

TSO 2020 Stakeholder Engagement Report

Consultation Note

2 March 2021

Overview

EirGrid is committed to continuously improving our engagement with all stakeholders – customers, industry, the public and local communities, and reporting on our engagement methods in an open and transparent method. This approach underpins our engagement process and allows us to engage in a process of continuous improvement.

The Commission for Regulation of Utilities (CRU) decision CER/18/087 in May 2018 established a reporting and incentive framework under PR4. One of the incentives provided a framework for the annual assessment of the measures taken by EirGrid, as Transmission System Operator (TSO) to understand and address the needs of stakeholders, i.e. customers, generators, suppliers and local communities. This framework provided for the establishment of a panel to assess and score the quality, implementation and effectiveness of the TSO in our stakeholder engagement strategies during the previous year. The intention of this incentive is that this will assist us in putting customers at the centre of what we do by understanding and addressing the needs of our stakeholders.

EirGrid is publishing our 2020 Stakeholder Engagement Report for public consultation, as required under the Commission for Regulation of Utilities (CRU) decision [CRU/19/058](#) on the Terms of Reference of the Networks Stakeholder Engagement Evaluation (NSEE) Panel. This report sets our assessment of our stakeholder engagement over 2020 and we would welcome your views on the following questions:

- *Do you believe that this 2020 Stakeholder Engagement Report sufficiently covers all of EirGrid's activities during 2020?*
- *Would you like to see any further information covered in EirGrid's future Stakeholder Engagement Reports?*
- *Do you have a view on the direction that you would like to see EirGrid's Stakeholder Engagement going in in future years?*

Please submit all responses to info@eirgrid.com by 15th April 2021.

Please mark your response as confidential if you do not wish for elements of your response to be shared in the consultation response report.

Please note that EirGrid, in its consultation response document, will respond to consultation respondents' comments and feedback within the scope of this consultation on the 2020 Stakeholder Engagement Report. Comments and feedback outside the scope of this consultation will not be included in the consultation response document.

Note: In December 2020, the CRU published its Decision on the PR5 Regulatory Framework, Incentives and Reporting. Within this paper, the CRU set out its decision to retain the Network Stakeholder Engagement Evaluation Panel as established in CER/18/087. The CRU is currently consulting on revised Terms of Reference for the NSEE Panel. [CRU/21/020](#) refers to an SO Stakeholder Engagement Report 15-page limit as per CER/18/087. The CRU has advised EirGrid that this is not a hard limit at present and may be considered by the panel and revised at a future date.