

EirGrid.ie

Stakeholder Engagement Plan 2024

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
- Q3 = July - September
- Q4 = October - December

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Our Network Stakeholder Engagement Strategy



Introduction

In 2018, the Commission for the Regulation of Utilities (CRU) introduced a new incentive for EirGrid (as the Transmission System Operator), and ESB Networks (as the Distribution System Operator) in relation to stakeholder engagement.

The objective of this incentive, as stated by the CRU, is to promote cultures within the Transmission System Operator (TSO) and Distribution System Operator (DSO) that put stakeholders (i.e., customers, generators, and local communities) at the centre of what the network companies do. This ensures that the System Operators deliver high quality outcomes for energy customers and the wider public.

The CRU formed a Panel made up of representatives from stakeholders to assess and score EirGrid and ESB Networks on the quality, good implementation and effectiveness of their stakeholder strategy in the previous year. This score determines the financial incentive the companies receive, impacting directly on the incentive revenues earned.

This process requires EirGrid to demonstrate, our comprehensive, up-to-date stakeholder engagement strategy and delivery; channels and initiatives for engaging with stakeholders, consistent with our strategy; and demonstrable positive impacts on stakeholders, stakeholder groups or the business.

Our Corporate Strategy

We are now in the fourth year of our 2020–25 corporate strategy. A strategy informed by extensive engagement with key stakeholders. A key pillar of the strategy is 'engage for better outcomes for all'. This pillar has been strongly implemented over the past four years with engagement across all stakeholder groups. Highlights include:

- The rollout of the "Shaping Our Electricity Future" national public consultation in 2021.
- Fresh engagement on "Shaping Our Electricity Future Version 1.1" in 2022 and 2023.
- The establishment of the "Shaping Our Electricity Future" 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.
- The establishment in 2022 of the EirGrid Energy Citizens Roadshows in partnership with the Sustainable Energy Authority of Ireland (SEAI) and ESB Networks, which continue to be hosted across Ireland.
- 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 in 2023.
-

Effective engagement is essential for EirGrid to achieve our purpose — to transform the power system for future generations. This document sets out our planned 2024 engagements and how our stakeholders can participate. We also highlight key areas of focus for 2024 and how we successfully measure engagement. Our approach to engagement will continue to be influenced by the learnings from our extensive "Shaping Our Electricity Future" consultation in 2022, as well as learnings from other consultations and stakeholder feedback, for example:

- The NSEE Panel Close Out Reports,
- Previous consultation responses to our Stakeholder Engagement Plans and Reports and,
- Feedback received from our industry, society and statutory stakeholders.
- We will also continue to seek to maximise all channels available to us.
-



Our 2020-25 Corporate Strategy.



We balance supply and demand every minute of the day

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 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 places offshore wind power at the centre of the State's commitment to producing 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.

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 Plan 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.



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:

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.

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 to other electricity systems. We also engage with the electricity suppliers and stakeholders with an interest in the operation and enhancement of the transmission system.

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 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 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.

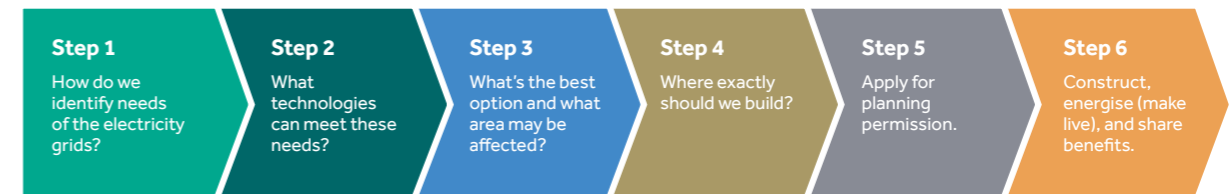
This includes:

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

The grid requires unprecedented change in the lead up to 2030. To realise government targets for Ireland to be powered by 80% renewable energy by this date, we have proportionately increased our engagement with landowners and communities. Learning how best to scale and optimise this engagement is an ongoing key priority for our engagement planning.

Leading up to 2030 and beyond, we will need to continue to develop new grid infrastructure — more than in the last ten years. It’s important that we gain the support of individual landowners, their neighbours, and their wider communities 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 15), and again at steps 5 and 6 on our Community Benefit Funds (see page 17). 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 chart 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 (NESCC), 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 and Wind Energy Ireland (WEI)
Infrastructure	Iarnród Éireann, Transport Infrastructure Ireland, Uisce Éireann, Roads Management Office (RMO), City and County Managers Association (CCMA), Gas Networks Ireland
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) and ACER
Regulatory	Commission for Regulation of Utilities (CRU), Single Electricity Market (SEM) Committee, Office of Gas and Electricity Markets (OFGEM), French Energy Regulatory Commission (CRE) and URNI (Utility Regulator)
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 do we engage?

Across our work, 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.

To build on this, at the end of 2023, EirGrid hired a Technical Communications Specialist whose focus is to provide plain English summaries for our key technical reports. This resource was in place in response to stakeholder feedback.

For each key project or initiative, we also use a bespoke engagement plan which identifies the channels we will use to provide information to our stakeholders. These can include:

- Emails to customers and stakeholders,
- Project brochures and updates,
- Establishment of Community Forum for all major grid projects,
- Industry / trade conferences,
- Industry forums, working groups and workshops,
- Advertising in local and national press,
- Providing information via our website,
- Advertising and amplification on EirGrid social media channels,
- Advertising on other digital platforms,
- Letters to landowners and statutory bodies,
- Providing spokespeople for discussions on public radio,

- Providing phonelines 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 project team and have their queries addressed. Stakeholders are invited to provide feedback in multiple formats including feedback forms online and at open days, through forums and webinars and by email or letter. Stakeholders can also 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.

Improving our Stakeholder Engagement

Our Consultation Toolkit

Stakeholder Engagement is always evolving and to ensure our toolkit of engagement methods remain current we embrace innovative methods where possible. In 2023 we piloted a digital data capture method with stakeholders through the use of online feedback opportunities for engagements. This will be carried through to 2024 ensuring efficient, timely and simple data capture processes for our stakeholders to engage with. This also allows for improved, instant, visual data capture analysis by means of real time dashboards, to ensure data is read and used as and when we receive it.



Consultation tools and approaches are constantly evolving alongside expectations. 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.

One of the ways we have been doing this is through the STEPS partnership at MaREI – 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.

Over the course of 2023, the project continued to make steady progress in achieving its multiple research objectives, and is due to run until October 2024.

In 2023, we committed to review the operation of our Consultation Portal with a view to enhancing the portal’s efficiency, relevance and transparency. Following feedback from stakeholders, we have rolled out additional functionality on the portal so that each consultation is completed with a summary of outcomes. Additional materials, such as up to date brochures and reports are attached to each consultation to ensure the portal remains a one-stop shop for each piece of work.

In 2024 we plan to pilot interactive 3D solutions on the portal. Our goal is to use visualisations to make complex infrastructure projects more easily understood. This pilot will aim to present technical data in a simple

manner and remove the potential challenges of understanding proposed underground cable or overhead line developments through consultation phases.

Our website

Following feedback from the stakeholders we undertook a significant project to overhaul the EirGrid plc website. This project was conducted in three phases including feedback from external stakeholders (including feedback from the Customer Survey conducted by the Customer and Connections Team and feedback via the CRU’s Network Stakeholder Engagement Evaluation); feedback from internal stakeholders and; design and delivery leveraging 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. Now, both websites are merged into one – www.eirgrid.ie - with all the information 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.

Automatic redirects will be in place to ensure that stakeholders and users who have bookmarked pages will be able to find the content they need after the move. Stakeholders were communicated with directly to let them know of these changes and the go live date in advance.

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.

EirGrid intends to make further improvements to the website as part of phase 2 of the development in 2024, regulatory funding permitting. Following stakeholder feedback on the consultation of this report, EirGrid will also endeavour to group related documents together so that they are easy to find.

Lessons learned from NSEE panel feedback

EirGrid TSO’s performance in relation to the Price Review 5 (PR5) Stakeholder Engagement Incentive¹ 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 and strengthen our stakeholder engagement strategy and activities. CRU202319, the NSEE Panel’s Close Out Report 2022, was published in November 2023. Recommendations from this Close Out Report have directly impacted how we have developed our 2024 Stakeholder Engagement Plan.

In addition, on 14 December 2023, EirGrid published its Draft Stakeholder Engagement Plan 2024 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 19 January 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
- Industry and statutory engagement
- Future generation
- Scheduling and dispatch programme
- Outages
- Our partnership with ESB Networks



¹ 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.

Taking feedback from consultees we have ensured that this plan:

- 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 16). 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 11-15). 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.
- Includes a Stakeholder Engagement Strategy with clear strategic objectives (see page 6) and varied engagement initiatives (see page 17).
- Reflects the constant development of our engagement strategy. It considers both positive feedback and areas in need of improvement. This results in an evolving engagement strategy that adapts to the changing needs of our stakeholders.
- Facilitates transparency and stakeholder communication by detailing our planned consultations, publications, industry forums working groups and project engagements for 2024 (see appendices).
- Includes details at the end of each relevant section regarding stakeholder feedback (from the consultation on the draft 2024 Stakeholder Engagement Plan) and highlights any specific actions EirGrid will be taking in response.

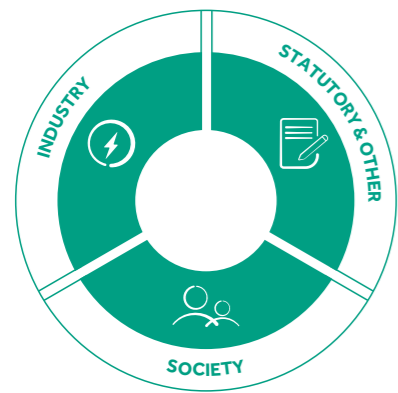
We continue to work to incorporate feedback on:

- Innovating in our stakeholder engagement strategy, maintaining a comprehensive and detailed plan to engage effectively with stakeholders.
- Enduring 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 in to all engagement activities.
- Collaboration with System Operator, ESB Networks, for enhanced stakeholder engagement with a whole system approach to addressing specific areas.
- The timely delivery of the 2025 Stakeholder Engagement Plan, consultation response paper and outturn report by the end of January 2025.



02

Our 2024 Stakeholder Engagement Plans



Grid Upgrade Projects and Public Engagement



How we approach engagement

In 2024, we will consult and engage with a variety of stakeholders across all major grid development projects. This will be done via bespoke public engagement initiatives as well as through local community forums.



In 2024

Grid upgrade projects

- “Powering Up Dublin” programme: Following a [large-scale consultation in 2023](#) we will be re-engaging with the public in Q1 2024 to share information on the Best Performing route Options (BPOs) for three of the cable routes, we will share information on the fourth and fifth route in Q2. We will continue to meet with local stakeholders along all route options and to hold forum meetings with the Dublin:
 - › Community Forum: Made up of community leaders and activists within engagement zones, including resident’s associations, Tidy Towns and County Councillors.
 - › Business Forum: Made up of Dublin Town, Irish Business and Employers Confederation (IBEC), Enterprise Ireland, Dublin City Council, An Post, Aviva, Royal Dublin Society (RDS),

- Technology University Dublin (TU Dublin), 3 Arena and BWG Foods.
- › Community Liaison Forum: Made up of the Land Development Agency (LDA), Croke Park, SEAI, An Post, Dublin Bus and Dublin Port.
- › DIF: To help minimise disruption and work as efficiently as possible, the Dublin Infrastructure Forum (DIF) was established by EirGrid, with an independent Chair, to enable effective collaboration with TAO and other state-owned utilities, transport providers and local authorities across the programme of works.
- All forums serve to inform members about proposed BPOs and listen to concerns and recommendations. Where possible, recommendations are included to help shape BPOs.
- Bulk Supply Points East of the country: As the demand for new housing, electrification of transport system, connection of renewable energy and large energy users continue to increase in the East of the country, there is a requirement for additional Bulk Supply Points and associated infrastructure to meet these growing demands. EirGrid will liaise with landowners, local authorities, statutory stakeholders and communities in 2024 as part of a comprehensive information and public engagement campaign.



- Offshore Renewable Energy: As part of Shaping our Offshore Energy Future, EirGrid plans to develop offshore electricity substations and associated undersea electricity cables. In 2022, an initial public awareness campaign was carried out across coastal communities in Wexford, Waterford and Cork. The Department of the Environment, Climate and Communications (DECC) has since developed a new framework and policy for Phase Two, which was approved by Government in March 2023. This framework provides clarity for all stakeholders regarding the development of offshore wind as Ireland moves to the enduring, plan led, offshore regime and EirGrid will be collaborating with and co-hosting public consultations with DECC in 2024 as part of this plan led approach to delivery.
- Flagford to Sligo: This project is in Step 3 of our Six-Step Grid Development Process². Public consultation will take place in 2024.
- Donegal to Srananagh: This project is in Step 3 of our Six-Step Grid Development Process³. Public consultation will take place in 2024.
- East Meath North Dublin: Planning application will be submitted in Q1 2024, and we will commence capacity building with the community forum in East Meath North Dublin.
- North South Interconnector Development: As the project has full planning permission in Ireland and Northern Ireland it is now on Step 6 of the Grid Development Process⁴ and will proceed to the next phase of engagement with all stakeholders including landowners, local communities, ESB Networks and the CRU. This phase of engagement is centred around continued landowner engagement, started in late 2023 in the first instance. We will also continue to update the public on the project, and work to support communities as part of our community benefit policy. EirGrid will establish and promote Community Forums and a dedicated Community Benefit Fund, to deliver meaningful community benefit to the communities where this infrastructure will be hosted.

² [See page 13](#)
³ [See page 13](#)
⁴ [See page 13](#)

- In addition, we will engage on a number of projects with local communities about community benefit funds. See page 28 for more detail.
- Collaboration across all sectors is critical if Ireland is to achieve its Climate Action targets. Delivery of strategic infrastructural projects is key to achieving this ambition so that coexistence and partnership is critical.
- The HV Interface Forum was established by EirGrid in late 2022. With an independent Chair, it is a critical enabler to bringing together key stakeholders from the electricity and roads sectors. The Forum has brought together stakeholders such as TII, ESB NETWORKS and local roads authorities, together with Government departments to address some of the key challenges blocking progress of planning applications and development projects. Progress has been made in advanced projects such as North Connacht and Kildare-Meath. In 2024, the Forum will continue to address cooperation between stakeholders, and continue to develop an understanding on how costs will be apportioned to specific projects for development, construction and operation and the involvement of all stakeholders.

Energy Citizen Roadshows

In May 2022, EirGrid embarked on a series of Energy Citizens Roadshow events aimed at informing local communities on how we plan to future-proof the electricity grid, as well as connecting the dots about microgeneration, home retrofitting, energy upgrades and regional energy development issues. The Roadshow model was developed based on stakeholder feedback from the Shaping Our Electricity Future consultation. Throughout 2023, 11 Roadshows were held across Kildare, Meath, Mayo, Cork, Waterford, Galway, Laois, Kilkenny, Monaghan and Cavan.

Our national partners are Sustainable Energy Authority of Ireland (SEAI) and ESB Networks. We also work with regional partners — County Kildare Chamber, Meath County Council, Mayo County Council, Munster Technological University, Cork Education and Training Board, Waterford County Council, South East Technological University and numerous exhibitors. This ensures, as based on stakeholder feedback, that we are able to facilitate discussion on a wide range of issues.

In 2023, over 500 stakeholders participated in the events, including members of the public, community organisations, business associations and the farming, fishing and coastal communities. These roadshows facilitate discussion and enhance our understanding of communities' attitudes towards hosting grid infrastructure and their ambitions to play a part in the climate transition — down to the energy they use every day. They have enhanced our knowledge of the priorities and perspectives of stakeholders. We are always conscious of the varying levels of expertise different stakeholder groups possess. The Roadshows help to guide our strategic engagement by empowering stakeholders to have a major impact on the topics we are engaging in.

By allowing this sharing of information and enabling an educational environment, stakeholders engage more effectively, as this allows them to form a more robust and informed opinion on these topics. This benefits both EirGrid and our stakeholders, improving the decision-making process.

We will continue to roll out these events in 2024 with five planned through to June (see table). The Autumn and Winter 2024 series will be announced in early summer 2024.

Month	Roadshow
February	Roscommon
March	Limerick
April	Wexford
May	Clare
June	Leitrim





Community Benefit Fund

EirGrid is putting communities at the heart of our engagement working closely with all stakeholders to minimise the disruption and maximise the benefit to those most impacted by our projects.

Our enhanced Community Benefit Policy recognises the importance of the local communities who support our work. Under this initiative, we create a community benefit scheme in proportion to the scale of the project and establish a Community Forum to ensure that the scheme is designed for the local community, by the local community.

In 2023, the Celtic Interconnector Community Forum commenced development of its Community Benefit Strategy for its €2.4m fund. This was an extensive consultation involving workshops, online submissions, an online information evening, drop-in clinics, and meetings. The Community Benefit Strategy was published in May 2023, with the first phase of funding opening for applications in June 2023.

It is anticipated that the fund will actively support communities within the Celtic Interconnector project area in 2024 to deliver on projects and initiatives which strengthen opportunities and address challenges across the three funding streams.

Other Community Benefit Fund engagements planned in 2024 will include:

- Engage with communities and relevant stakeholders in North Connacht where we will commence consultation on a Community Benefit Fund Strategy.
- Work with communities in East Cork, as the successful applicants draw down funds on the Celtic Interconnector Community Benefit Fund.
- Opening phase two of the Laois Kilkenny Community Benefit Fund, subject to project works at the midway through line stringing.
- Commence capacity building with the community forum in East Meath North Dublin.
- Work with communities on the North South Interconnector, establishing Community Forums and commencing consultation on a Community Benefit Fund Strategy.
- Appoint a fund administrator on the Kildare-Meath Grid Upgrade once planning permission is received.



Measures of success

- Achieving target milestones on key projects with buy-in from local communities and landowners. To get to this point ongoing, regular and genuine engagement with all stakeholders is vital to ensure a greater understanding of the need for and acceptance of grid infrastructure.
- Dublin Infrastructure Forum (DIF) facilitated collaboration across state agencies and utilities in sharing assets and information to enable more strategic delivery of multiple cross sectoral projects in Dublin City.
- Strong attendance and engagement at our Energy Citizen Roadshows, with a benchmark of 500+ attendees cumulatively in 2024.
- Ongoing, regular and genuine engagement with local communities on our community benefit funds.
- Healthy social media engagement and impressions on content related to Energy Citizen Roadshows and Community Benefit Fund activities.
- The HV forum to have completed its work by Q1 2024, with agreed outputs for each of the working groups and an enduring protocol with standards and specifications.



Stakeholder feedback

Following consultation of this 2024 Stakeholder Engagement Plan, consultees raised queries on EirGrid's approach to the ongoing improvement to our stakeholder engagement.

With regards to public engagement, we would like to highlight the following:

In 2024, EirGrid will continue our partnership with MaREI – the research centre for energy, climate and marine research and innovation at University College Cork. This work is focused on helping us to improve our public engagement.

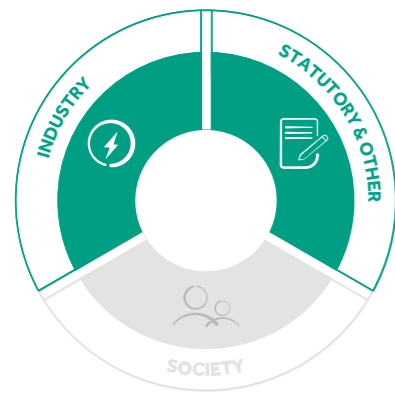
You can read the consultee comments, along with EirGrid's direct response in detail in our [Consultation Response Paper](#).

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 at louise.o'flanagan@eirgrid.com

Offshore Engagement, Waterford.





The Climate Action Plan and Shaping Our Electricity Future

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

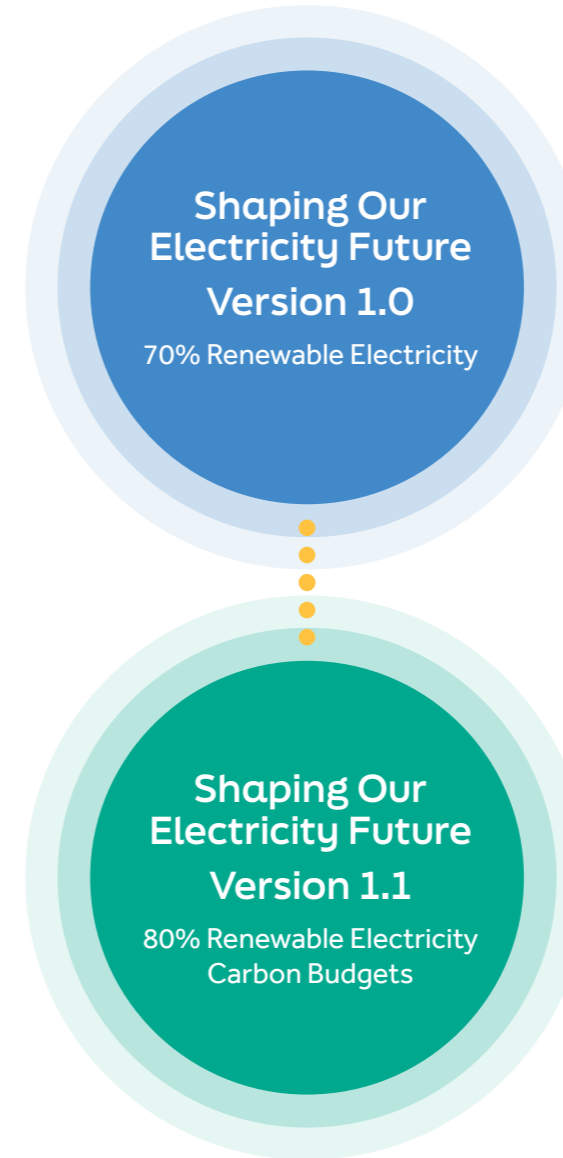
To achieve the renewable ambition target for electricity from renewable sources, EirGrid carried our extensive analysis of the transformation required for the grid, system operations, and the market. This work was reflected in an updated version of “Shaping Our Electricity Future 1.1”, published in June 2023.

We will continue to scope out and consult on our next power system vision, to assess additional supply and demand side measures, beyond current plans. The “Shaping Our Electricity Future” Advisory Council will continue to meet throughout 2024. This was an initiative that grew out of the earlier DS3 Advisory Council, whose purpose and remit then developed following the Shaping Our Electricity Future consultation in 2022. Industry stakeholders asked for a dedicated forum and we designed this Advisory Council in response to that request.

The Shaping Advisory Council meets three times a year. It is made up of 30 members from across the energy sector, including academia, ESB Networks, regulatory authorities, developers, storage, conventional and renewable generators, large energy users and Government.

The Shaping Advisory Council’s purpose is to

- Discuss, review and help facilitate the progress of the “Shaping Our Electricity Future” 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.



In 2024

We will continue to convene the “Shaping Our Electricity Future” Advisory Council. Upcoming meeting dates (full-day events):

- 16th January 2024
- 21st May 2024
- 24th September 2024

Building on the engagement and feedback approach taken with the Advisory Council members during 2023, we will evolve this by taking a greater data-driven approach e.g., surveys will be issued after each Advisory Council meeting in 2024 and beyond.

This work includes defining cross-programme engagement groups to discuss and progress like topics in concentrated, focused groups. Examples of this include a Programme Management Working Group, a Technical Working Group, and Market Arrangements (Trading and Settlement Code, Grid Code) Working Groups. A comprehensive calendar providing clear view of all engagement opportunities will be made available as a result of this work.

Following stakeholder feedback, we are also actively planning to refresh membership in the council in 2024 and will open applications for all interested stakeholders.



Measures of success

Strong attendance and participation from Advisory Council members and actions taken based upon feedback received (e.g., from the surveys).

- Stakeholders' views and concerns are taken on board and considered in the decision-making process for progress on the "Shaping Our Electricity Future" programme.
- Stakeholders' input, advice and assistance contributes to "Shaping Our Electricity Future" 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.



Stakeholder feedback

Following consultation of this 2024 Stakeholder Engagement Plan, consultees were keen to acknowledge the importance of the Shaping Advisory Council and requested continued engagement and transparency.

As a result, we'd like to highlight the following actions (detailed above):

- Continued and regular engagement between the Advisory Council and stakeholders.
- Invitation for membership at the start of 2024.
- The creation of cross-programme engagement groups to discuss and progress like topics in concentrated, focused groups for broader industry engagement.
- Active participation and sharing of insights by members at Advisory Council meetings.
- Facilitation of workshop topics by members at Advisory Council meetings.

You can read the consultee comments, along with EirGrid's direct response in detail in our [Consultation Response Paper](#).

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





Energy Policy and Thought Leadership

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.



In 2024

EirGrid will engage with the Government and the CRU on a range of matters, including the Climate Action Plan, offshore transmission strategy, interconnection and security of supply.

- We will continue to maintain a watching brief on relevant consultations and respond to them.
- We will continue to engage with the stakeholders who are providing input and supporting us to deliver on the Government's Climate Action Plan deliverables where we are acting as lead stakeholder, e.g. actions associated with accelerating renewables, accelerating flexibility and demand management.
- Actively continue to engage across a range of EU-based organisations such as ENTSO-E, Renewable Grid Initiative and the Offshore Coalition for Energy and Nature (OCEaN) where we play a proactive

role. We will also continue to engage with the IEA across a range of areas, including the citizen's role in the energy transition.

- EirGrid will continue to participate in the Global Power Supply Transformation (GPST) Consortium of TSOs who are operating power systems with very high levels of variable non-synchronous renewable energy sources.
- Maintain regular engagement with DECC and the CRU on key topics, including offshore transmission strategy, on our approach to data centres, further interconnection and the EU-led Electricity Market Redesign initiative.
- Maintain regular engagement with the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media and An Coimisinéir Teanga to ensure compliance with the Official Languages Act.
- We will continue to proactively seek opportunities to feed our perspective and thought leadership into policy development across Government.
- We will continue to identify opportunities to engage with a broader stakeholder audience across industry and society on developments we foresee as required to support climate and energy goals.
- We will continue 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.



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



Stakeholder feedback

Following consultation of this 2024 Stakeholder Engagement Plan, consultees provided feedback on our engagement with DECC and also raised queries with regards to EirGrid's involvement with high-level Government policy including international agreements.

In response to this, we would like to highlight the following actions:

- EirGrid will continue to actively engage with key stakeholders. This includes engagement at a departmental level (DECC), along with industry and relevant parties.
- Following the Ostend Declaration of April 2023, we are also working directly with the TSOs that make up the Ostend group of countries to develop policy to enable the implementation of hybrid and multi-purpose projects, and to develop network options for a North Seas Grid Map (including the Irish & Celtic Seas). Additionally, alongside the recent governmental agreements between Ireland and GB, and Ireland and France, EirGrid has initiated bilateral work with the respective TSOs to better understand the feasibility of hybrid interconnection to these jurisdictions.

You can read the consultee comments, along with EirGrid's direct response in detail in our [Consultation Response Paper](#).



Security of Supply



How we approach engagement

As part of the CRU's Electricity Security of Supply programme, EirGrid is working closely with the CRU and DECC to implement a coordinated approach 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. During 2023, the CRU published an update on the Electricity Security of Supply programme of work aimed at addressing the security of supply situation. The programme has evolved and was structured around three pillars during 2023.



In 2024

In 2024, EirGrid will continue to play an active role in the CRU's security of supply programme of work:

- **System Operations:** EirGrid is continuing to enhance emergency preparedness and embedding the initiatives developed under the programme in normal business processes. We successfully led two multi-stakeholder exercises in 2023, involving DECC, the CRU, Gas Networks Ireland (GNI), the National Oil Reserves Agency (NORA) and ESB Networks, to test our emergency response protocols, and incorporated lessons learned and stakeholder feedback from previous exercises.

- **Demand Initiatives (demand management and reduction):** EirGrid and the CRU continue to engage with Extra Large Energy Users (XLEUs) on requirements for demand flexibility.
- **Delivery (temporary emergency generation, retention of existing units, capacity market auctions):**
 - › EirGrid is leading the procurement of two tranches of temporary, emergency generation totalling 650 Megawatts which will operate outside of the market arrangements.
 - › EirGrid has been leading a programme of work — extending the retention of older generators, some of which will operate outside of the market arrangements.
 - › EirGrid is closely monitoring and supporting the delivery of successful Capacity Market auction projects.

EirGrid will also play an active role in enhancing contingency planning in the event of a natural gas emergency, in support of the Energy Security Package published by DECC, and further to work undertaken with DECC and NORA to develop secondary fuel replenishment plans in 2024.

In 2024 EirGrid will continue to publish:

- The "Systems Margins Outlook". This is a twice weekly report that provides an early warning signal of system tightness for demand customers. This initiative was developed in response to customer need and requests. It provides a warning to customers when the system is tight; Demand Side Units (DSU) are likely to be dispatched; and Mandatory Demand Curtailment (MDC) may be invoked. This report is sent to market participants and MDC customers with a final version published on the SEMO website every Monday and Friday at 3.00pm.
- The Winter Outlook, which provides an analysis for the security of supply outlook for the coming Winter.
- The annual Generation Capacity Statement (GCS) which forecasts the security of supply outlook over the next 10 years. For the past two years, we have published a Plain English Summary for the Generation Capacity Statement to increase the accessibility of the information for our stakeholders and will do so again in 2024, following the positive reception and feedback from our stakeholders.

In collaboration with the CRU, we are currently reviewing the Generation Capacity Statement methodologies to move to a new National Resource Adequacy Assessment (NRAA) as specified under Article 24 of Regulation (EU) 2019/943. This is expected to be implemented in the coming year with consultations being planned to gather feedback on the proposed approach.



Measures of success

- Successful emergency protocol exercises in conjunction with our key stakeholders (CRU/DECC/ESB Networks) and Customers (Large Energy Users).
- Continuous and timely engagement with large users on Mandatory Demand Curtailment.
- Timely publishing of the weekly Systems Margins Outlook report.
- Timely publishing⁵ of the annual Generation Capacity Statement, accompanied by an accessible Plain English summary.
- Timely publication of the new National Resource Adequacy Methodology in Q4.
- Timely publishing of the annual Winter Outlook.



Stakeholder feedback

Following consultation of this 2024 Stakeholder Engagement Plan, consultees provided feedback and suggestions for EirGrid's Annual Outturn Availability Forum.

In response to this, EirGrid is currently planning the Outturn Availability Forum for early March 2024. This feedback has been given to the organisers and they have committed to action as best they can.

You can read the consultee comments, along with EirGrid's direct response in detail in our [Consultation Response Paper](#).

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

⁵ In advance of the publication of the Generation Capacity Statement, EirGrid engages with DECC and the CRU. The Utility Regulator (UR) for Northern Ireland must approve the document before publication. As the GCS is an All-Island document, this approval dictates the publication date.



Offshore



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 2022 and 2023, in particular, the Phase 1⁶ 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.

EirGrid issued an initial set 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 was established 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.



In 2024

We will engage:

- On a bi-lateral basis with the Phase 1 developers to focus on more project specific queries.

- We will engage with the Phase 1 projects in conjunction with the CRU on the future offshore Transmission Connection Agreement based on the regulatory framework, through engagement and working group sessions.
- With industry stakeholders and the public through a public consultation on the Transmission Connection Agreement ahead of issuing the finalised documents to the CRU for approval.
- We will engage with the Phase 1 projects via monthly engagement sessions to receive their feedback on draft documents for the Proposed Offshore Connection Contract Templates (POCCT) and Offshore
- Asset Transfer Process (OATP). Once the public consultation has been completed, EirGrid will review the outcome and work with the Phase 1 projects to define any additional engagement sessions.
- Kick-off meetings have been set with industry bodies and supply chains in the offshore wind sector to start building on existing and new relationships. In particular, the supply chain shall be engaged with consideration of the planned approach to Phase 2 Offshore wind projects and beyond.
- Following stakeholder feedback, we are also developing an industry engagement plan to align with The Department of the Environment, Climate and Communications’ (DECC) proposed publication of the Draft DMAP areas and DECC’s proposed auction timeline and aim to share this with industry at the appropriate time and when more information becomes available.
- Via our Future Networks and Offshore Planning team, (focused on Phase 3 and beyond) we will engage on EU policy, Ostend⁷, development of further interconnection (in response to government policy) and the Offshore Blueprint 2040 Vision — an evolution of Shaping our Electricity Future and Tomorrow’s Energy Scenarios (TES).

⁶ All of the offshore wind energy projects aiming to be completed by the end of 2030 fall into two groups: Phase One and Phase Two. The Phase One projects have applied for planning permission earlier than Phase Two projects.

⁷ Ostend Declaration of Energy Ministers on the North Sea as Europe’s Green Power Plant, delivering cross-border projects, and anchoring the renewable offshore industry in Europe.



Measures of success

- 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:
 - › Good attendance and proactive communication during the meetings.
 - › Thorough preparation for engagement sessions by both EirGrid and Phase 1 Offshore developers.
 - › Feedback and actionable items post-session.
 - › Supply of finalised Transmission Connection Agreement to the CRU for approval following a public consultation.
 - › Supply of standardised drawings to cover new plan-led projects.
 - › Supply of the Proposed Offshore Connection Contract Templates (POCCT)



Stakeholder feedback

Following consultation of this 2024 Stakeholder Engagement Plan, consultees provided feedback on cross-industry engagement, the provision of timely communications and continued innovation.

In response to this, we would like to highlight the following actions:

- EirGrid will continue to engage with key stakeholders so that we can make continued and informed progress. This includes engagement at a departmental level (DECC), and through direct engagement with industry and the relevant offshore developers, including the Maritime Area Regulatory Authority (MARA).
- EirGrid agrees that timely, clear communications are valuable and will endeavour to deliver on this.
- Regarding continued innovation, the final 2023 Annual Innovation Report will be published in Q2 2024 (following consultation). In the report, we cover our key focuses and strategy for innovation, including the collaborative work we are doing with academia and industry, and we will look to build on this going forwards.

You can read the consultee comments, along with EirGrid's direct response in detail in our [Consultation Response Paper](#).

For more information on our Phase 1 offshore stakeholder engagement please get in touch via our [contact page](#) (Put 'Phase 1 Offshore' in the subject).

For information on Phase 2 offshore engagement email southcoastoffshore@eirgrid.ie





Customer and Industry Engagement



How we approach engagement

We continue to focus on enhancing and bringing consistency to our engagement with industry and customer stakeholders. This encompasses implementing learnings from reviews and feedback received to enhance business as usual, as well as specific engagements on projects and initiatives to support delivery of our 2020-25 strategy and meet customer needs as set out in our key areas of engagement.

We will continue our work on the initiatives under PR5, to deliver an enhanced customer journey from start to finish, focusing on effective customer and industry engagement. This work is focusing on early engagement and ensuring that customers and industry stakeholders can easily find relevant and up to date information on connecting to, as well as the planning, development and operation of, the transmission grid.



In 2024 Customer Vision

EirGrid plans to continue work associated with our EirGrid Customer Vision (ECV). After gathering customer insights and perspectives in 2023, EirGrid will begin a roadmap for the development of tangible enhancements to the EirGrid Customer Experience. This work will include changes to customer communications based on input from customers, increased proactive engagement and enhanced technological supports as specified by customers. The themes and areas of interest with respect to these improvements will run through the following work streams:

Access to Experts and Expertise

To ensure we are engaging effectively with customers, the Customers and Connections team, alongside members of various technical disciplines within EirGrid, will continue to facilitate monthly customer clinic meetings and following stakeholder feedback, will look to expand these in 2024. These engagements allow prospective and existing customers to engage with key EirGrid Subject Matter Experts (SMEs) before submission of a new connection application, or modification to a current connection agreement.

To assess these engagements, the Customer Team circulate post-customer-clinic feedback surveys to attendees, in an effort to obtain feedback in relation to the customer clinic meetings. Following assessment of this feedback obtained, process improvements will be implemented where possible.

Feedback and Lessons Learned

As part of our commitment to continuous improvement, the Customer and Connections team conduct an annual customer survey to gather structured feedback on EirGrid customer experience. This feedback is very important and is a key enabler for identifying lessons learned which leads to process improvements. The survey identifies what went well and should be repeated, in addition to what could have been better and how that could be improved next time.

The 2024 annual customer survey will take place in Q1 2024. The feedback received will shape our approach for the upcoming year. We will also conduct a customer outage planning survey in Q2 2024. Information on customer outage plans is very important as it allows for the outage planning team to input customers' planned outages into the wider development of the forthcoming Transmission Outage Programme. This approach allows for a more efficient transmission outage programme.

As part of the Customer Vision in 2024, EirGrid plans to drive further change in this work stream by assessing new opportunities for lessons learned. This may be the expansion of the Annual Survey by increasing the frequency of the survey, and/or more focused topical surveys. EirGrid also intends to assess the technology and approaches to obtaining this type of valuable information.

To address the request for bilateral meetings, the EirGrid Customer Team initiated monthly bilateral meetings in 2023 with many of our strategic customers following stakeholder feedback. The customer needs must be balanced with the business needs of EirGrid and the wider industry, and hence this coordinated manner should ultimately benefit all.

We will continue to assess the success of this approach in 2024. We also hope to reassess bilateral engagements and response times as part of EirGrid Customer Vision 2024.



Measures of success

- As part of the EirGrid Customer Vision, EirGrid plans to augment our processes for acquiring lessons learned from the experiences of our customers and the industry. This includes improvements to our customer surveys and the incorporation of new tools into our customer engagement work.
- EirGrid is in the process of rolling out a new CRM tool across the organisation. This will help quantify and assess issue/query management in the organisation. This tool supports us in “Engaging for Better Outcomes for All”.
- There are quantifiable metrics within our customer surveys which allow EirGrid to track trends in Customer Experience. An expansion of this form of data gathering in 2024 will help the organisation better understand the wide-ranging needs of the industry.

Stakeholder feedback

Following consultation of this 2024 Stakeholder Engagement Plan, consultees provided feedback on project consultation including our consultation portal, timelines for the delivery of our stakeholder engagement plans, the rollout of our CRM tool, clear and appropriate stakeholder engagement for resolving shared challenges of the future, the EirGrid Customer Vision and finally, the EirGrid website.

In response to this, we would like to highlight the following actions:

- Following development of the EirGrid consultation portal, we plan to pilot interactive 3D solutions on the portal.

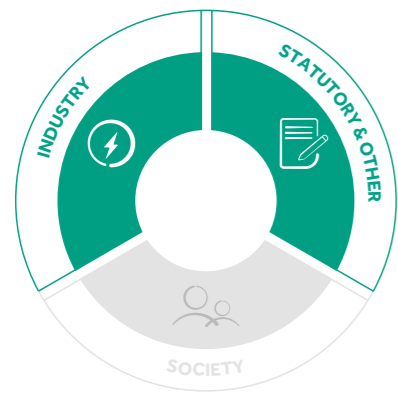
Our goal is to use visualisations to make complex infrastructure projects more easily understood.

- We will also continue to rollout our CRM tool to all customer facing teams in 2024.
- We will look to continue and expand on our EirGrid Customer Vision work in 2024.
- An updated version of our Tomorrow’s Energy Scenarios report will be published later this year, following consultation. We also hope to reassess bilateral engagements and response times as part of ECV 2024.
- We will also continue to deliver plain English summaries for our key technical reports in 2024.
- We will also continue to update the EirGrid website in 2024 which is following a phased approach. Further development is dependent on regulatory funding. EirGrid will also endeavour to continue to improve accessibility to key online publications.

You can read the consultee comments, along with EirGrid’s direct response in detail in our [Consultation Response Paper](#).

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





Operating and Developing the Grid and Market

Asset Management

EirGrid has an asset management and maintenance role. We are 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

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 TAO of the bulk onshore transmission system, carries out the physical maintenance work.

EirGrid, in conjunction with ESB Networks as TAO, is also responsible for assessing asset condition and making the decision to invest in either refurbishing or replacing assets. As part of PR5, an asset refurbishment plan was submitted to the CRU which covers the period 2021 to 2025. It is expected that stakeholder engagement will continue to be carried out during 2024 on asset refurbishment and replacement projects.



In 2024

EirGrid will continue to make progress on the PR5 asset refurbishment plan. Related projects are developed and progressed in accordance with the Framework for Grid Development. The Asset Management Team is responsible for attaining Gateway 3 Approval, after which the project is transferred to the Network Projects team. During steps 1, 2 and 3⁸ engagement may be required with key stakeholders such as customers that may be directly impacted by the project. A requirement under the Framework for Grid Development is the establishment of cross functional teams where a collaborative approach to stakeholder engagement can be developed and agreed.

- EirGrid will continue to ensure maintenance of the transmission system by setting maintenance policy and standards, developing and ensuring implementation of the Annual Maintenance Plan by the TAO.
- EirGrid will engage stakeholders to support the progression of station and overhead line refurbishment projects. Engagement will be carried out in accordance with our Framework for Grid Development.
- Crucial engagement with ESB Networks, and possible engagement with other stakeholders (customers, equipment manufacturers, other TSOs) to commence work to identify our Asset Management Needs for development of EirGrid's PR6 submission to the CRU.



Measures of success

- Progress asset management projects through the relevant steps of the grid development framework and obtain necessary approvals to progress to the next framework step. And assess the various technical options available and select the best performing option for specific budget approval, influenced by feedback from the stakeholder engagement conducted prior to and during 2024.
- Successful logging of any queries from the general public, landowners, customers etc. that require support and follow up from the Asset Management Team Log to be retained by the Public Engagement and Customer Teams to record the query, resolution and successful closing off of the issue.
- Open and continuous communication with ESB Networks as TAO and DSO. Maintaining strong relationships with ESB Network's teams.
- Formal engagement with ESB Networks through established forums is recorded through minutes of meetings.

For more information on our asset management stakeholder engagement please get in touch via our [contact page](#) (with 'Asset Management' in the subject).



SciFest 2023.



8 See Grid Development Framework on [page 13](#).

Operating and developing the grid and market

To ensure that power and market system operation and development is safe, secure and reliable, we engage on a day-to-day basis and collaborate regularly with our customers, industry representative bodies and other key stakeholders.

Stakeholder engagement is vital as the grid adopts, and adapts to, increased variable renewable sources coming on stream. The market needs to quickly adjust to support the investment needed to deliver unprecedented changes to the grid in the lead up to 2030 and beyond.

How we approach engagement

Project-level meetings with customers.

- Regular meetings with ESB Networks.
- Regular meetings with the CRU and UR on the Scheduling and Dispatch Programme (SDP), and priority items for Future Arrangements for System Services (FASS) deliverables.
- Engage on TSO proposals on FASS design and SDP. Industry workshops are scheduled, recommendation papers are drafted and shared with the Regulatory Authorities and then recommendation or decision papers are published subject to SEMC approval requirements.
- We seek recommendations on FASS and SDP design from our expert partners, developed in conjunction with internal teams. Recommendations are communicated to and discussed with the energy industry and the Regulatory Authorities via workshops, papers from our partners (published on EirGrid and SONI websites) and bilateral engagements facilitated on request.

- Auction information sessions.
- Responding to regulatory and SEM committee consultations.
- Contributing to Market Operator User Group meetings (MOUG) to inform market participants of any key activities and updates.
- Continue to host weekly market operations meeting with for Market Participants to give key messages and take Q&As.
- Hosting the Grid Code Review Panel (GCRP) to industry stakeholders to review, discuss and ensure user consultation of recommendations for Grid Code amendments.
- TSO proposed modifications to the SEM Trading & Settlement Code and TSO Grid Codes are published to and reviewed with the industry via the formal panels in place.
- EirGrid has implemented a Stakeholder Engagement Plan for the Long-Duration Energy Storage (LDES) project. It identifies all key stakeholders for the project and the purpose of interactions with them. The approach to stakeholder engagement has been to engage early and frequently. As there are many key stakeholders related to the project, we schedule regular calls with them while also keeping stakeholders briefed on project timelines and work that has taken place. Regular calls are also held with the regulatory authorities (RAs), distribution system operators, Departments as well as industry representatives.



In 2024

In 2024 we will continue to publish a monthly Future Power Markets newsletter. The newsletter is an important communication channel to share updates on key programmes and workstreams.

We'll continue to engage through a broad spectrum of methods, including one-to-one engagements with specific customers and industry representative bodies, formal engagement processes and panels, audits, industry forums, publications and workshops on a range of topics including:

- Generator and transmission outages.
- Scheduling and dispatch design.
- FASS deliverables.
- LDES.
- Low Carbon Inertia Service – Phase 2.
- Dispatch down analysis, reporting, and industry engagement.
- Generator commissioning and testing, including Grid Code compliance.
- System services, performance monitoring and tariffs.
- Interconnection - EirGrid will engage with a broad spectrum of European stakeholders in light of the Celtic Interconnector project, including: RTE, CRE, ENTSO-E, ACER, Coreso and JAO.
- Emergency communications and emergency and restoration planning.
- Dispatch Balancing Cost forecasting, management and reporting.
- Capacity Market qualification and auctions.
- Renewable Electricity Support Scheme auctions.
- *Market pre-registration and registration.
- *Market queries and disputes.
- *Market Settlement.
- *NEMO commercial management.

We'll also continue engagement with 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 impacted by the SDP changes.

**Note: Operation of these market elements and associated stakeholder engagement are SEMO functions and are included here for completeness. EirGrid TSO contributes to a number of the market engagements such as MOUGs and Market Operator Specialist Topics (MOSTs).*



Measures of success

- Good outcomes to quantitative assessment through the key performance indicators and incentives put in place as part of our regulatory price review to measure operational performance.
- Qualitative assessment via customer feedback gathered through individual formal and informal engagements.
- Minimal objections from Grid Code Review Panel members. We ask participants for feedback after every session.
- Responses and comments to the Balancing Market Principles Statement consultation. We publish and record these for participants to access.
- The FASS team assesses feedback (written responses to published proposals and verbal / written feedback from bilateral engagement) in a qualitative manner. We evaluate stakeholders' feedback to both the proposals and the engagement process. We have acted upon industry commentary that more frequent engagement on the programme is required

- and that bilateral engagement is beneficial. In 2024 we will reflect on all feedback received through bilateral engagement and adapt our approach as required.
- The SDP will utilise self-assessment surveys to better understand Market Participant Readiness. These surveys will be issued every four to six weeks and increase in volume and complexity as the SDP progresses. These surveys facilitate quantitative analysis of the SDP engagement effort, measuring how well the SDP is raising awareness within and informing the Market Participant Community.
- On the LDES project, an effective way to measure the impact and success of engagement would be to circulate a questionnaire prior to the end of each business year to our key stakeholders.
- For the EU Network Codes, EirGrid has a number of market programmes to comply with. For example, we will soon be facilitating a Market Operator Special Topic (MOST) session to map across the initiatives with the Strategic Markets Programme and how they meet relevant SEMC Decisions and EU regulations.

You can read the consultee comments, along with EirGrid’s direct response in detail in our [Consultation Response Paper](#).

For more information about our operating the grid and market stakeholder engagement please get in touch via our [contact page](#) (with ‘Grid and Market’ in the subject).

Stakeholder feedback

Following consultation of this 2024 Stakeholder Engagement Plan, consultees provided feedback on the EU Network Codes Forum and updates on European grid code developments as well as the Scheduling and Dispatch Programme.

In response to this, we would like to highlight the following actions:

- In response to feedback, we have adapted our approach to the Scheduling and Dispatch Programme and will endeavour to work with industry throughout the design phase to achieve the optimal market design for all stakeholders.
- We will continue to work closely with all relevant stakeholders on the delivery of this project while endeavouring to both provide and achieve agreed milestones.





Innovation and Research

How we approach engagement

Every year we consult on our annual Innovation Report. This is an open consultation so has the potential to identify new stakeholders. The report focuses on innovation projects that are being initiated, in progress, and complete.

In 2024

We will focus our energy research on developing our network and start to build new academic relationships which support our Innovation and Research Strategy. Our approach to engagement will be shaped by the nine Strategic Innovation Programmes within our Innovation and Research Strategy:

- 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.

We engage with academia whose work is in alignment with our focus areas. We are in the process of developing an Academic Engagement Strategy for internal use. This will leverage existing contacts and networks so that we can work, and build relationships, with academic partners for positive change and ultimately drive the implementation of our I&R Strategy and engender an innovative culture to enable our organisational priority of delivering the electricity transformation to 2030. We are due to complete the strategy by Q1 2024 and implement it during the rest of the business year.

The 2023 Annual Innovation Report will be published in Q2 2024 (following consultation). In the report, we cover our key focuses and strategy for innovation, including the collaborative work we are doing with academia and industry, and we will look to build on this throughout 2024.



Measures of success

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

- Numbers of engagements.
- Number of collaborative projects aligned to our strategic innovation programmes.
- Number of individual bodies we have active projects with.
- Responses to consultations.
- Requests for letters of support.
- Number of Project proposals aligned to our strategic innovation programmes.
- Horizon Call project requests.



Stakeholder feedback

Following consultation of this 2024 Stakeholder Engagement Plan, consultees raised queries on EirGrid's approach to innovation.

In response to this, we would like to highlight the following actions:

- As above, the 2023 Annual Innovation Report will be published in Q2 2024 and we will look to build on this throughout 2024.
- In 2024, EirGrid will also continue our partnership with MaREI – the research centre for energy, climate and marine research and innovation at University College Cork. This work is focused on helping us to improve our public engagement.

- EirGrid continues to actively participate with Research Development and Innovation Committee (RDIC) within ENTSOE. The RDIC affords the TSO the opportunity to engage with industry and regulation bodies across Europe. This year, engagement across European stakeholders has scaled up with the publication of the ENTSOE Offshore Network Development Plans.
- To build relationships with industry and regulatory bodies in other jurisdictions with more mature ORE markets, EirGrid is actively attending targeted international events. A limited number of examples are as follows: the Offshore Wind Transmission Europe conference in Amsterdam (held February 2024) and the Solar Finance and Investment Europe 2024 hosted in London. Attendance at this type of conference helps the TSO learn about the opportunities and challenges of global markets and build networks with industry.
- Currently EirGrid is at the early stages of interacting with several organisations on how we can dovetail our Research and Development activities.

You can read the consultee comments, along with EirGrid's direct response in detail in our [Consultation Response Paper](#).

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





Our Partnership with ESB Networks

We work closely with ESB Networks to develop, maintain and manage the transmission system, connect generation and demand customers and ensure that we continue to operate the transmission system in a safe, secure, and reliable manner.

Some key principles guide our partnership:

- Both organisations are committed to jointly review end-to-end programme and project delivery timelines to meet 2030 climate change targets, while maintaining safety and security of supply.
- Full project lifecycle process improvements will be considered when employing continuous improvements.
- Both organisations are committed to jointly review project delivery timelines with a commitment to improving outcomes for customers.
- 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 grid.
- Project timelines will be accelerated by the paralleling of activities where appropriate to the risk. Consideration will also be given to grouping projects, where appropriate, to improve the efficiency of the project development & supply chain lifecycle.
- It is important to highlight that EirGrid, as TSO engages with ESB Networks both in its role as DSO and TAO.

TSO-DSO partnership



How we approach engagement

Collaboration between the TSO and 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 new technologies connecting to the distribution system), requires a heightened level of collaboration with ESB Networks in its role as the DSO. The collaboration for 2024 is detailed in the DSO-TSO Multi Year Plan 2024-2028. Together, EirGrid and ESB Networks are designing a future TSO/DSO Operating Model. The future TSO/DSO Operating Model aims to enable better management of the system and enhanced coordination between the system operators. Enhanced management and coordination are key to achieving the ambitious climate action targets. The DSO is represented on the SOEF Advisory Council and likewise EirGrid is represented on ESB Networks' National Network, Local Connections Advisory Council.



In 2024

- Engagement meetings and workshops on the Joint System Operator Programme.
- Workshops and engagements to develop the future TSO/DSO Operating Model implementation plan.
- Engagement meetings and workshops to agree and progress the future TSO/DSO Operating Model.
- Together we will host industry information and engagement sessions on the future TSO-DSO Operating Model.
- Operational policies, operational coordination, exchange of data and training.
- Implementation of legislation and energy policy including EU Network Codes and EirGrid's actions within the Government's Climate Action Plan.
- Initiatives and programmes, to address local and system challenges as the system becomes more diverse as we connect and implement a wider array of technologies.
- Ensuring security of supply is maintained and to address customer needs as required.

EirGrid will also implement a new landing page on the EirGrid website which covers the TSO/DSO Joint System Operator Programme, what it is, the background, objectives and any related documents.



Measures of success

- Successful engagement with ESB Networks leads to on track implementation of a jointly developed programme of work, focused on the changes required to operational policies & tools and markets, an implementation plan for the Future Operating Model as well as

the enablement of new technologies, to meet the target of 80% renewable energy by 2030.

- Customer and stakeholder feedback is considered in decision-making process for the above.

TSO-TAO



How we approach engagement

ESB Networks, as TAO, owns and builds grid transmission assets, managing the capital and maintenance work programmes for the transmission system.

We continue to collaborate closely with the TAO to develop and implement optimal grid delivery process improvements. We're always working to further enhance collaboration and cooperation between EirGrid and ESB Networks to the benefit of all our customers and Ireland's consumers.



In 2024

In line with the Joint TSO/TAO PR5 Incentive Multi-Year Balanced Scorecard 2023-2027, target work areas for the coming year include collaborating on:

- Deployment of new technology, with monthly meetings between both companies.
- Project Initiation to Committed Program Parameter (CPP) Agreed Phase. The TAO and TSO proposed a 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.
- Asset and Programme Data Exchange.
- Quarterly meetings for the Strategic Procurement Committee.
- Monthly meetings for the Maintenance Policy and Standards Committee.

- Joint process improvements and engagement forums:
 - › 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 Q4 of 2022 to develop a roadmap for how outages should be transformed to deliver on our 2030 targets. In collaboration with ESB and industry partners, the OTP will enable timely delivery of EirGrid's network delivery portfolio, while also ensuring the increasing network asset maintenance needs are met. It is about finding a way to jointly deliver as much increased transmission grid network as possible given the current and future transmission system constraints.
 - › The HV Interface Forum: See more information on [page 26](#).
 - › The DIF: See more information on [page 24](#).

Measures of success

- The successful achievement of joint incentives in PR5 around the delivery of our programme for grid delivery including new connections and asset management.
- Even closer cooperation between EirGrid and ESB Networks, leading to more project delivery outputs and joint process improvements.
- Continued involvement of industry to provide input on their experience but also to inform them of the output of the forum.

Stakeholder feedback

Following consultation of this 2024 Stakeholder Engagement Plan, consultees raised queries on EirGrid's collaboration with ESB Networks.

In response to this, we would like to highlight the following actions:

- In 2024, EirGrid has implemented a new landing page on the EirGrid website which covers the TSO/DSO Joint System Operator Programme, what it is, the background, objectives and any related documents (as detailed above).
- EirGrid endeavours to continue our approach of joint proactive engagement (alongside ESB Networks) with key industry stakeholders on areas such as the offer process and connection delivery. 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.

You can read the consultee comments, along with EirGrid's direct response in detail in our [Consultation Response Paper](#).

For more information on our engagement with ESB Networks please get in touch via our [contact page](#) (with 'ESB Networks engagement' in the subject).



Appendices

Planned Engagements for 2024

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

Following feedback from our consultation and the NSEE Panel these appendices have been published as a separate document [here](#). This can be used as a reference for all upcoming engagement opportunities for 2024.

Consultation	Audience	When	Engagement Method	Objective
Annual Innovation Report Consultation	All	Q1 2024	EirGrid consultation portal	Seek feedback on Annual Innovation Report Consultation.
Draft Stakeholder Engagement Report 2023	All	Q2 2024	EirGrid consultation portal	Feedback on our stakeholder engagement throughout 2023 to allow for more meaningful and effective stakeholder engagement.
Offshore Connection Contracts Consultation	All	Q2 2024	EirGrid consultation portal	Seek feedback on the draft offshore Transmission Connection Agreement to inform the final drafting of the document suite which will subsequently be issued to the CRU for approval.
Joint TSO & TAO Annual Electricity Transmission Performance Report 2023	All	Q2 2024	EirGrid and ESB Networks consultation	Seek feedback on Annual Electricity Transmission Performance Report 2023.
Transmission Development Plan (TDP) 2024	All	Q3 2024	CRU consultation	Seek feedback on the TDP 2024. The final version will be published on the EirGrid website subsequent to completion of the consultation process and CRU approval.
PR5 TSO/TAO Joint Incentive Multi-Year Plan 2025-2029 Call for Input	All	Q3 2024	EirGrid and ESB Networks consultation	Seek stakeholder feedback on the proposed TSO/TAO multi-year plan 2025-2029.
Joint TSO & TAO Investment Planning and Delivery Report 2023	All	Q3 2024	EirGrid and ESB Networks consultation	Seek stakeholder feedback for the Investment Planning and Delivery Report 2023.

Consultation	Audience	When	Engagement Method	Objective
Update to the Load-Frequency Control (LFC) Block Operational Agreement	All	Q4 2024	EirGrid and SONI consultation	Seek feedback on the proposed changes to the Load-Frequency Control Block Operational Agreement (LFCBOA), with respect to the revised all-island ramp rate limit.
2025 Stakeholder Engagement Plan	All	Q4 2024	EirGrid consultation portal	To consult on the 2025 Stakeholder Engagement Plan, which summarises our engagement strategy and 2025 engagement planned activities.
Customer workshops on Registration / Qualification / Auction processes	Industry	Ongoing	MS Teams workshop	To inform participants on the Registration / Qualification / Auction Process and allow them to ask questions.
National Resource Adequacy Assessment (NRAA) Methodology Consultation	Industry	Q1 2024	EirGrid consultation portal	Gain feedback on the proposed NRAA methodology that is being developed which needs to be consistent with Article 24 of REGULATION (EU) 2019/943.
Tomorrow's Energy Scenarios (TES) 2023 report consultation	Industry	Q1 2024	EirGrid consultation portal	Latest thinking on long term energy scenarios for Ireland and Northern Ireland.
DASSA Arrangements Consultation Paper	Industry	Q1 2024	EirGrid consultation portal and notification to stakeholders mailing list	Seek feedback on FASS daily auction arrangements for system services.
Customer Survey	Customers	Q1 2024	Online survey	To seek customer feedback on engagement with EirGrid. This will shape our approach for the upcoming year.
Scheduling & Dispatch Key Date Consultation Audit 2023	Industry	Q1 2024	EirGrid and SONI public consultation	To allow industry to provide feedback on key dates of interest to be considered in the audit.
National Resource Adequacy Assessment (NRAA) Input Assumptions Consultation	Industry	Q2 2024	EirGrid consultation portal	Gain feedback on the input assumptions that are to be used in the NRAA process.
Customer Outage Planning Survey	Customers	Q2 2024	Online survey	To gather information that will input into the wider development of the Transmission Outage Programme for the forthcoming year.

Consultation	Audience	When	Engagement Method	Objective
Offshore 2040 Vision	Industry	Q2 2024	EirGrid portal and associated industry forums	To consult on the draft Offshore 2040 Vision ahead of publication in 2025.
Scheduling & Dispatch (S&D) Audit Terms of Reference (ToR)	Industry	Q2 2024	EirGrid and SONI public consultation	To gain industry feedback on the proposed S&D audit ToR.
FASS Product Review and Locational Methodology Consultation Paper	Industry	Q2 2024	EirGrid and SONI consultation / Publication for comment	Seek feedback on the FASS product review and locational methodology.
Low Carbon Inertia Services (LCIS) Phase 2 Volume Requirements and Technology	Industry	Q3 2024	EirGrid and SONI consultation / publication for comment	Consultation on LCIS Phase 2 Volume Requirements and Technology.
PR5 TSO/DSO Joint Incentive Multi-Year Plan 2025-2029 Call for Input	Industry	Q3 2024	EirGrid and ESB Networks consultation	Seek stakeholder feedback on the proposed TSO/DSO multi-year plan 2025-2029.
Volume Forecasting Methodology consultation Paper including volumes requirements reporting	Industry	Q3 2024	EirGrid and SONI consultation / Publication for comment	Seek feedback on Enduring FASS Volume Forecasting Methodology.
PR5 TSO Incentive Multi-Year Plan 2025-2029 Call for Input	Industry	Q3 2024	EirGrid consultation portal	Seek stakeholder feedback on the proposed multi-year plan 2025-2029.
Consultation on the Procurement Options for Long Duration Energy Storage (LDES)	Industry	Q3 2024	EirGrid consultation portal	Seek feedback on the Contractual Arrangements for Long Duration Energy Storage.
Low Carbon Inertia Services (LCIS) Phase 2 Contractual Arrangements	Industry	Q4 2024	EirGrid and SONI consultation / Publication for comment	Consultation on LCIS Phase 2 contractual arrangements.
National Resource Adequacy Assessment (NRAA) post-publication consultation	Industry	Q4 2024	EirGrid consultation portal	This publication is to replace the Generation Capacity Statement. As aligned to Regulation (EU) 2019 / 943 article 24. Following the publication of NRAA, the purpose is to gain feedback on the first iteration of the NRAA process to provide input for future improvements.
All-Island Ten-Year Transmission Forecast Statement 2024	Industry	Q4 2024	EirGrid consultation portal	Seek feedback on All-Island Ten-Year Transmission Forecast Statement 2024.
Proposed 2024/25 Transmission Loss Adjustment Factors (TLAFs)	Relevant stakeholder group	Q3 2024	EirGrid and SONI consultation	Publication for Comment. Publish Proposed 2023/24 TLAF for comment.

Consultation	Audience	When	Engagement Method	Objective
Proposed 2024/2024 Generator Transmission Use of System (GTUoS) Tariffs	Relevant stakeholder group	Q3 2024	EirGrid and SONI consultation	Publication for Comment Publish proposed 2024/2025 GTUoS tariffs for comment.
Proposed 2025 Generator Unit Under Test (GUUT) Tariffs	Relevant stakeholder group	Q3 2024	EirGrid and SONI consultation / Publication for Comment	Publish Proposed 2025 GUUT tariffs for comment if change is minimal — will run consultation if substantial change proposed.
Proposed 2024/25 Other System Charges	Relevant stakeholder group	Q3 2024	EirGrid and SONI consultation	Consultation on Proposed 2024/2025 Other System Charges.
Balancing Market Principles Statement (BMPS)	Relevant stakeholder group	Q3 2024	EirGrid and SONI consultation	Consultation with industry on proposed revisions to the BMPS — a guide to the scheduling and dispatch process.
Market Operator User Group (MOUG) Presentations	Relevant stakeholder group	Morning of Market Operator User Group meeting	Online presentations	Keep market participants up to date and answer queries.

Publications

Publication	Audience	When	Engagement Method	Objective
Stakeholder Engagement Plan 2024 Consultation Response Paper	All	Q2 2024	EirGrid website	A summary of responses EirGrid received during the consultation process and explains how we will respond.
Final Stakeholder Engagement Method Plan 2024	All	Q2 2024	EirGrid website	A comprehensive summary of EirGrid's stakeholder Engagement Method plans for 2024.
Stakeholder Engagement Method Report 2023 Consultation Response Paper	All	Q2 2024	EirGrid website	A summary of responses EirGrid received during the consultation process and explains how we will respond.
Final Stakeholder Engagement Method Report 2023	All	Q2 2024	EirGrid website	A comprehensive summary of EirGrid's stakeholder Engagement Method in 2023.
Annual Innovation Report	All	Q2 2024	EirGrid and SONI websites	Communicates the progress on innovative programmes throughout the year, as well as our ambition for future developments of programmes and new initiatives to begin.
SEM 13-011 (Annex)	All	Q2 2024	Submit recommendation to regulators	Changes to accommodate programme.
Trading and Settlement Code	All	Q2 2024	Mods committee process	Changes to accommodate new and changed data input requirements.
Annual Report	All	Q3 2024	EirGrid website	Detailed report of EirGrid Group's operations and financials in 2023.
Sustainability Report	All	Q4 2024	EirGrid website	Document will report on EirGrid's sustainability progress for 2024.
Winter Outlook	All	Q4 2024	EirGrid website	Annual summary that provides information on expected electricity demand and capacity margin for the winter ahead in both Ireland and Northern Ireland.

Publication	Audience	When	Engagement Method	Objective
Market Operator Quarterly Performance Report	Public	Within one month of reporting quarter on SEMO's website.	SEMO website	Report is published in accordance with section B.16.2 of the Trading and Settlement Code and the SEM Committee decision paper issued for the Legacy SEM market. B.16.2. The Market Operator shall report to the Regulatory Authorities in writing on a quarterly basis or at such other intervals as the Regulatory Authorities may reasonably request and in such manner and to such an extent as reasonably specified by the Regulatory Authorities.
Annual Market Operator Performance Report	Public	No timeframes when report is required to be published on SEMO's website	SEMO website	SONI Ltd. and EirGrid plc, operating as the Single Electricity Market Operator (SEMO) are required under their respective Market Operator (MO) Licences to provide an annual report on Market Operator Performance to the Regulatory Authorities. The report is published in accordance with section B16.2 of the Trading and Settlement Code, Licence Condition 17(7) of the SONI MO licence and Licence Condition 10(8) of the EirGrid MO licence.
Publication of Grid Code Review Panel documentation including meeting minutes, modification proposals, recommendation papers and decision papers	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.
RESS 4 Auction Timetable	Industry and public	Q1 2024	EirGrid website	To provide timeline of events for auction to industry, such as qualification process, review process, auction run date, etc.

Publication	Audience	When	Engagement Method	Objective
RESS 4 Qualification Information Pack	Industry and public	Q1 2024	EirGrid website	Qualification Information Pack and information sessions are to brief potential applicants on the RESS qualification process and changes to the Eligibility and Winner Selection criteria in the Terms and Conditions.
Final Auction Information Pack – Capacity Market	Industry and public	Q2 2024	SEMO website	To provide industry with Locational Requirement MWs as well as the final parameter values to be used in the auction.
Capacity Market Auction Results	Industry and public	Q2 2024	SEMO website	To provide Capacity Auction results to industry.
RESS 4 and ORESS 2.1 Auction Results	Industry and public	Q2 & Q3 2024	EirGrid website	Report outlines the results of the RESS 4 and ORESS 2.1 auctions as per the obligations set out in the Terms and Conditions.
ORESS 2.1 Auction Timetable	Industry and public	Q3 2024	EirGrid website	To provide timeline of events for auction to industry, such as qualification process, review process, auction run date, etc.
Capacity Auction Timetable	Industry and public	Q3 2024	SEMO website	To provide timeline of events for auction to industry, such as qualification process, review process, auction run date, etc.
ORESS 2.1 Qualification Information Pack	Industry and public	Q4 2024	EirGrid website	Qualification Information Pack and information sessions are to brief potential applicants on the ORESS qualification process and changes to the Eligibility and Winner Selection criteria in the Terms and Conditions.
Enduring Connection Policy (ECP) 2.3 Constraints Reports	Industry	Q1 2024	EirGrid website	The purpose of these reports is to provide generation developers with information on possible levels of renewable generation output reduction in Ireland for a range of future scenarios. It is a regulatory requirement (CRU/20/060).

Publication	Audience	When	Engagement Method	Objective
Response to the Call for Evidence on Long Duration Energy Storage (LDES)	Industry	Q1 2024	EirGrid website	The Response to the Call for Evidence on Long Duration Energy Storage aims to provide an overview of the 38 responses received from stakeholders to the original Call for Evidence released in October 2023.
Transmission Development Plan 2024	Industry	Q1 2024	EirGrid website	This report lists the committed projects and projects under development for the enhancement of the Irish transmission network over the coming ten years.
Low Carbon Inertia Services – Phase 1	Industry	Q2 2024	EirGrid and SONI websites	Information on Award of contracts for Low Carbon Inertia Services — Phase 1.
DASSA Arrangements Recommendations Paper	Industry. Existing and new service providers	Q2 2024	EirGrid and SONI websites and notification to stakeholders mailing list	Recommendations paper on FASS daily auction arrangements for system services.
RESS 4 Auction Information Pack	Industry	Q2 2024	EirGrid website	Auction Information Pack is to brief qualified applicants on the RESS auction process and publish the key auction parameters such as the Price Cap.
Tomorrows Energy Scenarios 2023 final report	Industry	Q2 2024	EirGrid website	Latest thinking on long term energy scenarios for Ireland and Northern Ireland.
All-Island Transmission System Performance Report 2023	Industry	Q2 2024	EirGrid and SONI websites	Report contains transmission system data and performance statistics, for the transmission system in Ireland and Northern Ireland for 2023.
Scheduling & Dispatch Audit Report	Industry	Q3 2024	EirGrid website	Independent Assurance Reporting on the 2023 Audit.
Joint TSO & TAO Investment Planning and Delivery Report 2023	Customers, industry participants and other interested parties	Q3 2024	EirGrid and ESB Networks websites	Report to provide stakeholders with an overview of the transmission development programme as at the end of calendar year 2023.

Publication	Audience	When	Engagement Method	Objective
Joint TSO & TAO Annual Electricity Transmission Performance Report 2023	Customers and industry	Q3 2024	EirGrid and ESB Networks websites	Report seeks to provide customers, industry and stakeholders with clear and accessible reporting on our operation, development and maintenance of the transmission system.
Enduring Connection Policy (ECP) 2.4 Constraint Reports	Industry	Q4 2024	EirGrid website	The purpose of these reports is to provide generation developers with information on possible levels of renewable generation output reduction in Ireland for a range of future scenarios. It is a regulatory requirement (CRU/20/060).
PR5 TSO/TAO Joint Incentive Multi-Year Plan 2025-2029 including consultation responses	Industry	Q4 2024	CRU and EirGrid & ESB Networks websites	Report detailing the TSO/TAO multi-year plan 2025-2029 and the proposed milestones.
PR5 TSO/DSO Joint Incentive Multi-Year Plan 2025-2029 including consultation responses	Industry	Q4 2024	CRU and EirGrid & ESB Networks websites	Report detailing the TSO/DSO multi-year plan 2025-2029 and the proposed milestones.
ORESS 2.1 Auction Information Pack	Industry	Q4 2024	EirGrid website	Auction Information Pack is to brief qualified applicants on the ORESS auction process and publish the key auction parameters such as the Price Cap.
National Resource Adequacy Assessment (NRAA)	Industry	Q4 2024	EirGrid website	This publication is to replace the Generation Capacity Statement. Examines the balance between electricity demand and supply in Ireland and Northern Ireland for the following 10 years. It provides signals to the electricity market as well as to policy makers, regulators, industry, TSOs, Distribution System Operators (DSOs), electricity consumers, and the general public.

Publication	Audience	When	Engagement Method	Objective
Northern Ireland Constraints Report	Industry	Q4 2024	SONI website	The purpose of this report is to provide generation developers with information on possible levels of renewable generation output reduction in Northern Ireland for a range of future scenarios.
Operational Policy Roadmap Update	Industry	Q4 2024	EirGrid and SONI websites	Sets out our plans for evolving operational policy to 2030.
Market System Development Plan (MSDP) 2025-2027	Industry	Q4 2024	SEMO website	Outlines the capital projects planned for SEMO to further stabilise and support the operation of the SEM systems.
All-Island Ten-Year Transmission Forecast Statement 2024	Industry	Q4 2024	EirGrid and SONI websites	Describes technical network data for Ireland and Northern Ireland, such as network configuration, parameters, and opportunities for connection.
Recommendations Paper on the Procurement of Long Duration Energy Storage (LDES)	Industry and regulator	Q2 2024	Submit paper to regulators and also possibly publish for industry	Recommendations Paper on the procurement of Long Duration Energy Storage.
Publication of any updated agreed HV Forum specifications, standards or protocols	Industry, statutory and other	Q2 2024	EirGrid website	To communicate updates to specifications, standards or protocols.
Publication of any additional EirGrid specifications identified for Offshore Developer-Led Projects post Phase 1	Industry and regulator	Q4 2024	EirGrid website	To communicate additional EirGrid specifications identified for Offshore Developer-Led Projects post Phase 1.
SEM and GB Trading Arrangements	Government departments (IE, NI & GB), regulators (IE, NI & GB), EU institutions and bodies, TSOs (IE, NI & GB), Industry, SEM-GB Interconnectors (existing and forthcoming)	Q2 2024	Workshops, email, virtual meetings	A High-level Paper on the Single Electricity Market (SEM) and Great Britain (GB) trading arrangements post-Brexit which includes a technical analysis of Multi-Region Loose Volume Coupling (MRLVC).
Net-Zero Offshore Market Design	Government departments (IE & NI), regulators (IE & NI), EU institutions and bodies, Interconnectors (existing and forthcoming)	Q3 – Q4 2024	Workshops, email, virtual meetings	A High-level Paper, followed by a Detailed Paper on a Net-Zero Offshore Markets Design.
Capacity Market post-2027	Government departments (IE & NI), regulators (IE & NI), EU institutions and bodies, TSOs, Industry	Q3 2024	Workshops, email, virtual meetings	Pre phase-0 internal SMEs gathering and topic consideration regarding the Capacity Market post-2027.

Publication	Audience	When	Engagement Method	Objective
All-Island Outage Plan	EirGrid	Weekly	EirGrid website	All-Island Outage Plan covering the next 16 weeks to provide up to date information for industry.
Weekly Operational Constraints Updates	EirGrid	Weekly	SEMO Website	To provide information regarding constraints to industry.
Transmission Outage Summary	EirGrid	Fortnightly	EirGrid website	To communicate transmission outage dates for the next fortnight.
Wind and Solar Dispatch Down Reports	EirGrid and SONI	Monthly	EirGrid website	Monthly Wind and Solar Dispatch Down (constraint and curtailment) reports Ireland and Northern Ireland.
System & Renewable Summary Report	EirGrid and SONI	Monthly	EirGrid and SONI websites	Latest system & renewable KPIs and historical data for Ireland and Northern Ireland.
System Data Qtr-Hourly	EirGrid and SONI	Monthly	EirGrid and SONI websites	Quarter-hourly system readings.
Quarterly Imperfections Report	EirGrid and SONI	Quarterly	EirGrid, SONI and SEMO website	To report on imperfections spend by quarter and year-to-date.
Publication of updated versions of the Grid Code	EirGrid	At least three times a year as per GCRP governance	EirGrid website	To ensure that all users have access to and are aware of the latest version of the Grid Code.
Combined Loss Adjustment Factors	EirGrid	As required	SEMO website	Loss factors as per the System Operator.
Outturn Availability 2024 ExAnte Report	EirGrid	Q1 2024	EirGrid website	Outturn Availability Connection Asset Maintenance Plan for 2023 Outage Season.
Transmission Outage Programme (TOP) 2024	EirGrid	Q1 2024	EirGrid website	To communicate transmission outage dates proposed for 2024.
Annual Dispatch Down 2023 Report	EirGrid and SONI	Q1 2024	EirGrid website	Annual Renewable Dispatch Down (constraint and curtailment) report Ireland and Northern Ireland.
Committed Outage Programme (COP) 2025 and Provisional Outage Programmes (POP) 2027 and 2028	EirGrid	Q3 2024	EirGrid website	To provide outage programme for the year ahead and provisional plans for subsequent two years.
SEM Parameters Decision Paper	EirGrid	Q3 2024	SEM Committee website	Presents the RAs' decision in relation to the operational parameters for 2024.
SEMOPx Statement of Charges	EirGrid	Q3 2024	SEMOPx website	Charges for SEMOPx Annual Fees for 2025.
Approved Transmission Loss Adjustment Factors (TLAFs) for 2024/25	EirGrid and SONI	Q3 2024	EirGrid website	To communicate the approved TLAFs for 2023/2024.
Approved Generator Transmission Use of System (GTUoS) Tariffs for 2024/25	EirGrid and SONI	Q3 2024	EirGrid and SONI websites	Approved Generator Transmission Use of System (GTUoS) Tariffs for 2024/25.

Industry Forums and Working Groups Hosted by EirGrid

Engagement Topic	Audience	When	Method	Objective
Future market collaborative workshop	Industry	Q1 2024	Both in-person and virtually	Future market focused collaborative workshop between EirGrid and National Grid ESO.
TSO-DSO Operating Model	Industry	Q2 2024	Virtual webinar and workshop TBC	Provide update from EirGrid and ESB Networks to industry on progress of future TSO-DSO Operating Model.
Generator and Outturn Availability Forum	Generation Customers and the regulator	Q2 2024	Industry Forum	Provide update on transmission outages, outturn availability reports and to address generator customer queries.
Offshore Phase 1 workshops	Offshore Phase 1 Customers	Throughout 2024	Held In-person and virtually	Workshops with Offshore Phase 1 Customers throughout 2024 on multiple topics relating to design of offshore transmission assets.
TSO_RA meetings	Regulator	Throughout 2024	Virtual conference	Regular meetings/workshops on the SOEF Operations Programme.
TSO_DSO meetings	ESB Networks	Throughout 2024	Virtual conference and in-person as required	Regular meetings/workshops on the Joint System Operator Programme and development of the implementation plan for the TSO-DSO Operating Model.
Participant Update Call	Market Participants	Weekly	Virtual conference	Provide Trading and Settlement updates and general updates.
Scheduling & Dispatch workshops	Industry	Monthly	Held in-person and virtual	Monthly workshops with industry on scheduling & dispatch.
Offshore Phase 1 progress meetings	Offshore Phase 1 Customers	Monthly	Virtual conference	Progress meetings held with Offshore Phase 1 Customers.
Customer Clinics Pre-Connection Application Information	Customers	Monthly	Virtual conference	Customers looking to connect to the Transmission System - Clinic days with bilateral meetings to provide guidance to prospective customers & developers regarding potential grid connections.

Engagement Topic	Audience	When	Method	Objective
HV Forum	Industry, statutory and other	Monthly	Industry Forum	The Forum, established by EirGrid, with an independent Chair, is a critical enabler to bringing together key stakeholders from the Electricity and Roads Sectors. Such as TII, ESB NETWORKS and local roads authorities, together with Government departments to address some of the key challenges blocking progress of planning applications and development projects.
Dublin Infrastructure Forum	Industry, Statutory and other	Monthly	Industry Forum	To help minimise disruption and work as efficiently as possible on the Powering Up Dublin grid upgrade project, this forum was established by EirGrid, with an independent Chair, to enable effective collaboration and other state-owned utilities, transport providers and local authorities across the programme of works.
Wind Industry Forums	Wind industry	Monthly / Quarterly	Virtual conference	Wind Industry Representatives Engagement Forum for industry.
Solar Industry Forums	Solar industry	Monthly / Quarterly	Virtual conference	Solar Industry Representatives Engagement Forum for industry.
Shaping Advisory Council	Industry	Every four months	Industry Forum	Discuss, review and facilitate the progress of the Shaping Our Electricity Future programme.
Market Operator User Group (MOUG)	Market Participants	Six times a year	Virtual conference	Inform members of any key activities and updates.
ECP Constraint Reports webinars	Industry	Three to four times a year	Webinar	To provide industry with information on the assumptions and results of the modelling process associated with the ECP constraint reports. The reports include possible levels of renewable generation output reduction in Ireland for a range of future scenarios. Publication of the 12 area reports is a CRU requirement (CRU/20/060).
Grid Code Review Panel Meetings	Industry	At least three times per annum	Industry Forum	Review, discuss and ensure user consultation of recommendations for Grid Code amendments.
RESS Qualification Participant Sessions	RESS Participants	Annually	Virtual conference	Inform participants on qualification process for RESS.
Capacity Market Qualification Participant Sessions	Capacity Market Participants	Annually	Virtual conference	Inform Participants on qualification process for Capacity Market.

Project Engagements

Project	Audience	When	Method	Objective
Powering Up Dublin	All residents, community groups, public representatives, utilities, government organisations and businesses in the defined 5 engagement zones.	Throughout 2024	Public engagement (events, forums, meetings, leaflet drops, advertising in newspapers and social media platforms)	Inform stakeholders of emerging best performing cable route options. Continue to update stakeholders on the project progress.
Energy Citizen Roadshows	Local communities	Throughout 2024	Public engagement	To inform local communities on how the organisation plans to future-proof the electricity grid.
Celtic Interconnector	Local communities	Throughout 2024	Public engagement	Work with communities in East Cork, as the successful applicants draw down funds on the Celtic Interconnector Community Benefit Fund.
North South Interconnection Development	Landowners, local communities, ESB NETWORKS, the CRU	Q1 2024	Public engagement	Now planning permission has been achieved in ROI and NI next phase of engagement with all stakeholders will commence. Will also work with communities to establish community forums and commence consultation on a community benefit fund strategy.
East Meath - North Dublin	Local communities, technical stakeholders, the CRU	Q1 2024	Public engagement	Planning application will be submitted in Q2 2024. We will also commence capacity building with the community forum in East Meath North Dublin.
Whitegate 110 kV Station Refurbishment Project	Customers	Ongoing, aim to conclude Q2 2024	Meetings/ workshop / site visits	To identify best performing solution.
Platin 110 kV Refurbishment Project	Customers	Q1-Q3 2024	Meetings/ workshop / site visits	To identify best performing solution.
North Connacht	Local communities	Q3 2024	Public engagement within the community	Engage with communities door-to-door in Swinford Town and both stations (Ballgahaderreen and Ballina).
Flagford to Sligo	Local communities, technical stakeholders, the CRU	Q3 or Q4 2024	Public engagement	Identify best options and what area may be affected by the project.
Donegal to Srananagh	Local communities, technical stakeholders, the CRU	Q3 or Q4 2024	Public engagement	Identify best options and what area may be affected by the project.





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