

Services we Offer

The EirGrid Group Strategy 2020-2025 sets out our objectives for the next five years. It is shaped by the target set out by the Irish Government in its 2019 Climate Action Plan which requires that by 2030 at least 70% of Ireland's electricity needs will be met by renewable energy. Therefore, our strategy is influenced by climate change and the impending transformation of the electricity sector to low-carbon, renewable energy. The transition to low-carbon and renewable energy will have widespread consequences. There will be major changes in how electricity is generated, and in how it is bought, sold, and used.

The electricity system will carry more power than ever before and most of that power will be from renewable sources. Coal, peat and oil-based generation will be phased out in the next decade. We have a unique role to play in leading the radical transformation that is required. Our strategy sums up our response to these challenges. It consists of a set of key goals, underpinned by our purpose: **Transform the power system for future generations**

You can read more about our Strategy [here](#).

Connecting customers to the Grid

All customers seeking to either consume or export power will need a grid connection. Larger customers may seek a connection directly to the transmission system, which EirGrid provides. Smaller customers are likely to connect to the distribution system, where their connection is provided by ESB networks.

We provide extensive support to demand customers, providing guidance from the pre-application stage through our monthly customer clinics, continuing through application stage where we work with them to determine the best connection option for their projects. We support them in ensuring they meet the requirements for executing their connection offer, and then collaborate with them to deliver the works to physically connect them to the grid.

Demand

EirGrid plays a key role in facilitating large businesses access to power, either through a direct connection to the transmission system, or a distribution connection obtained through ESB Networks. We provide clear information on our website on how to get connected – see for example our [Guide for New Customers brochure](#) and our web page on [Demand Connections](#).

Generation

Generators need to obtain a grid connection in order to export the electricity that they generate. We connect generators to the electricity system at transmission level – these are normally larger generators with a capacity of more than 40 megawatts (MW) of capacity. Generators which are smaller than that in terms of capacity are generally connected to the distribution system, operated by ESB Networks.

We operate the connection process for new generators and interconnectors in line with regulatory decisions. The generators we work with include thermal plants which use fossil fuels, or hydro, CHP

plants (Combined Heat & Power), wind generators or other newer types of generation such as solar power or storage devices.

We also provide testing and commissioning services to ensure customers meet the requirements for exporting power and participating in the energy market.

Innovation

The challenge of anticipating and evolving alongside a constantly changing power system is one which we enjoy responding to.

We are always looking for new ways to operate the electricity grid, with several pilot projects currently in operation. Leading this is the Delivering a Secure and Sustainable Electricity System (DS3) programme. The DS3 programme investigates how we can securely operate the power system with increasing amounts of variable, nonsynchronous renewable generation. The DS3 Programme has been responsible for allowing us to gradually increase the amount of variable renewable energy we can handle on the grid at any one time. Currently, this amount stands at 70% - a world-leading amount for a synchronous power system. This figure will need to increase to 95% in order for Ireland to meet the government-set target of 70% of electricity coming from renewable sources by 2030.

EirGrid Group are also members of European umbrella body ENTSO-E's Research, Development and Innovation Committee, and collaborate with a number of other research and innovation groups, including the National Science Foundation in the USA.

EirGrid is also currently leading the EU SysFlex project, a Horizon 2020 project which involves 34 organisations from 15 countries across Europe and aims to identify issues associated with integrating large amounts of renewable energy and to create a long-term roadmap of solutions.

You can read more about EU-SysFlex [here](#).

Serving the Public

A key supporting goal of our Group Strategy 2020-2025 is to engage for better outcomes for all. We understand the importance of continuous engagement with the public to deliver our strategy. It is only with public support that we can secure a sustainable supply of electricity for the next generation.

Public Engagement Strategy

Following a review of our approach to public engagement, we launched a new Public Engagement Strategy for a Cleaner Energy Future in March 2021.

The goals of our new strategy are:

1. Social acceptance: working towards solutions that have landowner and public support
2. Capacity: Increasing our public engagement capacity and investing in people and in our tools
3. Partnerships: Renew and revitalise our existing alliances – and develop new ones

When we work together, we make better decisions. EirGrid now has a strategy that is transforming our external engagement and that builds upon extensive work over the past decade. Read the strategy [here](#).

Stepping Up campaign

In October 2020, we also launched a new public facing website at eirgrid.ie to accompany our recent ad campaign. The theme of this campaign was called “Stepping Up” and its purpose was to outline EirGrid’s role is at the heart of climate action. The campaign directed the public to eirgrid.ie where they could find answers to the most frequently asked questions about EirGrid. The aim of the campaign and website was to help build public understanding of EirGrid and why the delivery of key grid development is essential to reach the target of at least 70% of electricity from renewable sources by 2030.

Serving our Customer & Stakeholders

In December 2020, we published our [Engage with Us – A Guide for Customers and Industry Stakeholders](#) document. This document summarises EirGrid’s engagement channels and points of contact for our customers and industry stakeholders. It was developed to provide clarity on how our customers and industry stakeholders can have their say and how these insights and feedback are used within EirGrid. In addition, the document contains information on governance and how feedback and insight provided to us is incorporated into decision-making and shared across the organisation to ensure better outcomes for all.

Engaging with Public and Stakeholders

EirGrid’s approach to engagement is tailored to suit each specific project or initiative. A bespoke engagement plan is used for each key project or initiative, identifying the channels we will use to provide information and notification to the stakeholders. This can include emails to customers and stakeholders, project brochures and updates, targeted social media content, advertising in local and national press, letters to landowners and statutory bodies, providing spokespeople for discussions on public radio, providing phone lines and conducting webinars.

For grid development projects, it also includes promotion in public locations and open days in the local area where members of the public can meet the experts and have their queries addressed. Stakeholders are invited to provide feedback in multiple formats including feedback forms online and at open days, through fora and webinars and by email or letter. Stakeholders can also engage directly with a dedicated Community Liaison Officer or Agricultural Liaison Officer for each grid development project. Customers can engage directly with their Customer Account Manager.

For more detail on the consultation and engagement process around grid development projects, you can read our summary guide called Have Your Say. It explains why we develop the electricity grid, and how we consult with the public and other stakeholders to get feedback on our plans. Read the document [here](#).

We seek to engage early with public representatives in Stormont and the Oireachtas, and across local government. This provides government feedback while also acting as an avenue to engage with local communities.

For more information on how we engage, please read our [Stakeholder Engagement Plan](#).

Public consultations on grid development projects

In response to the feedback we received on public consultations, we have developed a dedicated and easy-to-use public consultation portal for our projects at consult.eirgrid.ie.

We used this portal in early 2021 to carry out our consultation on [Shaping Ireland's Electricity Future](#). We will be using this portal for more grid project consultations going forward. Currently, each Grid Development project has a dedicated website with all relevant documentation available to the general public including an option to give feedback.

EirGrid is also involved in:

1. **Harmonised Ancillary Service (HAS)** annual consultation. The annual Regulatory decision process includes a consultation. Further to this requirement we take on board comments/feedback received during year and incorporate this into consultation process.
2. **Other System Charges (OSC)** annual Consultation. As per 1
3. **Grid Code** - has a formal review panel which consists of members of industry/customers. Any changes/developments are discussed at Joint Grid Code Review Panel meetings.
4. **DS3 Programme** - to determine and implement operational challenges to get 70% of electricity from renewable resources by 2030 per government policies - Advisory Council
5. **Industry Forums, Consultations** etc.