding the Call for Evidence on Long Duration Energy Storage
was held to bring industry through key areas of the paper.

02
Bilateral engagement on Future Arrangements System Services Auction Design
to get feedback on the proposed design arrangements.

03
Single Electricity Market Committee (SEMC) industry workshop
on future arrangements facilitated by CRU and UR.

04
Industry workshop facilitated by the TSOs with DotEcon/ AFRY (specialist consultancy support for auction design)
presenting on the initial Recommendation Paper for FASS Proposals for Day Ahead System Service Auction (DASSA) arrangements and transition.

05
Bilateral engagement on DotEcon/ AFRY Recommendation Paper
on the Proposal for Day Ahead System Service Auction (DASSA) Arrangements and Transition/

06
Modifications Committee
to support scheduling and dispatch changes required.

07
Scheduling and Dispatch Programme (SDP) September Industry Workshops
to provide information about the ongoing work with the SDP initiatives and the impact on the market.

Measures of success

Measures of success for this area include:

- Good outcomes to quantitative assessment through the key performance indicators and incentives.
- Positive qualitative assessment via customer feedback.
- Minimal objections from participants who join the Grid Code Review Panel.
- A good level of engagement with regards to our consultations and workshops.

2023 highlights:

- **Weekly Operational Constraints Updates**
  More than 52 publications, with weekly report and updates as necessary.
- **System Margin Outlook for Ireland**
  104 publications, 1365 downloads in 2023.
- **Dispatch Down analysis, reporting, updates and industry engagement**
  Quarterly updates.
- **Grid Code Review Panel (GCRP)**
  4 GCRP meetings, with significant engagement with industry, feedback incorporated and a number of Grid Code Modifications Progressed e.g. Offshore PPM Grid Code Modification.
- **A new version of the Grid Code**
  Published in March 2023.
- **6 Market Operator User Group (MOUG) meetings take place per year, with TSO updates at each MOUG**
  Over 90-100 participants attended.
- **Long Duration Energy Storage Information Session**
  125+ registrations.
- **Call for Evidence on the Market Procurement Options for Long Duration Energy Storage**
  38 submissions.
- **Workshop for CIGRE Ireland NGN and CIGRE Denmark NGN**
  60 attendees.

For more information about our operating the grid and market stakeholder engagement please get in touch via our contact page here (with 'Grid and Market' in the subject).





Innovation and Research

Overview

At EirGrid, it's vital we work innovatively to reach our ambitious 2030 targets. These include the delivery of 80% renewable energy by 2030, reduce GHG emissions by 51% from 2018 to 2030 and reduce net zero carbon emissions by 2050 in line with the government's targets as outlined in the Climate Action Plan.

To help better ensure both progress and success towards these targets, we committed to working innovatively. This is so that we can develop and streamline new technologies to support a stronger, cleaner and more flexible grid.

Our focus areas for innovation are split out into a number of projects. And we collate all of the work we are doing into our Annual

Innovation Report.

How we approach engagement

Annual Innovation Report

Each year, we consult on our Annual Innovation Report. This is an open consultation to allow for new stakeholders. The report focuses on innovation projects that are being initiated, in progress and complete.

In 2023, we sought to actively engage with a range of stakeholders on our future innovation programmes to help guide the direction of the programmes, and ensure they are supported by our key stakeholders.

Academic Engagement Strategy

Towards the end of 2023, we developed an Academic Engagement Strategy for internal use. This will leverage our existing contacts and networks so that we can work with academic partners for positive change. Ultimately, it will also drive the implementation of our innovation and research strategy to cultivate an innovative culture helping us to reach our ambitious targets for 2030 and beyond.

Additionally, we were able to identify new, innovative research partners who we could collaborate with over the coming years. Our approach to academic engagement (reflected in our Annual Innovation Report) is shaped by the nine Strategic Innovation Programmes (SIPs):

- Enhance data-driven decision-making leveraging artificial intelligence capability.
- Flexible Network Strategy.
- Champion the emergence of the Energy Citizen.
- Understanding pathways to 100% System Non-Synchronous Penetration (SNSP).
- Setting the course for the Control Centre of the future.
- Lead the island's electricity sector on sustainability.
- Prepare for a multi-purpose offshore HVDC grid.
- Grow EirGrid TSO capabilities for developing and operating the new offshore grid.
- Plan for a net zero carbon, customer focused, export capable power system.

What we did in 2023

Annual Innovation Report 2023

At the start of 2023, EirGrid and SONI published a consultation on the Annual Innovation Report 2022. The report focused on innovation projects that were being initiated, projects that were in progress, and projects that were completed during 2022. The report identified project activity and included our ambition for to develop these projects further in the coming years. We also shared our strategic outlook for future initiatives planned over the coming years.

Consultation

The window for consultation on the Annual Report 2022 ran from mid-February to mid-March 2023 via our online consultation portal. There were four respondents in total. Overall, there was support for the projects shared in the report and agreement with the next steps proposed. Many respondents suggested and offered the opportunity for further discussions and collaborations. This aligns closely with EirGrid and SONI's view that innovation is critical to delivering on our ambition to 2030 and beyond.

We sought to actively engage with stakeholders on our future innovation programmes to help guide the direction of the programmes, and ensure they are supported by our key stakeholders.

Innovation and Research Strategy

In Q3 2023, we published our refreshed Innovation and Research Strategy, which is aimed at enhancing our innovation and research capability. It is designed to help us become more innovative by putting in place the necessary support structures, frameworks, and people to help make innovation part of who we are and how we go about doing what we do.

Focuses for Innovation

EirGrid actively supports research projects and collaborates and partners with academia and research experts, both on the island of Ireland and internationally.

- **MaREI public engagement** - During 2023, EirGrid continued to work via the STEPS partnership at MaREI – the research centre for energy, climate and marine research and innovation at University College Cork. Our partnership with STEPS is scheduled to run until October 2024. 2023 marked year two of the three-year programme and details are provided as part of our public engagement (page 21 of this report).

- **CleanerGrid** - EirGrid has initiated a competition for third-level students to create a digital prototype of a website, application or dashboard that will encourage citizens to be more mindful of their energy use. This competition sought to raise greater awareness of EirGrid's Smart Grid Dashboard amongst third-level students and some of the academic staff in the universities and thus to continue to champion the emergence of the energy citizen.

- **Research initiatives** - EirGrid also has a long tradition of supporting research in universities. We do this by collaborating with master's and PhD level research students. In addition, EirGrid routinely provides letters of support for senior researchers for their funding applications. We provided nine letters of support during 2023 for senior researchers for their funding applications.



Measures of success

Internal Innovation and Research reporting dashboards aim to share the progress of various initiatives. Some of the measurables are:

Number of engagements 16

Number of collaborative projects aligned to our strategic innovation programmes

11 ongoing in 2023, 6 completed in 2023

Number of individual bodies we have active projects with 13

Responses to consultations 4

Requests for letters of support

11 respondents to our Annual Innovation Report 2022

Number of Project proposals aligned to our strategicinnovation programmes

75 new ideas/proposals in 2023

Horizon Call project requests 4

proposals via Research Development and Innovation Committee

2023 Highlight: CleanerGrid

EirGrid's CleanerGrid competition was a huge success. The winners were announced at the start of January 2024 and awarded the top prize of €2,000 for their proposal to optimise electricity usage during periods of high wind generation and low demand.

To promote this competition in 2023, we leveraged our social media channels, the EirGrid website, and also directly engaged with academia as well as attended nine careers fairs.

For more information on our innovation and research stakeholder engagement, please get in touch via our contact page here (with 'Innovation and Research' in the subject).



Sustainability

Overview

Part of our mission at EirGrid is to lead the island's electricity sector on sustainability and decarbonisation. And we do this through our Group Sustainability Strategy.

EirGrid's sustainability activities are captured in three broad pillars: Environmental, Social and Governance.

- Our environmental pillar focuses on our impact on the planet as an organisation.
- Our social pillar assesses our impact on people, including our employees, our customers, the communities that we operate in and other key stakeholders.
- Our governance pillar outlines the processes and procedures in place to ensure honest and clear communication pertaining to sustainability.

How we approach engagement

Our approach to sustainability is guided by the following three pillars:

Driving climate action and transformation of the electricity system

while maintaining security of supply and minimising our own environmental footprint.

Committing to a sustainable society

by supporting learning, skills development across our society and to deliver on our targets.

Being a responsible organisation

by embedding climate, sustainability and responsible business practices across our day-to-day operations. We also report on our sustainability performance.

What we did in 2023

Science Based Targets Initiative (SBTi)

EirGrid Group developed our emissions reduction target in line with the SBTi's criteria in 2021, against a baseline of 2019 data and SBTi validated our Science Based Targets in March 2022.

In 2023, EirGrid Group completed our Carbon Footprint Assessment for 2022.

SciFest

In 2023, we were delighted to extend our partnership with SciFest as a Project Partner. This sees the EirGrid Cleaner Climate Award rolled out to the SciFest@School, SciFest@College and the SciFest National Final. The EirGrid Cleaner Climate Award recognises projects that best demonstrates the design of a creative, innovative approach which contributes to a cleaner energy future. By expanding this award, we are continuing to provide a space for second level students to explore and develop their ideas pertaining to a cleaner energy future, as we work to transition the power system.

DCU

Aligning with our focus on education, we continued our partnership with the DCU Educational Trust:
On their Access to the Workplace Programme to make education accessible and achievable to young people from under-represented backgrounds. As part of our partnership, a student from the DCU Access Programme undertook an internship in summer 2023, providing invaluable professional experience and developing important skills which can be applied as they return to complete their final year of studies.

STEM Teacher Internship (STInt) Programme

The STInt Programme is a national programme aimed at providing primary and post primary teachers with summer internships in STEM roles, in a wider variety of industries across Ireland. STInt provides internships to pre- and in-service teachers by working closely with different industry partners to advertise their STEM roles. As an industry partner, each year EirGrid offers placement opportunities to a number of teachers on the programme.

Ellenfield Community College

Building on our existing relationship with Ellenfield Community College (formerly Margaret Aylward Community College) in Whitehall, Dublin, in May 2023 we launched the second cycle of our two-year mentoring programme with Leaving Certificate students through the Business in the Community Ireland (BITCI) Action on Education Programme.

The EirGrid Graduate Development Programme participants provided hybrid group mentoring sessions on a variety of topics including career opportunities, personal effectiveness, and important life skills development. These sessions proved mutually beneficial, providing an opportunity to gain exposure to new and different perspectives, learn from diverging experiences and improving communication, self-confidence and self-awareness.

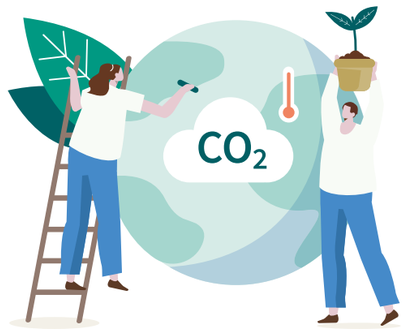
Young Social Innovators

February 2023 marked the second year of our three-year partnership with non-profit organisation Young Social Innovators (YSI). This new partnership followed our commitment to partner with a youth organisation that has a national reach to deliver awareness programmes and initiatives on transitioning Ireland to a cleaner energy future. The collaboration saw EirGrid become the new Climate Action and Energy partner with YSI for a three-year period.

YSI empowers and supports young people to develop and implement innovative ideas to bring about positive social change for the benefit of people, communities and the environment. Over the past 20 years, some 150,000 teenagers have taken part in YSI's social innovation programmes in post primary schools nationally.

This partnership is delivering a greater awareness among young people for the need for grid development and EirGrid's role within the electricity system. Key performance indicators for this partnership also include the raising of the number of projects in Stakeholder Engagement Report EirGrid the 'climate action and energy' category year on year.

In partnership with Young Social Innovators (YSI), EirGrid hosted its first ever in-person youth event in January 2023. (See 'Measures of success' for more on this below).





Measures of success

Friends of the Earth / Renewable Grid Initiative (RGI)

In 2023 we continued our collaborative project with Friends of the Earth and the Renewable Grid Initiative to engage communities and groups on Ireland's energy transition.

The three-year project supports diverse and open dialogues on the challenges and opportunities associated with Ireland's energy transformation, from development of grid infrastructure to the need for a decarbonised, secure and affordable electricity, with a much higher share of community participation.

The partnership with Friends of the Earth and RGI provides a unique opportunity to join together with two organisations that continually strive to promote and exhibit clear, equitable and transparent engagement.

The core activity of the project is focused on inclusive discussions and reflections with communities, civil society organisations, local groups, and other stakeholders.

Business Working Responsibly Mark

The Business Working Responsibly (BWR) Mark is an independent standard for Corporate Social Responsibility in Ireland, certifying excellence in responsible and sustainable business practices. Our recertification of this Mark further evidences our primary goal and notes our position amongst leading companies committed to sustainability.

The mark, which is based on ISO 26000, was developed by Business in the Community and is audited by the National Standards Authority of Ireland (NSAI). It is an independent verification that we carry out our business in a sustainable and responsible way.

The triennial certification process assesses our performance with respect to how we interact with the marketplace, the workplace, the environment, the community and our corporate responsibility/sustainability governance.
In October 2022, Business in the Community confirmed that EirGrid Group was successfully recertified to the BWR Mark, with certification valid to October 2025. This was the concluding step in a lengthy recertification process, one which required support from across the organisation to bring to a successful conclusion.

In its original audit report, Business in the Community noted:

- A new Community Benefits Policy has been published and the company recognises communities who support work under three funding streams:
  – Sustainability
  – Community
  – Biodiversity
- The company take a Lessons Learned approach to stakeholder engagement with previous lessons learned in relation to the use of plain English and the use of local media.
- The national advisory committee meets bi-annually to review the approach to stakeholder engagement.

The auditors also stated that "there appears to be a stronger focus on climate change adaptation than there appears to be in other organisations."

DCU Access to the Workplace

As part of our partnership, a student from the DCU Access Programme undertook an internship in summer 2023, providing invaluable professional experience and developing important skills which can be applied as they return to complete their final year of studies.

Ellenfield Community College

2023 marked EirGrid's 10-year partnership anniversary with Ellenfield Community College.

Young Social Innovators

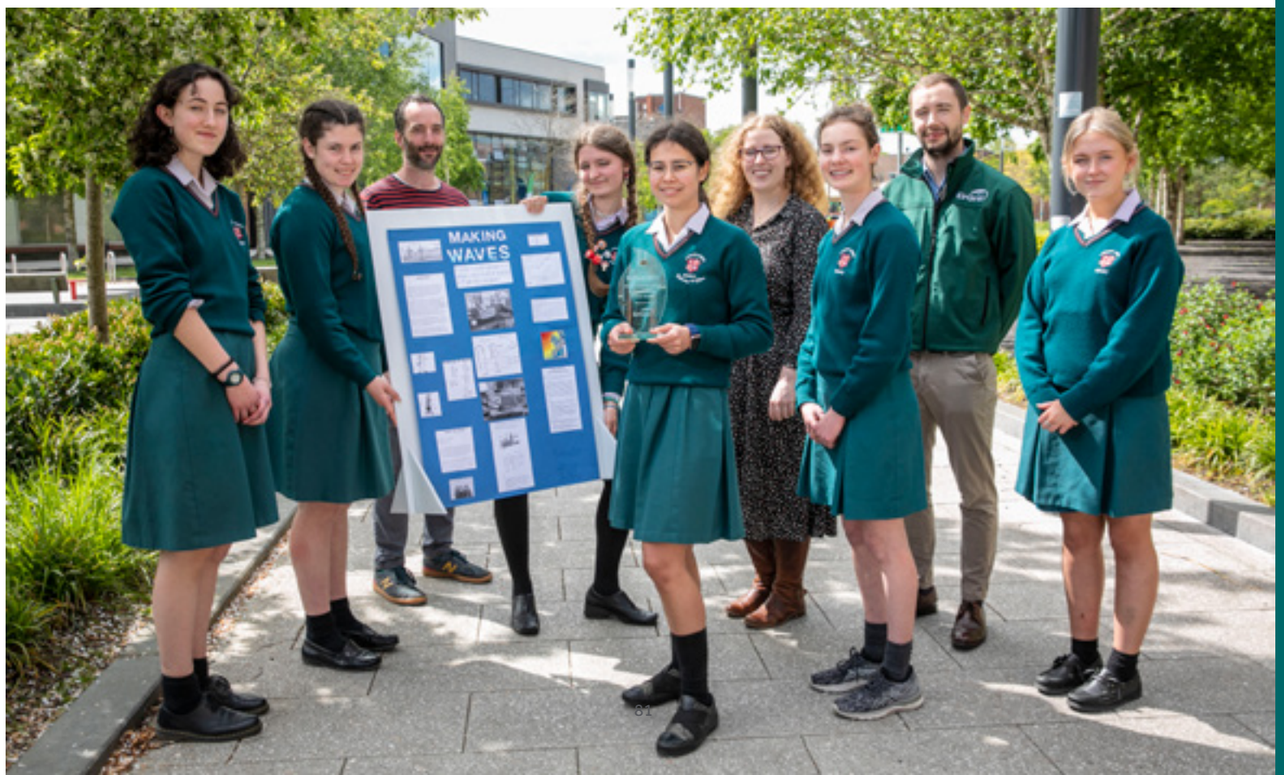
In partnership with Young Social Innovators (YSI), EirGrid hosted its first ever in-person youth event in January 2023.

EirGrid invited 70 participants of the YSI programme to the 'Powering Up Event', held in the Aviva Stadium, Dublin. Young people travelled from across the country to take part in the event which included workshops on a range of different topics, including Ireland's 2030 targets, the UN Sustainable Development Goals and Biodiversity. The groups used the information they learned and applied them to their team projects with the hope of achieving an award in the EirGrid Sponsored 'Energy and Climate' category of the programme.

Business Working Responsibly Mark

Recertification of the Business Working Responsibly (BWR) Mark through Business in the Community Ireland demonstrates our commitment to sustainability.

For more information on sustainability engagement email sustainability@eirgrid.com





Energy Policy and Thought Leadership

Overview

EirGrid is uniquely positioned to lead the island's electricity sector on sustainability and decarbonisation and to be a trusted, independent advisor to policy makers in Ireland and Europe through use of our deep expertise, knowledge and data.

How we approach engagement

EirGrid engages in active and ongoing consultation with the government and regulatory authorities on key policies and strategic issues as required by legislation. This is done through formal correspondence, bilateral engagement, and participation in working groups, taskforces and meetings. EirGrid is also active across the European Union and beyond in terms of our engagement with key organisations.

Regulatory Engagement

The CRU is Ireland's independent energy and water regulator and is responsible for the economic regulation of energy, protecting the interests of energy customers, ensuring security of energy supply and facilitating the provision of a low carbon future.

EirGrid's relationship with the CRU is key. EirGrid engaged with the CRU on a regular basis in 2023 regarding issues such as market operations and development, security of supply, transmission system operations, connection policy, tariffing, offshore policy, the Celtic Interconnector and the Greenlink Interconnector. During 2023, EirGrid also engaged with CRU on matters such as the PR5 incentive framework.

What we did in 2023

European engagement

EirGrid has played an active role at EU level in 2023, both at multilateral and bilateral level.

In ENTSO-E (European Network of Transmission System Operators), we have continued to participate across the various committees. In 2023, areas of particular activity have been on market redesign and on the Offshore Network Development Plan (ONDP).

In September 2023, we had high-level engagement with the International Energy Agency. With regards to offshore, our activity has continued via the North Seas Energy Cooperation and the 'Ostend' process, with senior representative attending the Leaders Summit. EirGrid was also invited to speak at DG ENERs PCI event in November.

In addition, EirGrid has deepened our relationship with Renewable Grid Initiative and OCEAN (Offshore Coalition for Energy and Nature).

Bilaterally, EirGrid has engaged extensively with other TSOs in 2023. These include Tennet in the Netherlands, Elia in Belgium, Statnett in Norway, Denmark's Energinet and of course, Rté France. The relationship with the French is one which we place huge emphasis, and an MOU (memorandum of understanding) was signed with them, in the presence of Energy Ministers, in our office.

We have also engaged with our Spanish counterparts in a number of workshops. In March 2023, EirGrid representatives participated in extensive workshops with the four German TSOs facilitated by the Irish Embassy and the German Ministry. The focus of this engagement was on integrating high levels of renewables, offshore wind, and social acceptance. This was part of the delivery of a commitment in the Ireland-Germany Joint Plan of Action.

Thought leadership

In 2023, there was considerable change proposed to the design of the electricity market at EU level. Working through the relevant ENTSO-E Working Groups, EirGrid representatives have been central to these discussions with TSO system. In this regard, we have provided our perspective to DECC on an ongoing basis when required. This has helped to shape an outcome at EU level that works for the Irish system.

During 2023, we have also been actively engaged at EU level to help inform and shape the Offshore Network Development Plan. This plan (published January 2024) places Ireland in a key position for the future development of a pan-European grid network that harnesses the significant offshore potential in Irish waters and in the North Seas area.

Finally, in June 2023, a meeting of the EirGrid National Advisory Committee took place with focus on landscape strategy, Shaping Our Electricity and the delivery of offshore Phase 2.

International recognition

In late November 2023, EirGrid and SONI were internationally recognised as they were awarded for Best Technological Innovation & System Integration at the Renewables Grid Initiative Awards, which celebrates remarkable practices in grid development across Europe.

This award was in particular reference to EirGrid and SONI's achievement in doubling the maximum allowable Rate of Change of Frequency from 0.5 to 1 Hertz per second.

Enabling this change made it possible to increase renewable energy penetration onto the grid, meaning that up to 75% of Ireland's electricity generation can now come from variable renewables, such as wind and solar, at any one time.

Measures of success

Quality of feedback from DECC on consultations (tone of responses and responses received), correspondence and work-level meetings.

- Maintaining a structured approach to Government engagement, with open channels of communication and regular meetings.
- Good two-way feedback between Government and EirGrid on implementing energy policy.
- Ensuring compliance with the Official Languages Act.

For more information on our energy policy and thought leadership stakeholder engagement email strategy@eirgrid.com



The Climate Action Plan and Shaping Our Electricity Future (SOEF)

Overview

Under the Government's Climate Action Plan, the target for renewably sourced electricity by 2030 is 80%. This will involve an increased deployment of solar, onshore wind and offshore wind power.

How we approach engagement

To achieve the renewable ambition target for electricity from renewable sources, EirGrid has carried out extensive analysis of the transformation required for the grid, system operations, and the market.

This work was reflected in an updated version of Shaping Our Electricity Future v1.1, published in June 2023.

In support of this work, EirGrid also utilised the SOEF Advisory Council – more detail on this below.

What we did in 2023

Climate Action Plan

EirGrid continued to work closely with the Department of the Environment, Climate and Communications (DECC) both in relation to delivery and reporting on actions under the Climate Action Plan 2023 (CAP23) and on development of the revised Climate Action Plan 2024 (CAP 2024).

In 2023 we:

- Continued to consistently communicate with the DECC in relation to the delivery of our actions under the CAP and provide regular reports on progress.
- Continued to engage with the stakeholders who are providing input and supporting us to deliver on the CAP deliverables where we are acting as lead stakeholder, e.g. actions associated with integration of renewables, offshore wind, system services and interconnection development.
- Continued to provide input and support the lead stakeholders, as identified in the CAP, in the delivery of other CAP deliverables where EirGrid is identified as a key stakeholder, e.g. actions associated with Renewable Electricity Support Scheme (RESS) and RESS auctions, facilitation of renewables connection policy and facilitation of hybrid connections.
- Continued to proactively seek opportunities to feed our perspective and thought leadership into policy development across Government. Continued to identify opportunities to engage with a broader stakeholder audience across industry and society on the developments we foresee as required to support climate and energy goals.
- Continued to identify opportunities to engage with a broader stakeholder audience across industry and society on the developments we foresee as required to support climate and energy goals.
- Continued to work closely with DECC and the CRU to ensure that the key decision makers in Europe understand our pioneering efforts to facilitate electricity from renewable sources and the solutions that are required to meet the associated challenges.

Shaping Our Electricity Future (SOEF)

In June 2023, EirGrid published SOEF v1.1. This Roadmap is an updated version of SOEF v1.0 that was published in November 2021 and reflects various changes to climate change policies made in 2022. SOEF v1.1 outlines EirGrid's plan for preparing the grid so that at least 80% of electricity can come from renewable sources, such as wind and solar, by 2030.These changes include:

- 70% of electricity from renewable generation by 2030 was increased to 80%.
- The introduction of carbon budgets and sectoral emissions ceilings.
- Targets for installed capacities of renewable generation.

Shaping Our Electricity Future Advisory Council

The SOEF Advisory Council was established in 2022 and is comprised of representatives from across the energy sector, including academia, Distribution System Operators (DSOs), Regulatory Authorities, developers, storage, conventional and renewable generators, large energy users and Government. The Council has 30 members.

Its purpose is to:

- Discuss, review and help facilitate the progress of the SOEF programme
- Share relevant information related to the implementation of the programme
- Communicate with stakeholders
- Provide a forum to discuss stakeholder views and concerns on those issues which impact on the implementation of the programme
- Provide input, advice and assistance on matters related to the programme and its implementation.

The SOEF Advisory Council met 4 times throughout 2023 on the following dates:

- 18th January 2023
- 28th March 2023
- 29th June 2023
- 12th October 2023

EirGrid also worked with ESB Networks on an in-depth analysis of local, regional, and system-level flexibility requirements, identifying opportunities and internal changes required to facilitate demand flexibility and support the system operation and local network congestion management.

70%

of electricity from renewable generation by 2030 was increased to

80%

Measures of success

- Strong attendance and participation from Advisory Council members.
- EirGrid and advisors took an action-orientated approach during the meetings.
- Stakeholders' views and concerns are taken on board and considered in the decision-making process for the SOEF programme.
- Advisory Council meetings facilitated workshops where very useful feedback was received from industry.
- Stakeholders' input, advice and assistance contributes to the SOEF programme implementation.

Shaping Advisory Council Minutes are issued after the Advisory Council meeting in line with the Terms of Reference and published on the EirGrid Website - 673 downloads in 2023.

For more information on the Shaping Advisory Council email SOEF@eirgrid.com



Consultation

On 15 March 2024, EirGrid published its Draft Stakeholder Engagement Report 2023 and it became available for viewing and consultation on the EirGrid website. Stakeholders were then invited to submit their consultation responses via the EirGrid Consultation Portal. The portal was open until 17 April 2024, when the consultation period ended. The Consultation Response Paper, details EirGrid's response to consultation responses received via the consultation process.

Consultee comments received were grouped into the following themes:

- Offshore and onshore
- Stakeholder engagement
- Our partnership with ESB
- Previous feedback from NSEE stakeholder engagement panel close-out reports
- Markets and pricing

Below is a summary of the feedback received along with a summary of EirGrid's responses.

To review the formal responses from EirGrid to the consultee comments raised, please see the 2023 NSEE Stakeholder Engagement Report Consultation Response Document.

Offshore and onshore

Summary of consultee comments	Summary of EirGrid response
Significant and meaningful engagement between EirGrid, DECC and the ORE industry is urgently required.	EirGrid concurs on the need for consistent and aligned communications and we will continue to work with all of our stakeholders to help achieve this outcome.
Stronger, more detailed commitments to work with renewable energy stakeholders to ensure the optimum grid solutions are chosen.	This is a fast developing and challenging area of transmission development, and we are working with government, and other TSOs, to identify offshore transmission options including hybrid and multi-purpose interconnection that will be effective in supporting the further deployment of offshore renewable energy.
The details of EirGrid's scope in later stages of Phase 2, such as potential additional development off the east coast, and the Future Framework are still to be determined.	EirGrid continues to work with the relevant stakeholders to ensure both alignment and the best approach is followed.
Industry and regulatory bodies in other jurisdictions, with more mature ORE markets, should help inform offshore research topics.	EirGrid has engaged extensively with other TSOs in 2023. These include Tennet in the Netherlands, Elia in Belgium, Statnett in Norway, Denmark's Energinet and of course, Rté France.

Stakeholder engagement

Summary of consultee comments	Summary of EirGrid response
A clear strategy for the development of EirGrid's 2024 Stakeholder Engagement planning is required.	Whilst there are often regulatory or other factors involved in decision-making, we are open to, and want to actively encourage, collaboration with our stakeholders to develop solutions and new approaches together.
EirGrid's plans for 2024 Stakeholder Engagement could acknowledge the issues raised as input for further consideration, even if particular actions in the response are still under consideration.	EirGrid acknowledges the importance of closing the feedback loop and creating transparency around how feedback is incorporated into our engagement strategy and processes. Once received, all consultee submissions are shared with the relevant Heads of Function within EirGrid for review and feedback. Building on this, in 2024, we added a 'Stakeholder Feedback' section to each part of the 2024 Stakeholder Engagement Plan that details the comments received from the 2024 Stakeholder Engagement Plan Consultation and what we are doing in response.
Open, collaborative dialogue with various bodies, including EirGrid, DECC and industry is essential to achieving Ireland's onshore and ORE targets.	EirGrid concurs on the need for a consistent and aligned consultation. We will continue to work with all of our stakeholders to help achieve this outcome.
A different approach and process is needed for EirGrid to achieve effective stakeholder engagement.	EirGrid has undertaken an extensive amount of work to develop our stakeholder engagement strategy in recent years. This work spans across all three core areas of our engagement including statutory, society and engagement.
There may be ways to compress the existing multi-step Grid Development Process down to several overlapping stages operating in parallel. This would enable the faster delivery of projects.	The 6-step Framework for Grid Development is designed to ensure that the appropriate rigour is applied to the projects in terms of opportunities for stakeholder engagement as they progress through the various Steps of project development, but with the assurance that there is always some flexibility in approach, proportionate to the nature, location and scale of the project.

Our partnership with ESB

Summary of consultee comments	Summary of EirGrid response
The 2023 Report should include informative detail for stakeholders on the outcomes and policies emergent from the TSO/ DSO cooperating partnership which are not available in the high-level Operating Framework.	In 2023, EirGrid and ESB Networks jointly published our 2024-2028 multi-year plan (see here) which details the key tasks and milestones that we will be working towards between 2024 and 2028. EirGrid and ESB Networks as DSO are planning to jointly host webinars in May/June 2024.
More opportunities for Industry to engage with EirGrid and ESBN.	We currently have monthly/quarterly meetings with a number of customers and renewable representative bodies in this regard and are working on expanding this in 2024.

Markets and pricing

Summary of consultee comments	Summary of EirGrid response
EirGrid as the Market Operator (MO) needs to keep a forward view at what is going on in Europe and GB and ensure the SEM (and its participants) are positioned correctly as to how our market needs to evolve with these changes.	EirGrid is currently providing frequent updates to industry around how we are implementing the various SEMC decisions and EU Regulations with respect to market changes. The SEM Committee is ultimately responsible with making decisions on how the market design in the SEM needs to evolve. EirGrid is happy to support the SEMC in relation to how industry is best kept informed as part of this work.
The structure of future Stakeholder Reports needs to adapt to reflect the role of EirGrid across not just Market Operations, Interconnectors, Onshore Grid Development, but now also the Offshore Grid Programme.	We will continue to evolve our approach to Stakeholder Engagement Reporting to include engagements around any TSO functions in Market Operations, Interconnectors, Onshore Grid Development and the Offshore Grid Programme.

Recommendations from previous NSEE Panel Close-Out Reports

Summary of consultee comments	Summary of EirGrid response
Consultees raised some points with regards to measures of success and providing enduring metrics.	EirGrid continues to capture as much relevant data as possible.



Summary of activity 2023

Customer and Industry Engagement

Activity	Status
EirGrid Customer Vision To improve the overall EirGrid Customer Experience	Ongoing
Customer Feedback An ongoing engagement project to implement feedback from EirGrid customers. A series of enhancement projects are ongoing	Ongoing
Account Management and Customer Journey Continuous improvements	Ongoing
Website improvements	Ongoing
Customer clinics	Ongoing

Project and Public Engagement

Activity	Status
Energy Citizen Roadshows Ongoing engagement forums with the public	Ongoing
Community, Industry and Business Forums To lead the strategy on Community Benefit Funds	Ongoing
Community Benefit Funds Dedicated investment for areas impacted by EirGrid projects	Ongoing
Development projects Kildare Meath, East Meath North Dublin, Laois Kilkenny, North Connacht, Powering Up Dublin and Offshore - To build out the grid while engaging regularly with a full range of stakeholders	Ongoing
MaREI public engagement The research centre for energy, climate and marine research and innovation at University College Cork	Ongoing

Offshore

Activity	Status
Transmission Connection Agreement for offshore (POCCT) Delivering an updated customer connection contract for offshore Phase 1	Ongoing
Offshore Phase one Functional Specifications for ORESS-1 Throughout 2023, EirGrid issued Offshore Phase 1 Functional Specifications in the run up to ORESS-1 auction	Complete
Published updates Throughout 2023, EirGrid published quarterly updates of the Network Delivery Portfolio (NDP) programme on the EirGrid website, detailing our grid developments	Complete
Continued growth and development In 2023, EirGrid further expanded the offshore project team and progressed two tenders on the Official Journal of the European Union ("OJEU") in 2023	Ongoing
South Coast Offshore Transmission Project EirGrid initiated The South Coast Offshore Transmission Project which is the first state-led offshore renewable electricity connection in Ireland	Ongoing
Offshore Wind Delivery Taskforce (OWDT) EirGrid has worked with the Government and the Offshore Wind Delivery Taskforce to support development of a 'plan-led' model for future offshore renewable energy (ORE) deployment	Ongoing
Offshore Wind Energy Programme (OWEP) EirGrid led 'Workstream 5' of the OWEP, which covers offshore grid development and delivery including licencing and regulatory requirements	Ongoing
Tomorrow's Energy Scenarios 2023 EirGrid collaborated with stakeholders in initial development of Tomorrow's Energy Scenarios 2023	Ongoing
Offshore Renewable Energy Development Plan II (OREDP II) Throughout 2023, EirGrid supported DECC and other members of the Data and Scientific Working Group supporting the development of the Offshore Renewable Energy Development Plan II	Complete
Offshore Networks and Interconnection EirGrid commenced construction work on the Celtic Interconnector project and in summer 2023 the Government published a new Interconnector policy	Ongoing
Hydrogen Strategy EirGrid engaged in collaborative dialogue with key stakeholders exploring the potential for Green Hydrogen in Ireland.	Ongoing
Wider Stakeholder Engagement EirGrid continued to engage with stakeholders across Ireland to discuss the potential for offshore development and listen to stakeholder views	Ongoing

Our Partnership with ESB Networks (DSO)

Activity	Status
Regular engagement meetings and workshops between EirGrid and ESBN On the Joint System Operator Programme	Ongoing
Regular engagement meetings and/or workshops To develop, discuss, agree and progress the high-level design of the TSO/DSO Future Operating Model	Ongoing
Co-developed operational coordination, exchange of data and training	Ongoing
Co-developed and coordinated on initiatives and programmes That aimed to resolve challenges in relation to connecting new technologies to the grid	Ongoing
Collaboratively engaged with key stakeholders To ensure security of supply is maintained and customer needs were addressed	Ongoing
Collaboratively developed and identified key tasks to be achieved over the next five years In line with legislation, energy policies and CAP23	Ongoing
Co-presented updates on the joint programme to industry Through relevant advisory councils	Ongoing

Partnership with ESB Networks (TAO)

Activity	Status
Deployment of new technology, with monthly meetings between both companies	Ongoing
Project Initiation to Committed Programme Parameter (CPP) Agreed Phase Joint incentive to measure time taken from the issue of Indicative Programmes and CPPs by TSO to reaching CPP agreed with TAO in a calendar year	Ongoing
Asset and Programme Data Exchange	Ongoing
Quarterly meetings for the Strategic Procurement Committee	Ongoing
Monthly meetings for the Maintenance Policy and Standards Committee	Ongoing
Various joint process improvements and engagement forums	Ongoing
Outage Transformation To ensure outages do not represent a significant constraint for network delivery out to 2030, EirGrid initiated an Outage Transformation Programme (OTP) in collaboration with ESB and industry partners	Ongoing

Security of supply

Activity	Status
Further development of emergency response protocols to respond to potential supply issues	Ongoing
Execution of multi-stakeholder exercises in the case of an emergency	Ongoing
Procurement of two tranches of Temporary Emergency Generation (TEG1 & TEG2) as contingency	Complete
Led a programme of work concerning the possibility of extending the operational life of a number of older generators on a temporary basis	Complete
Worked closely with the CRU To deliver an updated Risk Preparedness Plan for Ireland in May 2023	Complete
Developed principles, policy, operational procedures, and tools That address the market and operations criteria for the deployment of non-market generation outlined in the Regulation	Complete
Reviewed and enhanced coordinated plans for demand control under a System Emergency with ESB Networks	Complete
Collaborated with ESB Networks while engaging with stakeholders	Ongoing
Worked closely with CRU, the EPA, and LEUs To address the use of generators within the requirements of air quality emission standards	Complete
Published the Systems Margins Outlook issued twice weekly and published on the EirGrid website, provides early warning signal when the system is tight	Complete
Continued to engage the operators of existing conventional units	Ongoing
Worked with DECC, CRU, GNI, and ESB Networks to enhance our coordinated response to emergencies	Complete
Worked with DECC and CRU To review and update the Terms of Reference for the Joint Energy Emergency Response Team	Complete

Activity	Status
Worked with DECC and NORA and Fuels for Ireland To develop plans for secondary fuel replenishment in the event of a Natural Gas Emergency	Ongoing
Led two multi-stakeholder emergency exercises	Ongoing
Worked with CRU, DECC, ESB Networks, GNI and suppliers To progress the procurement and commissioning of temporary emergency generation (TEG 1 and TEG 2)	Ongoing
Progressed a number of papers Through the SEM Committee on potential changes to the Capacity Market	Complete

Operating and Developing the Grid Market

Activity	Status
Balancing Market Principles Statement (BMPS) We consulted with industry to help guide our scheduling and dispatch process	Ongoing
Weekly operational constraints updates We provided regular updates on scheduling and dispatch operational constraints to the Single Electricity Market Operator (SEMO)	Ongoing
Scheduling and dispatch audit report Report sent to Single Electricity Market Operator (SEMO)	Ongoing
Scheduling and Dispatch Policy Parameters 2024 Long Notice Adjustment Factor & System Imbalance Flattening Factor (LNAF and SIFF)	Ongoing
Dispatch Down analysis, reporting, updates and industry engagement We reported on imperfections costs to the CRU and stakeholders which we then published on our website	Ongoing
System services, performance monitoring and tariffs This involved regular engagement with the CRU and UR as part of our annual forecasting process	Ongoing
Generator commissioning and testing, including grid code compliance We held regular and ad hoc meetings to plan, coordinate and discuss technical matters relating to grid code compliance and system services	Ongoing
Risk Preparedness We worked closely with the CRU to deliver an updated Risk Preparedness Plan for Ireland in May 2023. The plan now includes non-market generation measures (Temporary Emergency Generation) and addresses areas of improvement identified by the European Commission	Ongoing

Activity	Status
ENSTO-E Working Group We participated in the ENSTO-E Working Group on Risk Preparedness and delivered an updated methodology for the identification of regional electricity crisis scenarios (Approved December 2023)	Ongoing
Security of Supply and Emergency Preparedness for Ireland, Northern Ireland and Great Britain We engaged with DECC, CRU and Gas Networks Ireland in joint planning with Government departments and regulators in NI and GB	Ongoing
Ireland Energy Sector Emergency Preparedness We participated in two meetings of the Gas and Electricity Emergency Planning Group (GEEP) to present on emergency preparedness, secondary fuel contingency planning and the Winter Outlook	Complete
Control Room Emergency Preparedness We participated in two meetings of the Gas and Electricity Emergency Planning Group (GEEP) to present on emergency preparedness, secondary fuel contingency planning and the Winter Outlook	Ongoing
Control Room Emergency Preparedness We led control room emergency exercises with ESB Networks and GNI	Ongoing
Large Energy User Emergency preparedness We reviewed and enhanced plans for demand control under a system emergency with ESB Networks	Ongoing
Grid Code Review Panel (GCRP) We held 3 Grid Code Review Panels on 10 May, 28 June, 27 Sept and 6 Dec	Ongoing
Publication of new version of the Grid Code We updated the Grid Code to include modifications and informed necessary users	Ongoing
Derogations We regularly consulted with CRU derogation assessments for review and approval	Ongoing
Market Operator User Group Meetings Our Stakeholder Engagement team hosts bi-monthly meetings on market operations and upcoming releases as a forum for interaction with SEMO/SEMOpx/TSO/Future Market Teams	Ongoing
T-4 Capacity Auction Timetable We published the T-4 Capacity Auction Timetable on SEMO website	Complete
Renewable Electricity Support Scheme (RESS) auction We reviewed and fed back on draft Terms and Conditions documents for the RESS 3 and ORESS 1 auctions prior to DECC publishing	Complete
RESS 3 and ORESS 1 Industry Information Sessions We engaged with DECC in the planning, timing and scope of the ORESS 1 session	Complete
A Call for Evidence on the Market Procurement Options for Long Duration Energy Storage (LDES) (Q4 2023) EirGrid and SONI Consultation	Ongoing

Activity	Status
In April 2022, the SEM Committee (SEMC) published its High-Level Design (HLD) for the Future Arrangements for System Services (FASS) Programme	Complete
The Future Power Markets team launched a monthly newsletter	Ongoing

Innovation and Research

Activity	Status
Annual Innovation Report 2023 Focusing on innovation projects across 2022	Complete
Innovation and Research Strategy In Q3 2023, we published our refreshed Innovation and Research Strategy	Complete
CleanerGrid a competition for third-level students to create a digital prototype of a website, application or dashboard that will encourage citizens to be more mindful of their energy use	Complete
Research initiatives Collaborated with master's and PhD level research students and provided letters of support for senior researchers for their funding applications	Ongoing

Sustainability

Activity	Status
Science Based Targets Initiative (SBTi) EirGrid finalised our emissions reduction target and completed our Carbon Footprint Assessment for 2021 and 2022	Complete
SciFest EirGrid Cleaner Climate Award rolled out to the SciFest@School	Complete
Continued our partnership with the **DCU Educational Trust**	Ongoing
Continued our partnership with the STInt Programme	Ongoing
Ellenfield Community College EirGrid launched the second cycle of our two-year mentoring programme with Leaving Certificate students	Ongoing
Young Social Innovators (YSI) In partnership with Young Social Innovators (YSI), EirGrid hosted its first ever in-person youth event in January 2023	Complete
Friends of the Earth / Renewable Grid Initiative (RGI) We continued our project with Friends of the Earth and the Renewable Grid Initiative to engage communities and groups on Ireland's energy transition	Ongoing
Shaping Our Electricity Future Advisory Council Facilitates ongoing industry engagement on the challenges and activities set out in the Shaping Our Electricity Future Roadmap	Ongoing
Business Working Responsibly Mark Recertification of the Mark	Complete

Energy Policy and Thought Leadership

Activity	Status
European engagement ENTSO-E, North Seas Energy Cooperation, European Commissions Directorate General for Energy, OCEAN (Offshore Coalition for Energy and Nature), TSOs across Europe including Tennet in the Netherlands, Elia in Belgium, and of course, Rté France, as well as TSOs in Spain and Germany	Ongoing
During 2023, EirGrid actively engaged at EU level to help inform and shape the **Offshore Network Development Plan**	Ongoing
In June 2023, a meeting of the **EirGrid National Advisory Committee** took place with focus on landscape strategy, Shaping Our Electricity and the delivery of offshore Phase 2	Complete
In late November 2023, EirGrid and SONI were **awarded for Best Technological Innovation & System Integration** at the Renewables Grid Initiative Awards	Complete
Engagement with DECC	Ongoing

Climate Action Plan 2023 and Shaping Our Electricity Future

Activity	Status
Liaised with DECC To deliver our actions under the CAP and provide regular reports	Ongoing
Engaged with stakeholders To deliver on the CAP deliverables and facilitate renewables connection policy	Ongoing
Support the shaping of government policy Continued to seek opportunities to feed our perspective into policy development	Ongoing
Collaboration with DECC and CRU To build awareness with key decision makers across Europe	Ongoing
Shaping Our Electricity Future In June 2023, EirGrid published the Shaping Our Electricity Future Roadmap Version 1.1 (SOEF v1.1)	Complete
Shaping Our Electricity Future Advisory Council Continued to meet and discuss opportunities and changes required	Ongoing

Additional activities from 2023 (following stakeholder feedback)

Activity	Status
Plain English In late 2023 the PR team recruited a Technical Communications Specialist works to make technical publications accessible to a non-technical audience, producing briefing notes, Plain English summaries and working with project staff to help guide their communications.	Complete
Irish language In late 2023 the PR team recruited also recruited their Official Languages Officer who ensures our compliance with the Official Languages Act.	Complete
EirGrid website After a stakeholder request for a plain text version of one of our publications in late 2023, we have worked with our design agency to ensure all publications they produce are screen reader-compatible. t	Ongoing
Formatting EirGrid appointed a new design agency and relaunched our visual brand in late 2022. We are now continuing to work with designers to ensure consistent formatting and application of the visual brand across publications.	Ongoing

Appendices

2023 Engagements

Please note, all items are listed by audience and then by calendar year:

Q1 = January - March
Q2 = April - June
Q3 = July - September
Q4 = October - December

Consultations

Consultation	Audience	When	Engagement Method	Objective
Powering Up Dublin	All	Q1-Q2 2023	EirGrid consultation	Feedback on the proposed routes for the Powering Up Dublin project.
Transmission Development Plan 2023	All	Q2 2023	CRU consultation	Seek feedback on the TDP 2023. The final version will be published on the EirGrid website subsequent to completion of the consultation process and CRU approval.
Strategic Environmental Assessment (SEA) scoping of EirGrid Grid Implementation Plan 2023-2028	All	Q1 2023	EirGrid website	Scoping report will be made available for comment by members of the public and interested stakeholders.
Customer Survey	All	Q1 (February) 2023	EirGrid Online Survey	Sought customer feedback on engagement with EirGrid. This will shape our approach for the upcoming year.
EirGrid PR5 Strategic Objectives Multi-Year Plan 2023-2027	All	Q1 2023	EirGrid consultation	Feedback on stakeholder views on whether the proposed approach is aligned with the objectives of the TSO Strategic Objective Incentive per PR5 Regulatory Framework set out in CRU/20/154
EirGrid PR5 Local/ Dublin Security of Supply – Multi-Year Plan 2023-2027	All	Q1 2023	EirGrid consultation	Feedback from stakeholders on the infrastructure delivery metrics to achieve the aim of "Local/ Dublin Security of Supply" incentive from CRU/20/154
Joint DSO/TSO Incentive Multi-Year Plan 2023-2027	All	Q1 2023	EirGrid consultation	Seek Stakeholder feedback on the proposed multi-year plan for 2024-2026
Draft Network Stakeholder Engagement Plan 2023	All	Q1 2023	EirGrid consultation	Feedback on our Network Stakeholder Engagement Plan for 2023 to allow for more meaningful and effective stakeholder engagement.

Consultation	Audience	When	Engagement Method	Objective
PR5 RES-E Multi-Year Plan 2023-2027	All	Q1 2023	EirGrid consultation	Stakeholders are invited to respond outlining their views on the proposed approach to the RES-E multi-year plan.
EirGrid PR5 Imperfections & Constraints Multi-Year Plan 2023-2027	All	Q1 2023	EirGrid consultation	Stakeholders are invited to respond outlining their views on the proposed structure of and approach to the proposals in the Imperfections & Constraints Multi-Year Plan.
Draft: EirGrid 2022 Annual Innovation Report	All	Q1 2023	EirGrid and SONI consultation	Report on Innovation projects (i) being initiated, (ii) projects that are in progress, and (iii) projects that have completed, including relevant, proportionate evidence on the scope, cost, rationale for and impacts of each project with either activity or impacts during the reporting year.
Draft TSO 2022 Network Stakeholder Engagement Report	All	Q2 2023	EirGrid Consultation	Feedback on our stakeholder engagement throughout 2022 to allow for more meaningful and effective stakeholder engagement.
Draft Environmental Report and SEA Statement	All	Q2 2023	EirGrid website	Report and statement made available for comment by members of the public and interested stakeholders.
Customer Outage Planning Survey	All	Q3 (July) 2023	Online survey	Gather information that will input into the wider development of the Transmission Outage Programme for the forthcoming year.
Joint TSO & TAO Electricity Transmission Performance Report 2022	All	Q3 2023	EirGrid and ESB Networks consultation	Seek Stakeholder feedback on TSO & TAO Electricity Transmission Performance Report 2022.
PR5 TSO Multi-Year Plans 2024-2028 Call for Input Consultation Paper	All	Q3 2023	EirGrid call for input	Stakeholder views on and input into the proposed approach in advance of EirGrid's finalisation of the PR5 TSO Multi Year Plans for 2024-2028 and submission of same to the CRU.

Consultation	Audience	When	Engagement Method	Objective
PR5 DSO/TSO Joint Incentive Multi-Year Plan 2024-2028 Call for Input	All	Q3 2023	EirGrid and ESBN Call for Input	Call for Input Consultation, DSO and TSO invite stakeholders' views on and input into the proposed approach in advance of the finalisation of the Joint PR5 DSO/TSO Multi Year Plan for 2024-2028 and submission of same to the CRU.
PR5 TSO/TAO Joint Incentive Multi-Year Plan 2024-2028 Call for Input	All	Q3 2023	EirGrid and ESBN Call for Input	Call for Input Consultation, TSO and TAO invite stakeholders' views as well as input into the proposed approach in advance of the finalisation of the Joint PR5 TSO/TAO Multi Year Plan for 2024-2028 and submission of same to the CRU.
Draft Investment Planning and Delivery Report 2022	All	Q3 2023	EirGrid Consultation	Seek Stakeholder feedback on TSO & TAO Investment Planning and Delivery Report 2022.
Draft Annual Electricity Transmission Performance Report 2022	All	Q3 2023	EirGrid Consultation	Seek Stakeholder feedback on TSO & TAO Electricity Transmission Performance Report 2022.
Tomorrow's Energy Scenarios 2023 Consultation Report	All	Q4 2023	EirGrid and SONI Consultation	Feedback on long term energy scenarios for Ireland and Northern Ireland. Scenarios consider how electricity demand and supply might evolve from 2035 to 2050.
Draft Network Stakeholder Engagement Plan 2024	All	Q4 2023 – Q1 2024	EirGrid and SONI Consultation	Feedback sought on the NRAA methodology assessing long term resource adequacy.
National Resource Adequacy Assessment Methodology for Ireland and Northern Ireland Consultation	All	Q4 2023 – Q1 2024	EirGrid and SONI Consultation	Feedback sought on the NRAA methodology assessing long term resource adequacy.
Balancing Market Principles (BMPs) statement	Relevant stakeholder group	Q2 (April) 2023	EirGrid and SONI consultation	Customer feedback sought on engagement with EirGrid. Shaping our approach for the coming year.
Proposed 2023/2024 Generator Transmission Use of System (GTUoS) Tariffs	Relevant stakeholder group	Q3 (July) 2023	EirGrid and SONI consultation	Publication for Comment Publish proposed 2023/2024 GTUoS tariffs for comment.

Consultation	Audience	When	Engagement Method	Objective
Proposed 2024 Generator Unit Under Test (GUUT) Tariffs	Relevant stakeholder group	Q3 (July) 2023	EirGrid and SONI consultation	Consultation on Proposed 2023/2024 Other System Charges.
Proposed 2023/24 Transmission Loss Adjustment Factors (TLAF)	Relevant stakeholder group	Q2 (June) 2023	EirGrid and SONI consultation	Publication for Comment Publish Proposed 2022/23 TLAF for comment.
Consultation on Contractual Arrangements for the Procurement of a Low Carbon Inertia Service (LCIS)	Relevant stakeholder group	Q2 2023	EirGrid consultation	This consultation paper covers the proposed contractual arrangements governing the provision of LCIS and a number of areas relating to the design and parameters of the LCIS procurement process.
Call for Evidence on the Market Procurement Options for Long Duration Energy Storage (LDES)	Relevant stakeholder group	Q4 2023	EirGrid call for evidence	Call for Evidence details the growing system need for Long Duration Energy Storage and potential procurement methods to provide a sufficient financial incentive for its connection.
Draft Grid Implementation Plan 2023 - 2028	Relevant stakeholder group	Q4 2023	EirGrid consultation	Inviting comment on the Draft Grid IP 2023-2028, Draft SEA Environmental Report, and Draft Natura Impact Statement (and associated appendices)

Publications

Publication	Audience	When	Engagement Method	Objective
Annual Innovation Report 2022	All	Q2 (May) 2023	EirGrid website	Report on Innovation projects (i) being initiated, (ii) projects that are in progress, and (iii) projects that have completed, including relevant, proportionate evidence on the scope, cost, rationale for and impacts of each project with either activity or impacts during the reporting year.
Annual Report	All	Q1 2023	EirGrid website	Publication of Annual Report.
Final Network Stakeholder Engagement Plan 2023	All	Q2 2023	EirGrid website	The document summarises EirGrid's plans for stakeholder engagement for 2023.
Final Network Stakeholder Engagement Report 2022 – Consultation Response Paper	All	Q2 2023	EirGrid website	The document summarised EirGrid's Stakeholder Engagement throughout 2022.
Network Stakeholder Engagement Report 2022 Consultation Response Paper	All	Q2 2023	EirGrid website	This document summarised the responses EirGrid received during the consultation process and explains how EirGrid will respond to this feedback.
Innovation & Research Strategy	All	Q3 2023	EirGrid website	Our refreshed Innovation and Research Strategy is aimed at enhancing our innovation and research capability. It is designed to help us become more innovative by putting in place the necessary support structures, frameworks, and people to help make innovation part of who we are and how we go about doing what we do.
Shaping Our Electricity Future version 1.1	All	Q3 2023	EirGrid website	Latest version of Shaping Our Electricity Future Roadmap to reflect 80% renewables target and the Government Climate Action Plan 2023.

Publication	Audience	When	Engagement Method	Objective
Joint TSO & TAO Electricity Transmission Performance Report 2022	All	Q3 2023 (Subject to CRU approval)	EirGrid and ESB Networks websites	Publication of the TSO & TAO Electricity Transmission Performance Report 2022.
Joint TSO & TAO Investment Planning and Delivery Report 2022	All	Q3 2023 Subject to CRU approval	EirGrid and ESB Networks website	Publication of the TSO & TAO Investment, Planning and Delivery Report 2022
Winter Outlook 2023/24	All	Q3 2023	EirGrid website	Annual summary that provides information on expected electricity demand and capacity margin for the winter ahead in both Ireland and Northern Ireland. 365 downloads in 2023.
TSO Monitoring Committee – Terms of Reference	All	Q3 2023	EirGrid Website	Provide an effective challenge to EirGrid TSO's proposed plans and approach to projects progressed through the Committee during PR5 and future price controls.
Transmission Development Plan 2023	All	Q3 2023	EirGrid Website	Lists the committed projects and projects under development for the enhancement of the Irish transmission network over the coming ten years.
A Public Facing Document of Proposed Changes of SDP_02 ESPS	All	Q3 2023 - 6th of October 2023	SEMO Website	The purpose of this document was to outline the modifications required to the Trading and Settlement Code and Grid Codes as a result of the SDP_02 initiative – ESPS integration.
Scheduling and Dispatch Market Readiness Survey December 2023	All	Q3 2023 -15th of December 2023	SEMO Website	Evaluate the level of readiness of market participants for the scheduling and dispatch programme updates.
Publication of updated versions of the Grid Code	Industry and Public	Following approval of Grid Code modifications by CRU	EirGrid website	To ensure that all users have access to and are aware of the latest version of the Grid Code.
Publication of Grid Code Review Panel documentation	Industry and Public	At least three times a year as per GCRP governance	EirGrid website	To ensure all Grid Code users are aware of all meeting minutes, modification proposals, recommendation papers and decision papers.
Weekly Operational Constraints Updates	Industry	Weekly	SEMO website	To provide information regarding constraints to industry.

Publication	Audience	When	Engagement Method	Objective
All-Island Outage Plan	Industry	Weekly	EirGrid website	All-Island Outage Plan covering the next 16 weeks to provide up to date information for industry.
Transmission Outage Summary	Industry	Fortnightly	EirGrid website	To communicate transmission outage dates for the next fortnight.
Wind Dispatch Down Report	Industry	Monthly	EirGrid website	Monthly Wind Dispatch Down (Constraint and Curtailment) Report for Ireland and Northern Ireland.
Solar Dispatch Down Report	Industry	Monthly	EirGrid website	Monthly Solar Dispatch Down (Constraint and Curtailment) Report.
Quarterly Network Delivery Portfolio (NDP)	Industry	Quarterly	EirGrid website	To communicate quarterly status update on three key milestones - EirGrid Capital Approval, Project Agreement with ESB and Energisation for ca. 350 projects in the Network Delivery Portfolio.
Transmission Outage Programme (TOP) 2023	Industry	Q4 (December) 2023	EirGrid website	To communicate transmission outage dates proposed for 2023.
Capacity Auction Timetable	Industry	Q1 (February) 2023	SEMO website	To provide Capacity Auction results to industry.
Use of Revenue Report	Industry	Q1 2023	EirGrid website and CRU website	Publishing of Use of Revenue for FY 2022
Annual Dispatch Down 2022 Report	Industry	Q2 (May) 2023	EirGrid website	Annual Renewable Dispatch Down (Constraint and Curtailment) Report for Ireland and Northern Ireland 2022.
All-Island Transmission System Performance Report 2022	Industry	Q1 2023	EirGrid and SONI websites	Contains transmission system data and performance statistics for 2022. 2735 downloads in 2023.
Outturn Availability 2022 ExPost Report	Industry	Q1 2023	EirGrid website	Provide information regarding Outturn Availability Connection Asset Maintenance for 2022.
Scheduling & Dispatch Audit Report	Industry	Q1 2023	EirGrid website	Independent Assurance Reporting on the 2022 Audit.
Committed Outage Programme (COP) 2024 and Provisional Outage Programmes (POP) 2025 and 2026	Industry	Q2 2023	EirGrid website	To provide outage programme for the year ahead and provisional plans for subsequent two years.

Consultation	Audience	When	Engagement Method	Objective
Tomorrow's Energy Scenarios	Industry	Q3 2023	EirGrid website	To outline a range of credible scenarios for Ireland's clean energy transition with a specific focus on the electricity transmission grid.
Combined Loss Adjustment Factors	EirGrid	As Required	SEMO website	Loss factors as per the System Operator.
SEM Parameters Decision Paper	EirGrid	Q2 2023	SEMO website	Decision Paper for Market Tariffs for 2024.
SEMOpx Statement of Charges	EirGrid	Q2 2023	SEMOpx Website	Charges for SEMOpx Annual Fees for 2024.
EirGrid Statement of Charges 2023-2024	EirGrid	Q2 2023	EirGrid Website	Statement sets out EirGrid's charges for use of the transmission system.
EirGrid and SONI Balancing Market Principles Statement V7.0	EirGrid & SONI	Q2 2023	EirGrid Website	Our objective in publishing the BMPS is to set out in a clear and comprehensible manner how we fulfil the statutory obligations that govern our scheduling and dispatch process in the SEM.
Approved Transmission Loss Adjustment Factors (TLAF) for 2023/24	EirGrid and SONI	Q2 2023	EirGrid website	To communicate the approved TLAFs for 2023/2024.

EirGrid Industry Forums and Working Groups

Engagement Topic	Audience	When	Method	Objective
Customer Clinics Pre-Connection Application Information and Support	Customers looking to connect to the Transmission System	Monthly	EirGrid Industry Forum	Clinic days with bilateral meetings to support future customers.
Market Operator User Group	Market Participants	Monthly	Conference Call	Inform Members of any key activities and updates.
Scheduling and Dispatch Industry Workshop	Market Participants	Monthly	Industry Forum	Engagement forum for Industry on Programme.
Scheduling and Dispatch Programme RA Update	Regulatory Authorities	Monthly	Virtual Conference via Microsoft Teams	Inform Regulatory Authorities of the status of the programme and answer questions they may have.
Demand Side User Forums	Demand Side Users	Quarterly	EirGrid Conference Call	Engagement Forum for industry.
Capacity Market Qualification Participant Sessions	Capacity Market Participants	Annually	Conference Call	Inform Participants on qualification process for Capacity Market
RESS Qualification Participant Sessions	RESS Participants	Annually	EirGrid Conference Call	Inform participants on qualification process for RESS.
Grid Code Review Panel Meetings	Industry	At least three times per annum	EirGrid Industry Forum	Review, discuss and ensure user consultation of recommendations for Grid Code amendments.
Shaping Our Electricity Future Advisory Council	Industry and developers	4 SOEF Advisory Councils held in 2023	Industry Forum	Discuss, review and facilitate the progress of the Shaping Our Electricity Future programme.
Gas Networks Ireland (GNI) engagement	GNI	As needed	Bilateral meetings	Engagement as part of Tomorrow's Energy Scenarios and as part of cooperation on TYNDP between ENTSOE and ENTOG.
Generator and Outturn Availability Forum	Generation customers and regulatory authorities	Q1 2023	EirGrid Industry Forum	Provide update on transmission outages, outturn availability reports and to address generator customer queries.
ECP 2. 3 Initial Assumptions Webinar	ECP 2.3 customers and wider industry	Q2 2023	Online - MS Teams	To provide an overview of the initial assumptions being considered for the Plexos modelling used for the ECP 2.3 constraints reports.

Engagement Topic	Audience	When	Method	Objective
EirGrid Stakeholder Conference	Customer and industry	Q3 2023	EirGrid Conference call	Conference for customers and stakeholders facilitating information sharing and industry discussion.
Conference for customers and stakeholders facilitating information sharing and industry discussion	Industry	Q3 2023	EirGrid Industry Forum	Answer questions regarding the Call for Evidence, and get a dialogue started about the various options laid out in the paper.
Bilateral engagement with policymakers	Policymakers	Recurring and as needs arise	Bilateral meetings	To communicate projects progress and to ensure up to date policy alignment.

Project Engagements

Project	Audience	When	Method	Objective
North Connacht 110kV Project	All	Throughout 2023	Community Forum	EirGrid liaised with the North Connacht Community Forum throughout 2023 as the 110kV project enters its construction phase.
Celtic Interconnector	All	Throughout 2023	Community Forum	EirGrid liaised with the Celtic Community Forum throughout 2023 as the project enters its construction phase.
Powering Up Dublin	All	Q1-Q2 2023	Public consultation	Public consultation and stakeholder engagement regarding the identification of cable routes to ran from 28 March to 23 May.
Kildare Meath	All	Q1 2023	Public engagement	Public consultation and stakeholder engagement regarding the identification of cable routes to ran from 28 March to 23 May. EirGrid hosted "Energy Citizen Roadshows" in Kildare and Meath in advance of the submission of a planning application for the project in Q2. Engagement with the Kildare Meath community forum continued.
East Meath North Dublin	All	Q1 2023	Public engagement	Emerging Best Performing Route Option – A Consultation and Engagement Report and Emerging Best Performing Option was in Q2. Engagement and media activity took place around the announcement. A best performing route option was announced in Q4. Engagement with the East Meath North Dublin community forum is ongoing.

Project	Audience	When	Method	Objective
Woodland Station Redevelopment	All	Throughout 2023	Public engagement	Community and landowner engagement occurred during 2023 as the Woodland Station Redevelopment progressed. The engagement around Woodland and Batterstown was to ensure the local community are informed of any relevant updates to EirGrid projects in the area, including CP1021 East Meath North Dublin and CP0966 Kildare Meath.
Laois Kilkenny Reinforcement Project	All	Throughout 2023	Community Forum	Community forum activities continued throughout the year. This entailed updating the forum members on the project's progression and arranging the release of the next round of community benefit funding (phase 2), opening it in Q3 2023. The fund amount is €153,450. Further landowner engagement took place on the new Ballyragget-Coolnabacky 110 kV overhead line which commenced construction in Q2 2023.
North South Interconnector	All	Q1 and Q3 2023	Public engagement	EirGrid hosted "Energy Citizen Roadshows" in Meath Q2 2023 and Cavan and Monaghan in Q4 2023. Landowner engagement commenced in Q4 2023, with door-to-door visits re compensation packages and voluntary land access agreements.
Offshore information events	Public and government	Q2 and Q3 2023	In person	EirGrid held 6 public information events across counties Waterford, Wexford and Cork in June 2023, and 2 Energy Citizen Roadshows in Cork and Waterford in 2023. EirGrid also supported DECC at their consultation event in Kilmore Quay in September 2023.
Energy Citizen Roadshows	Local Community's	11 held across 2023	In person	Local perspective of Shaping Our Electricity Future Roadmap and planned network investment.

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