



Engage with Us –
A Guide for Customers
and Industry Stakeholders



Delivering a cleaner energy future

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1. Introduction

This document summarises EirGrid’s engagement channels and points of contact for our customers and industry stakeholders. Due to the nature of EirGrid’s role and the work we do, there are many points of contact across the organisation for our broad spectrum of customers and industry stakeholders. We intend this guide to provide clarity on how you, our customers and industry stakeholders, can have your say and how these insights and feedback are used within EirGrid. It is also intended to support each customer who may have a specific concern or need in contacting the right person to address them.

This document should be considered in conjunction with EirGrid’s most recent annual Stakeholder Engagement Plan and annual Stakeholder Engagement Report as published on our [website](#). EirGrid’s annual Stakeholder Engagement Plan sets out EirGrid’s engagement principles, how we identify and map our stakeholders, who our stakeholders are and how we engage with them. It also summarises EirGrid’s stakeholder engagements for the relevant year as well as outlining key areas of engagement. The annual Stakeholder Engagement Report is a review of EirGrid’s stakeholder engagement activity for the relevant year.



2. Who we are and what we do

EirGrid develops, manages and operates the transmission grid and electricity market in Ireland. The grid transports power from where it is generated to where it is needed, such as industry and businesses that use large amounts of electricity. The grid also powers the distribution network that supplies the electricity used every day 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 is part of the EirGrid Group, which includes SONI – the Transmission System Operator for Northern Ireland. Our services also include the Single Electricity Market Operator (SEMO). This wholesale market for power runs 24 hours a day, seven days a week and ensures 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.

EirGrid develops and operates interconnections with neighbouring grids, such as the National Grid in the UK via the East West Interconnector. Other proposed interconnections include the North South and Celtic Interconnectors. We also enable interconnections developed and operated by third parties, such as the proposed Greenlink interconnector.

Moreover, we implement government and EU policy in Ireland. We act independently and in the public interest, regulated as a monopoly service provider. We perform our services for the benefit of every electricity user and to support the economy.



3. Our customers and industry stakeholders

Our customers include those directly connected to the transmission system. Some customers generate electricity from conventional or renewable sources, while others 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 units and energy storage units. Interconnector customers provide interconnection to other electricity systems. We also serve the electricity suppliers and industry stakeholders with an interest in the operation and enhancement of the transmission system, including industry representative bodies.

EirGrid aims to deliver quality services to customers and other industry stakeholders. We respond to a wide range of needs across the wholesale energy sector in Ireland. We recognise that many of our customers are key enablers to meeting 70% of Ireland’s electricity needs from renewable sources by 2030 through electricity generation, interconnection and the supply of necessary services to operate the system with high penetration of generation from renewable sources.

Engagement with both customers and other industry stakeholders is important for us in shaping how we continue to meet the evolving needs of our customers, as well as future development of how we plan, develop and operate the transmission system.



4. Key objectives and overview of this guide

The three main objectives of this guide are as follows:

1. Set out how you, our customers and industry stakeholders, can engage with us to access information, have your queries and issues addressed and provide feedback. This document should enhance understanding of our processes, building on the principles and steps for stakeholder engagement published in our annual [Stakeholder Engagement Plans](#).
2. Provide clear points of contact for frequent areas of engagement.
3. Provide information on governance and how feedback and insight provided to us is incorporated in decision-making and shared across the organisation.

Section 5 briefly describes the areas that customers and industry stakeholders most frequently interact with and what each one does. It provides information on day-to-day interactions, as well as how to get information and provide feedback on projects and initiatives including grid development projects, initiatives to support delivery of our 2020-25 strategy and 2030 renewables targets. It clarifies the points of contact within EirGrid and how to reach them. Section 6 sets out the breadth of EirGrid's key areas of engagement with all stakeholders within the context of our 2020-25 strategy. Section 7 sets out information on our stakeholder engagement governance, how information is shared within the organisation and decision making. Section 8 outlines how to contact us with feedback on our engagement or decision making.

5. The customer journey – frequent areas of engagement

We engage with our customers and industry stakeholders using a mixture of formal and ad hoc channels. We provide a number of formal channels of engagement including consultations, working groups, industry fora, conferences, bilateral meetings, customer clinics and publications. We also use telephone, online meetings and email correspondence on a daily basis to work with and support our customers and industry stakeholders. Many engagements are planned in advance while others are reactive to a specific situation that occurs or is raised by a customer or industry.

EirGrid's Customer team provides professional support to existing and prospective customers, as well as industry stakeholders, relating to a wide spectrum of electricity industry issues. Each customer is allocated a customer account manager within the Customer team. This account manager is each customer's primary point of contact for queries, information or issues that may arise and supports them in all stages of their customer journey from pre-application, through connection and operations, right up until de-energisation. The Customer team can be contacted at info@eirgrid.com, and you may also contact your customer account manager directly.

EirGrid's most regular interactions with customers and industry stakeholders can be broadly divided into four main areas:

1. connecting our customers;
2. operational engagement;
3. delivering grid infrastructure; and
4. initiatives and programmes.

5.1. Connecting our customers

When seeking to connect to the transmission system, a prospective customer's first point of contact is EirGrid's Customer team at info@eirgrid.com. The Customer team will provide information on the process and requirements for obtaining a connection offer and guide prospective customers to relevant publications and material to inform their project. The Customer team also lead regular customer clinic days, where prospective customers can speak with relevant subject matter experts before submission of the connection application.

Once a customer submits an application for a connection to the transmission system, the customer's primary point of contact is the offer owner within the Customers and Connections team. The customer will also be assigned a customer account manager at this point to support them on any general queries not related to the connection offer process.

Once a customer executes their connection agreement, their primary point of contact becomes the project manager within the Connections Projects team up to the energisation of the connection and the close out of the connection works. The customer will also be assigned a contract manager at this point to support them on any connection agreement related queries.

Further detail on connecting our customers and each stage of process are available [here](#).



5.2. Operational engagement

Once a project has successfully energised and is operational, the customer's account manager within the Customer team becomes the primary point of contact going forward.

Over the lifetime of a customer's connection to the transmission system, they will engage as part of business-as-usual with a number of areas across EirGrid around various essential items required for the operation of their connected plant. The most common areas of business-as-usual engagement once operational are set out below.

Grid Code, Testing, Compliance and Derogations

EirGrid is responsible for the development and maintenance of the Grid Codes in Ireland through the Grid Code Review Panel (GCRP). The GCRP is a standing body mandated to review and discuss the Grid Code, its workings and to offer suggestions for amendments. Members of the GCRP include representatives for different categories of users connected to the transmission system. Further information is available [here](#). All users connected to the transmission system are required to comply with technical rules in the Grid Code¹.

¹ The Grid Code is the technical document which establishes the rules governing the operation, maintenance and development of the transmission system and sets out the procedures for governing the actions of all transmission system users.

When a unit connects for the first time, makes changes or returns from maintenance, the Generator Testing team tests the performance of the unit. Testing is also carried out to demonstrate evidence of system services capabilities in line with TSO requirements. Further information on testing is available [here](#) and if further information is required, please contact generator_testing@eirgrid.com.

Performance monitoring is carried out to provide objective information on the actual performance of users of the transmission system. This supports greater understanding and certainty of how the system and the users connected are performing, which informs operational policy and improves modelling of the transmission system. Performance monitoring also facilitates appropriate regulation and incentivisation to ensure the necessary portfolio performance is delivered to operate a secure and economic system with increasing penetration of renewables. If you have specific questions in relation to performance monitoring data please contact performancemonitoring@eirgrid.com.

If a user cannot comply with any of the requirements of the Grid Code, the user must seek a derogation. EirGrid, as TSO, completes the assessment of derogations for the Commission of Regulation of Utilities (CRU). More details around this process and applicable forms are available [here](#) and may be submitted to GridCode@eirgrid.com.

Outage Planning and Outages

EirGrid develops and implements generation and transmission outages plans each year to ensure maintenance and other necessary works are delivered while considering security of supply and economic operation of the transmission system.

Information on generation outages is available [here](#) including the forms and contact details for generator outage requests and information on outage plans.

Transmission outages involve planned times when transmission infrastructure (lines, cables and substations etc.) will be maintained and not in service. It also involves times when testing, connection of new plant and decommissioning of an old plant is carried out. The latest information on the Transmission Outage Programme is published [here](#) and is updated regularly. Information on forced or unplanned outages on the system is also included in the regular updates.

Information on EirGrid's implementation of Outturn Availability is available [here](#). EirGrid hosts an Outturn Availability Forum for customers each year.

Scheduling and Dispatch

A guide to the scheduling and dispatch process is provided in the latest Balancing Market Principles Statement published [here](#). In real time, the control centres engage with customers and their sites directly as necessary using a number of communication channels including phone, Electronic Dispatch Instruction Logger (EDIL) and email. The customer's account manager will work with operations to resolve any questions or issues that arise.

System Services

One of the key areas in the DS3 Programme is System Services. We want to make sure that the system operates securely and efficiently, while facilitating higher levels of renewable energy. To achieve this aim, we are working to obtain a range of services from as wide a pool of generators and market participants as possible. This includes the development of financial incentives for better plant performance. This should mean savings for the consumer and an increase in the levels of renewable energy we can accommodate at any given time. More information around System Services is available [here](#) or you can contact DS3@EirGrid.com with any specific queries.

Constraints

Constraints impose limits on the physical operation of units in order to maintain operational security requirements under normal and contingency (failure of an item of equipment, e.g. transmission line or unit) conditions. We determine constraints through planning studies, real-time analysis and monitoring of the power system. The majority of constraints are known in advance and are modelled in the scheduling tools to ensure that the resulting schedule respects known requirements. Other constraints may arise through real-time analysis and monitoring and are managed in real-time operation. Further information is available [here](#).

Renewable energy and dispatch down

EirGrid is working with our customers and stakeholders to integrate renewable energy generation. The EU Renewable Energy Directive requires the TSOs to prioritise renewable energy generation. Sometimes measures are taken to turn-off or dispatch-down renewable energy for system security reasons. In Ireland and Northern Ireland, renewable energy is predominantly sourced from wind. Other sources include hydroelectricity, solar photovoltaic, biomass, and waste. These latter sources of energy are generally maximised in dispatch.

Dispatch-down refers to the amount of wind and solar energy that is available but cannot be used by the system. This is because of broad power system limitations, known as curtailments, or local network limitations, known as constraints. EirGrid provides a wide variety of information and reports regularly on system and renewables data, renewables connections and forecasting and dispatch down. More information on this can be found through our [website](#). In addition, we issue communications to customers and provide information sessions and engage with customers and industry on a regular basis to provide updates on renewable energy and dispatch down. If you have further questions, please contact the Customer team at info@eirgrid.com.

Generator Transmission Use of System (GTUoS) Tariffs, Transmission Loss Adjustment Factors (TLAFs), Other System Charges (OSC) and Unit Under Test (UUT) Tariffs

EirGrid recovers the cost of developing, maintaining and operating the grid through the TUoS tariffs. GTUoS tariffs are calculated on an annual basis by the TSOs and are published for comment, prior to being approved by the SEM Committee.

OSC are levied on generators to incentivise reliability and compliance with Grid Code and to recover some of the costs associated with non-compliance and/or units becoming unavailable at short notice. OSC are proposed by the TSOs on an annual basis and published for consultation, prior to being approved by the SEM Committee. Further information on TUoS and OSC can be found on the EirGrid [website](#).

TLAFs are applied to the energy exported by generators, to account for the losses incurred, when transporting this energy from the generators to the demand centres; this will impact on the volume of energy that generators can sell into the SEM. TLAFs are calculated on an annual basis by the TSOs and published for comment, before being approved by the SEM Committee. Further information on TLAFs can be found on the EirGrid [website](#).

UUT tariffs are required to recover additional costs associated with units testing, such as the need for the TSOs to schedule additional reserve, to cater for the additional risk of the unit under test tripping. The TSOs publish proposed UUT tariffs on an annual basis, for comment (or consultation if more significant change is proposed) prior to approval by the SEM Committee.

Market Operations

The Market Interface Stakeholder Engagement team are based in Belfast and Dublin and are responsible on an all-island basis for managing all market related engagement with the industry. This includes query management, facilitating market forums such as the Market Operator User Group and the SEMOpX User Group along with individual Participant meetings as required. The team also manages monthly, quarterly and annual reporting, publishing market messages and publications on the SEMO and SEMOpX website. The team can be contacted in respect of market related matters via info@sem-o.com or for SEMOpX queries at info@semopx.com or via phone at 1800 726 772 during office hours. Any formal disputes or settlement queries as mandated by the Trading and Settlement Code (TSC) are also managed by this team.

The Registration Team are the primary point of contact for all market registration interactions on an all-island basis. This includes registration query management, provision of information packs, facilitating meetings before and during the registration process, maintaining the list of registered units on the SEMO website. All registrations are managed in accordance with the TSC, Capacity Market Rules and SEMOpX Rules. The team can be contacted in respect of Registration via BalancingMarketRegistration@sem-o.com, CapacityMarketRegistration@sem-o.com and Registration@semopx.com respectively.

Market Settlements Team

The Settlements team is based in Belfast and Dublin and is responsible on an all-island basis for Balancing and Capacity Market Settlement, Credit, Clearing as well as Market Operator Invoicing. In addition, [Trading & Settlement Code Formal Settlement Query](#) resolution and Release Testing is handled via an Operational Analyst function within the team. The Settlements team also manages TSO TUoS and System Services settlement on a monthly basis via a separate controller team. If you wish to contact the team for further information you can email info@semopx.com or for the balancing market contact info@sem-o.com. Please note these mailboxes are monitored Monday - Friday 9am-5pm.

Trading Operations

The Trading Operations function is responsible for the operation of wholesale markets that allow generators and supply companies to buy and sell electricity ahead of the delivery date and subsequently the calculation of prices that apply for the real time balancing of supply and demand. The wholesale markets operated by Trading Operations include the Day-Ahead and 3x Intraday Auctions, which are run daily between 7am and 7pm.

As well as the Intraday Continuous Market and the Imbalance Pricing function, which run 24/7. Trading Operations ensures the necessary technical inputs are provided to the wholesale markets, monitors and executes the relevant operations, and verifies and publishes the auction and pricing outcomes. If you have any other queries for this team you can contact them at info@sem-o.com.

RESS

In 2020, EirGrid operated the first Renewable Electricity Support Scheme (RESS) auction on behalf of the Government of Ireland. The RESS is a pivotal component of the Irish Government's Climate Action Plan (2019). Action Number 28 addresses the design and implementation of RESS and calls on the need to increase the volumes and frequencies of RESS auctions to deliver on the 70% renewable electricity target by 2030, ensuring an appropriate community/enterprise mix to achieve an efficient delivery of renewables. RESS is the important first step in delivering on this component of the Climate Action Plan. For more information please email all queries to RESS@EirGrid.com.

European Integration

The European Union has adopted a common set of rules, commonly known as Network Codes, which will enable electricity network operators, generators, suppliers and consumers to operate more effectively in the pan-European electricity market. The harmonisation of national rules will promote the efficient use of cross-border interconnection between countries and will provide a more secure and reliable electricity system with an increased level of renewable generation. Work is ongoing to implement the necessary changes required in Ireland and Northern Ireland to ensure that our national legislation is compliant to the EU Network Codes, the Clean Energy Package and the European Green Deal.

We continue to work with our regulators, governments and key stakeholders to ensure timely delivery. The All-Island Forum for European Stakeholders provides information on the development and implementation of new European rules for the electricity market and grid operation and on other areas of European electricity policy. Further information on our ongoing work and engagement around European Integration is available [here](#). If you have further questions, please contact info@eirgrid.com.

5.3. Delivering Grid Infrastructure

EirGrid needs to develop the transmission grid to guarantee a secure supply of electricity now and for future generations, and to facilitate local, national and European policies. EirGrid's work to transform the electricity system is the foundation of the Irish Government's Climate Action Plan; it will both lead and underpin Ireland's response to climate change. We have been tasked with getting the grid ready so that 70% of Ireland's energy can come from renewable sources by 2030.

When we are developing new grid infrastructure, our engagement principles are applied to our six step engagement process. It ensures we are identifying stakeholders and giving them an opportunity to shape the proposals as early as possible. We highly value feedback from our customers and industry stakeholders around our grid infrastructure projects.

A bespoke engagement plan is used for each project, identifying the channels we will use to provide information and notification to the stakeholders. These engagements are published in the annual Stakeholder Engagement Plan and updated on our [website](#). More information and documents on individual projects are available on our projects [page](#).

If you have any other queries around upcoming engagements or projects that cannot be found here, you can contact the Customer team at Info@eirgrid.com where a member of the team will revert with the requested information or relevant contacts for further discussion.

Associated Transmission Reinforcements

Associated Transmission Reinforcements (ATRs) are new or upgraded transmission infrastructure projects. They are associated with a generation project and must be completed to release a generation project's Firm Access Quantity (FAQ) allocation. To achieve this firm access to the transmission system, the generation project must be connected via its permanent connection and all deep reinforcements complete, including its ATRs. EirGrid publishes ATR Status Updates on its [website](#) on a quarterly basis so that generators can track the status of the ATRs associated with their generation project(s). If you have a specific query, please contact your customer account manager.

5.4. Programmes and initiatives

There are a number of ongoing programmes and initiatives that EirGrid is leading to deliver our 2020-25 strategy and renewable targets. Some of these, such as DS3 are well established; others are newer. Full details of programmes and initiatives for each year are published in EirGrid's annual [Stakeholder Engagement Plan](#).

Stakeholder Engagement – Continuous Improvement

We engage with our customers and industry stakeholders around our stakeholder engagement and welcome your feedback. Our annual Stakeholder Engagement Plans and annual Stakeholder Engagement Reports are published for consultation. We continue to strongly focus on enhancing and bringing consistency to our engagement with customer and industry stakeholders.

2020 marked the start of a process of continuous improvement of our engagement activities to meet the challenges of the next decade. Using insights and feedback received from stakeholders, we regularly review and seek to improve our engagement. Our key initiatives and areas of focus for further improvement of stakeholder engagement are set out in our annual Stakeholder Engagement Plan.

Information on our plans, reports and updated links for stakeholder engagement is available [here](#), and is updated regularly. All feedback on our stakeholder engagement is welcomed as it informs our approach to stakeholder engagement and our ability and effectiveness in serving our customers. If you have feedback outside of the formal engagement processes, please contact our Customer team at info@eirgrid.com or your customer account manager directly.

Pathway to 70% Renewables by 2030

EirGrid is working with its stakeholders to deliver 70% of Ireland's electricity from renewable sources by 2030. This includes accommodating 95% of the generation from renewable sources on the grid at any one time by 2030. To achieve this, the grid will need to be operated in a more dynamic and responsive way. This will require an end-to-end solution incorporating user experience, improvements to infrastructure, operational practices, and market design and operation.

EirGrid has undertaken a study across the three dimensions of the electricity system: networks, power system operation and electricity markets. The aim of this study is to develop an integrated vision of the 2030 power system and electricity market.

In 2021, EirGrid will consult on the network dimension, which will include potential approaches that will prepare the grid to achieve 70% electricity from renewable sources by 2030. Customers and industry stakeholders will be provided with updates on opportunities to engage with EirGrid to shape this pathway through our website.

70% Renewables by 2030 - Key Enabler Programmes

EirGrid's commitment to meet 2030 targets and beyond focuses on maximising of the integration of renewables. There are a number of programmes and initiatives which have interaction with our stakeholders and are currently charged with ensuring that delivery occurs for the Grid. These programmes and initiatives include:

DS3

The DS3 (Delivering a Secure, Sustainable Electricity System) programme's goal is to meet Ireland and Northern Ireland's 2020 electricity targets by increasing the amount of renewables (non-synchronous generation) on the all-island power system. For instance, system services arrangements have been set up, procuring services from a wide pool of generators and market participants, with the aim of facilitating 40% electricity from renewable sources in Ireland and Northern Ireland in a safe and secure manner. This programme is now evolving to continue to support the integration of renewables on the island of Ireland to meet our future targets.

Following on from this, the DS3 Advisory Council was established in 2011 to provide a forum to discuss issues which may impact on the success of DS3. The Council consists of experts from across the power industry. This includes representatives from academia and industry across Ireland, Northern Ireland and Europe. Meetings are held approximately every four months. Following each meeting, information is published to our [website](#). The DS3 team can be contacted at DS3@Eirgrid.com with further information on DS3 found [here](#).

FlexTech

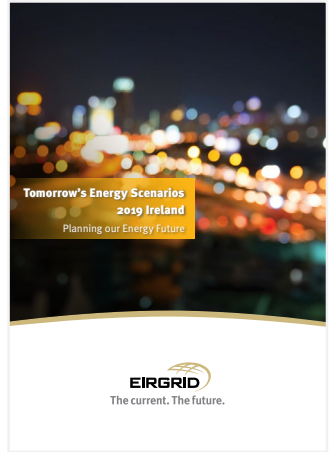
The FlexTech Technology Integration initiative is a sectoral wide, all-island collaboration, intended to identify and break down key barriers to renewable integration. The objective is to maximise the opportunity to use new and existing technologies effectively in order to meet the needs of the future power system. This is done while collaborating with stakeholders to understand their perspective and key challenges. Please find further information on the Flextech initiative [here](#) and contact DS3@Eirgrid.com if you have any queries.

EU SysFlex

By 2030, the European Union has committed to deliver at least 50% of its electricity consumption from renewable sources of electricity (RES-E). EirGrid, as the coordinator of the Horizon 2020 project, has a leading role in the EU-SysFlex project. The project details found [here](#) aim to identify the long-term needs as well as the technical scarcities of the future power system.

Tomorrows Energy Scenarios

One of EirGrid's key roles is to ensure the grid meets the needs of our society, both now and in the future. In order to assist with this, EirGrid regularly publishes a report on this called [Tomorrows Energy Scenarios \(TES\)](#). In this report we outline credible pathways for Ireland's clean energy transition with specific focus on what this means for the electricity transmission system over the next twenty years. The report is framed against a backdrop of ambitious targets at national and European level for decarbonisation of the energy sector and a large increase in electricity generation from renewable sources by 2030. Stakeholder insights are crucial to the development of TES. Before publishing the report on TES, our organisation consults on it. These consultations have given us high levels of engagement and beneficial feedback in the past. If you have any further questions around TES, please contact scenarios@eirgrid.com.



6. Key areas of stakeholder engagement

In our stakeholder engagement planning and reporting, a broad range of key areas of engagement have been categorised under our 2020-2025 strategic goals as set out below. Some key areas for engagement align with two or more of the strategic goals. In addition, all engagement is considered in the context of our goal of engaging for better outcomes for all. These key areas of stakeholder engagement will continue to evolve and will be updated annually. Details on a number of these areas where we have regular engagement with customers and industry stakeholders have been provided in **Section 5** above and for further detail, please refer to our annual Stakeholder Engagement Plan.

If you have any feedback or require further information on any of these areas of engagement, please contact the Customer team at info@eirgrid.com.

Lead the island's electricity sector on sustainability and decarbonisation

Pathway to 70 Renewables by 2030
Pathway to 70 Renewables by 2030 - Key Enabler Programmes
Energy Policy and Thought Leadership
Sustainability

Operate, enhance and develop the all island grid and market

Delivering Grid Infrastructure
Asset Management
Operating the Grid and Market

Engage for better outcomes for all

Connecting our Customers
Regulatory Engagement

Work with partners for positive change

ESB Networks
Other Key Partners

7. Governance and decision making

EirGrid's governance around stakeholder engagement has been developed and implemented to ensure that the voices of our customers and industry stakeholders, as well as the wider stakeholder group, are heard across the organisation. EirGrid is committed to engaging meaningfully with our customers and industry stakeholders. When we work together with stakeholders, customers and industry, the public and local community, we make better decisions across the organisation. We know how important it is for our customers and industry stakeholders to feel that their feedback is utilised and understood at the highest levels of the organisation.

Our stakeholders' input shaped our 2020-2025 strategy and two of the four goals reflect our commitment to effective engagement and the benefits for all. EirGrid's Board takes a keen interest in our stakeholder engagement. Following our reorganisation in 2020, two members of the executive team are directly responsible for stakeholder engagement and form the Stakeholder Engagement Steering Committee.

The planning of stakeholder engagement is a key part of our organisation wide business planning. At senior management level, there are regular meetings for decision making around the planning, delivery and effectiveness of transparent, consistent and accessible stakeholder engagement. This includes development and implementation of initiatives to enhance our stakeholder engagement as well as supporting tools and channels and sharing of information across each function, with reporting upwards to the Stakeholder Engagement Steering Committee.

It is supported by stakeholder engagement leads across each function who provide regular inputs and updates on our stakeholder engagement, share information from recent engagements, develop and implement our stakeholder engagement plans and report on the outcomes and effectiveness.

We recognise that effective stakeholder engagement is critical to building trust. Our annual [Stakeholder Engagement Plan](#) sets out the details of the why we engage and how we measure success. It outlines our engagement principles, who our stakeholders are and how we identify and map our stakeholders. Our formal engagements are published on our [website](#).

For each engagement in our annual plan, we set out the objective for this engagement. In our engagement we explain the decisions we need to make and when. We strive to provide transparency around our decision making by explaining the factors that influence each decision and how our stakeholders contribute to this decision-making process when seeking feedback. We continue to work to bring a consistent approach to the timely publication of reports and decision papers to explain our decisions. This is supported by our internal governance and rollout of internal guidelines for planning, implementing and evaluating stakeholder engagement. Following completion of each engagement, our assessment of the outcome and the effectiveness of the consultation process or engagement is necessary and valuable to identify and implement lessons learned and measure success.

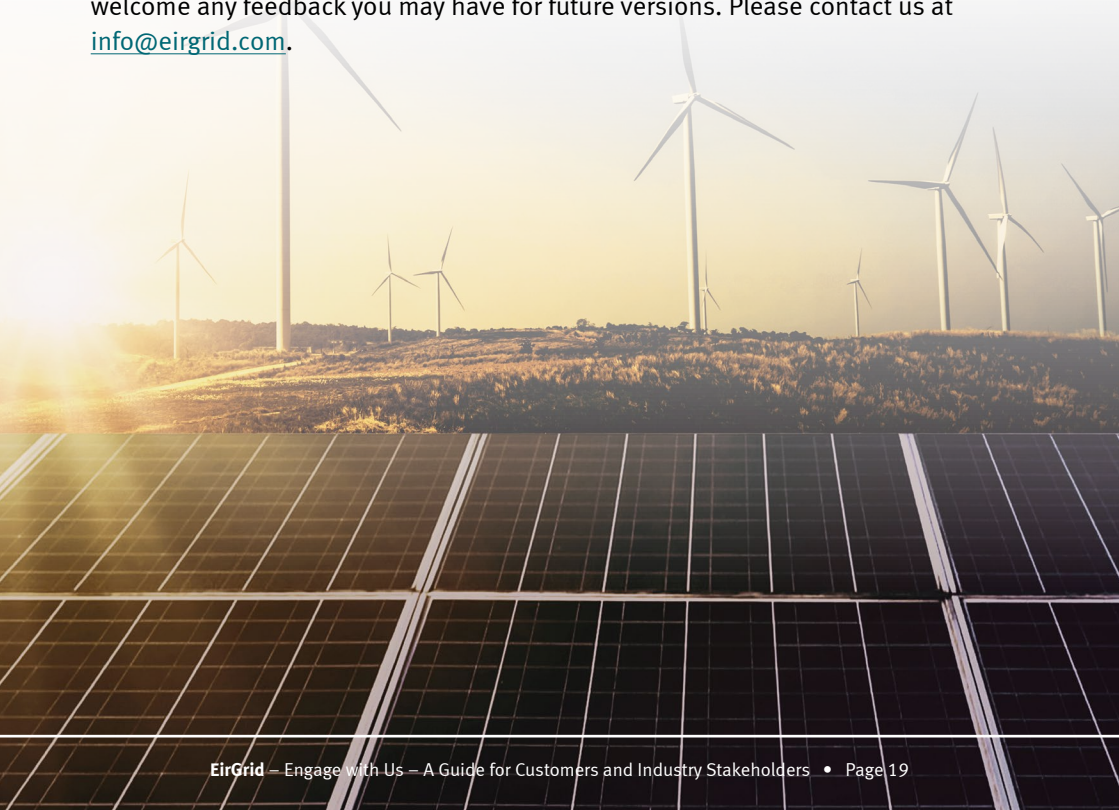


8. Feedback

We know that not everyone will agree with the decisions we make. But we want everyone to have a chance to influence our decisions and to understand why we make them. If you feel that we haven't met this goal, we want to know. If you believe that we haven't met our consultation commitments, then please get in touch. If you want to ask a question, please contact the Customer team. For other contact details, including information on how to make a complaint, please consult our [website](#).

9. Conclusions

This guide aims to provide clarity to our customers and industry stakeholders on key areas of frequent engagement across the lifespan of the customer journey. While the list of areas is not exhaustive, it gives a high-level overview of where to find information and who to contact if you have a query or issues. It also provides information on our governance, information sharing and transparency of decision making. This document will be reviewed and updated periodically and we would welcome any feedback you may have for future versions. Please contact us at info@eirgrid.com.





The Oval, 160 Shelbourne Road, Ballsbridge, Dublin D04 FW28 • Telephone: 01 677 1700 • www.eirgrid.com



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