

EirGrid Customer Charter

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1 Our Role

EirGrid as Transmission System Operator (TSO) 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. As we enhance the electricity system, we are delivering critical infrastructure that underpins greater energy independence, while also creating a better and sustainable future for the next generation.

2 Our Commitments to You

This Customer Charter sets out the level of service our connected customers can expect when dealing with EirGrid and explains how we listen, respond and continuously improve. We are committed to delivering a professional, transparent, and efficient service that supports our customers' operational and commercial needs. We recognise the importance of listening to and responding to our customers in a clear and timely manner. This charter has been created in accordance with the twelve Principles of Quality Customer Service for Customers and Clients of the Public Service.

2.1.1 How we will deliver

We will ensure to:

- operate impartially and without discrimination, always respecting your confidentiality,
- provide timely, accurate, relevant information through our publications, websites, and direct engagement with our customers,
- consult with industry openly on various key topics incorporating meaningful feedback where possible,
- strive for service excellence by continually evaluating our performance and reporting on improvements in our annual stakeholder engagement reports to the Network Stakeholder Engagement Evaluation Panel (NSEEP),
- support Ireland's transition to 80% renewable electricity in line with government targets, developing a grid that is secure, resilient, and future focused.

2.1.2 How this charter works

Our Customer Charter is based on the below **four-step cycle** and is updated every three years.

1. **Consultation** - listening to customers and stakeholders to understand their needs and expectations
2. **Commitment** - setting clear service standards and commitments
3. **Evaluation** - monitoring our performance against those standards
4. **Reporting** - communicating results and using feedback to improve our services

3 Customer Service Standards

3.1 How to contact us

We will provide courteous, informed support across all channels including telephone, online portals and email, through our industry mailbox info@eirgrid.com.

Connected customers can also contact their dedicated customer account manager (CAM) directly, to ensure issues are resolved in a timely and comprehensive manner. If you are unsure who your organisations' EirGrid CAM is, please contact info@eirgrid.com and we will assist you.

Our reception is contactable at (+353) -1- 6771700 during office hours.

3.2 Responsiveness

We will aim to acknowledge all email correspondence where action is required, within two working days.

We will aim to provide a written response to general queries within 15 – 21 working days.

3.3 Access to Information

We will provide clear, up to date information regarding:

- Grid operations and planning
- Outages, reinforcements, market operations, and system charges
- Connection processes, grid codes, planning applications, and project timelines

This information is made available through our [website](#), our [Smart Grid Dashboard](#), and our various [publications and reports](#).

3.4 Complaints and Feedback

If you are dissatisfied with any aspect of our service, we encourage you to contact us.

3.4.1 How to Raise a Complaint

- To make a customer complaint please refer to the process set out in our [Complaints Procedure](#).

3.4.2 Our Promise

- We will handle all complaints fairly, transparently, and efficiently
- We evaluate complaint trends to continuously improve our services

3.5 Our Commitment to Continuous Improvement

We regularly review our performance against the commitments set out in this Charter. Performance outcomes and service improvements are evaluated and reported internally and publicly as appropriate.

Through ongoing engagement, performance monitoring, and regulatory oversight by the Commission for Regulation of Utilities (CRU), we continually enhance our processes and quality of service. This includes participation in the annual Stakeholder Engagement Evaluation (NSEE) incentive framework and obtaining meaningful feedback via our annual customer survey.