

EirGrid Network Stakeholder Engagement Report 2024

Consultation Response Paper

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1 Introduction

EirGrid is committed to continuously improving our engagement with all stakeholders, while reporting on our engagement methods in an open and transparent way. This approach underpins our engagement activities and allows us to engage in a process of continuous improvement.

EirGrid's Draft Stakeholder Engagement Report 2024 details our stakeholder engagement activities from 2024 as Ireland's Transmission System Operator. It also outlines the outcomes for each of these engagements while capturing metrics for each area.

On the 18th of February 2025, EirGrid published its Draft 2024 Stakeholder Engagement Report for consultation on the EirGrid website. Stakeholders were then invited to submit their consultation responses via the EirGrid Consultation Portal. The portal was open until the 19th of March 2025, when the consultation period ended. This document, the Consultation Response Paper, details EirGrid's response to consultation responses received via the consultation process.

We would like to thank those who responded to this consultation. Where relevant and appropriate to do so, feedback from this consultation has been incorporated into our [Final 2024 Stakeholder Engagement Report](#). Further feedback that was not incorporated in our Draft 2024 Stakeholder Engagement Report has been noted and will be considered for our future plans, where appropriate, as we continue to enhance our engagement.

Finally, some comments that were submitted related to matters that fall outside the scope of this consultation. As a result, these comments have not been addressed in this response document.

We'd like to reiterate that the purpose of the report is to lookback on EirGrid's stakeholder engagement within 2024. The objective of this document is set out in [Annex 14 of CRU/20/154](#):

“To actively promote cultures within the TSO and DSO that put stakeholders at the centre of what they do, through the design and implementation of high quality, comprehensive and effective channels for stakeholders to understand, respond to and help shape what the TSO and DSO do on behalf of customers, market participants and the wider community.”

It is noted that some respondents have requested the expansion of this report to include technical detail for example, on the alleviation of grid infrastructure constraints. The purpose of the NSEE Stakeholder Engagement documentation, is as set out above, and therefore, we have not responded to any comments that fall out of scope of this document.

All stakeholder feedback, however, has been channelled to the relevant areas of the business for consideration.

Formal feedback via the EirGrid consultation portal was received from the following organisations:

- **Bord Gáis Energy**
- **Wind Energy Ireland**

EirGrid thanks the contributors for their comments and respected feedback.

2 Feedback and EirGrid Responses

As part of the consultation process in relation to the Draft Stakeholder Engagement Report 2024, EirGrid posed the following questions for stakeholders to consider:

1. Do you have any suggested amends or additions to EirGrid's Draft 2024 Stakeholder Engagement Report?
2. Do you have any feedback on EirGrid's metrics (captured for each area and detailed in this report)?

3. Is there any feedback you would like to provide on EirGrid’s methods of engagement, including this consultation?

All of the submissions received welcomed the opportunity to give feedback on the Draft Stakeholder Engagement Report 2024 and the overall collaborative nature of the process.

2.1 Overall Commentary from Contributors

As part of our approach to the NSEE Stakeholder Engagement documentation, EirGrid has significantly enhanced the Draft Stakeholder Engagement Report 2024. Our revitalised approach has encompassed a substantial amount of work to restructure and refocus this year’s report to ensure it not only reflects stakeholder feedback, but it also provides stakeholders with valuable insights into the activity completed along with metrics captured for each area.

We understand that effective stakeholder engagement is essential to allow EirGrid to transform the power system for future generations and that collaboration is key. As we continue to enhance and augment our stakeholder engagement strategy, we recognise the importance of stakeholder engagement while welcoming support and feedback from all individuals, groups and organisations that we engage with.

EirGrid is delighted that the responses to this report have readily acknowledged our considerable efforts to not only revitalise this year’s documentation, but also to broaden and deepen the content, and we would like to thank all consultees for their recognition as we continue to enhance our stakeholder engagement to ensure it is meaningful for everyone.

As we look to the future, we will continue to evolve our approach while looking for new ways to engage.

Extracts from consultation responses which are positive in nature are highlighted below with further consultee comments along with the EirGrid responses in the following section. We once again would like to thank all consultees for their valuable feedback.

Bord Gáis Energy commented: “The 2024 Report shows a holistic growth compared to reports in previous years as to the topics reported, the consistency of format, and the incorporation of feedback from stakeholders. The report does clearly demonstrate the breadth of activities by EirGrid which require well-planned and executed stakeholder engagement actions. We welcome the continued growth of clarity in the report and the application of Goals, Outcomes and Measures of Success across each of the topics.”

Wind Energy Ireland commented: “EirGrid has fostered strong relationships with industry stakeholders through various initiatives, demonstrating its commitment to collaboration and engagement. The value of quarterly meetings has been widely recognised, providing a structured platform for open dialogue and updates on key developments. Additionally, the dedicated support from Key Account Managers has been instrumental in maintaining effective communication.”

Continuing: “EirGrid’s presence at industry events, such as the WEI Trade Show, further highlights its proactive approach to industry engagement, ensuring visibility and accessibility while reinforcing its commitment to supporting industry needs.”

2.2 Themes and Areas of Feedback

Consultation responses received relating to the Draft Stakeholder Engagement Report 2024, commented on a range of areas including:

- Offshore
- Enduring Connection Policy (ECP)
- EirGrid’s stakeholder engagement strategy and approach

Consultee comments are provided below, followed by EirGrid’s response.

2.2.1 Offshore

Phase 1

In their response, Wind Energy Ireland commented that the Phase 1 coordination group was not established as intended and as a result, have asked for the 2024 Stakeholder Engagement Report to be updated.

In addition to the above, Wind Energy Ireland highlighted that although there was substantial engagement on the Phase 1 connection agreements in 2024, this ended prematurely which they expressed resulted in CRU not considering the Phase 1 project feedback.

EirGrid acknowledges the above comments from Wind Energy Ireland. The Phase 1 Coordination Group as established by EirGrid in 2024 consists of five specialised working groups (Operation and Maintenance including Health and Safety, Operational Compliance, Regulatory, Legal and Technical). Multiple workshops on each of these topics were undertaken throughout 2024 with Developers. We understand that Wind Energy Ireland is requesting that an additional overarching working group be set up to govern the activities of these individual working groups. This additional layer is not included in the Phase 1 Coordination Group Plan as shared with the Phase 1 projects. At present, EirGrid considers the topics that would be addressed in this meeting are already being covered at existing meetings. These include the DECC organised bimonthly meetings between taskforce agencies (including EirGrid and the Phase 1 projects) and the quarterly meetings between each of the Phase 1 projects and the Head of Offshore. As such, we consider that the additional overarching meeting is currently not needed. However, we will continue to consider this as the programme progresses.

The Connection Agreement document issuance to CRU was postponed from Q4 2024 to facilitate additional engagement requested by the Phase 1 projects. The documents were issued to CRU in February 2025. This concluded a 15-month bilateral engagement with the Phase 1 projects on the contracts which involved 115 hours of in person engagement. Over 600 comments from the Phase 1 projects were addressed throughout this engagement. It is imperative that timelines be maintained to ensure progress towards the 2030 offshore targets. Furthermore, EirGrid is continuing to engage with the Phase 1 projects on key supporting processes which underly the connection contracts.

Phase 2

Regarding Phase 2, Wind Energy Ireland acknowledged improvements regarding the Tonn Nua engagement, continuing that this was evidenced by the provision of the Industry Engagement Plan and through EirGrid's facilitation of in-person industry workshops. Wind Energy Ireland did, however, comment that they would like to see a more collaborative approach to EirGrid's engagement, suggesting that they would like to see the inclusion of information gathering workshops.

Finally, in their response, Wind Energy Ireland commented that the Grid Connection Information Pack remains outstanding.

EirGrid acknowledges the above comments from Wind Energy Ireland and notes the following:

- 1) Our plan for future Phase 2 sessions with industry is to have more 'workshop-focused' collaborative sessions where points raised by industry are discussed. Previous industry sessions were geared towards briefing and update purposes and therefore were more presentation-focused.
- 2) Our Grid Connection Information Pack was issued on 2nd April 2025 and contains our proposed Collaboration Agreement outlining our plans on how we will engage with industry. The publication of this pack was postponed to allow for further engagement with stakeholders as we approached this critical milestone.

2.2.2 Enduring Connection Policy (ECP) and REDIII Directive

In Wind Energy Ireland's response, they suggested the establishment of a connection policy forum to discuss connection policy matters with stakeholders including CRU and ESB Networks, with particular reference to leveraging industry expertise, commenting that they would like to see the establishment of dedicated workstreams chaired by EirGrid, to directly inform policies, procedures and technical specifications.

EirGrid acknowledges this comment from Wind Energy Ireland, and we agree that continued collaboration is key. A working group was originally set up and facilitated by CRU and EirGrid attended with other key stakeholders. Should the CRU reinstate this forum, EirGrid would be very willing to engage again. In the meantime, EirGrid continues to engage with key customers and stakeholders, with particular reference to Enduring Connection Policy, working to ensure that industry insights are captured and considered before final direction is given by CRU.

As part of our work to continue enhancing our stakeholder engagement, EirGrid put forward a proposal in 2024 for industry to elect a representative to support efficient industry engagement. This was particularly useful in supporting the clarification and agreement on the assumptions, sensitivities and scenarios.

In addition, multiple webinars have also been conducted to discuss the study assumptions with industry allowing these stakeholders to provide feedback on the constraint analysis process. These engagements help us to understand the requirements of our stakeholders as well as give us an opportunity to incorporate feedback where we can.

Regarding the REDIII Directive, in December 2024 and in January 2025, EirGrid met with industry representatives seeking input on the existing offer process from experienced customers and from industry representative groups following the REDIII Directive and publication of the Enduring Connection Policy - Generator and System Services ('ECP-GSS') Direction. Initial feedback and concerns were provided by industry stakeholders to help shape our new process proposal that was submitted to the CRU on January 31st 2025. This introduced a new High Level Technical Assessment ("HLTA") process, to accelerate offer process timelines and allow for earlier engagement.

EirGrid agrees the importance of continued focus on this area as we work on initiatives to augment and enhance our engagement with our stakeholders.

For more detail on the above, please refer to our 'Enduring Connection Policy' chapter in our [2025 Stakeholder Engagement Plan](#).

2.2.3 EirGrid's stakeholder engagement strategy and approach

Shaping Our Electricity Future (SOEF)

Wind Energy Ireland asked for a broader range of stakeholders included in the SOEF discussions. They also requested that these engagements be extended to focus on shaping policies, plans and outcomes and that the proposal to establish targeted working groups be prioritised for 2025.

Finally, Wind Energy Ireland also asked EirGrid to provide clear, accessible timelines for projects and overall progress updates, commenting that stakeholders should have visibility into key milestones as well as where feedback has influenced outcomes.

Following feedback from the NSEE Panel and from other stakeholders, an invitation for membership of the Shaping Our Electricity Future was opened earlier in 2024. The SOEF Advisory Council now has 30 members (increased from 26 before September 2024) across a broad range of sectors including conventional production, renewables, consulting, new technology, storage, large energy users, demand response, academia, TSO and gas networks. In addition, invited guests include representatives from Government, distribution system operators and regulatory authorities with 12+ members on all engagements and

correspondence. This activity has supported a broader representation across the council to further enrich input from a variety of sectors, including expertise from the gas industry. The next invitation for membership will take place in 2026.

Outside of the SOEF Advisory Council, EirGrid hosts a monthly industry meeting relating to future power markets which covers updates and queries relating to strategic programmes including the Scheduling and Dispatch Programme, Future Arrangements for System Services and more. This invite is issued via market messages and is open to all market participants and industry stakeholders.

As we continue to work on enhancing our approach, EirGrid is currently reviewing the format of the Advisory Council meetings to foster greater levels of collaboration by:

- Issuing the pre-read document 2 weeks before the meeting.
- Facilitating more focused breakout groups on the day of the meeting, to discuss industry relevant topics.
- Facilitating the inclusion of a moderator to keep discussions on time and on topic.

We will build on and improve this at the upcoming meeting (May 2025) through engagement with Council Members ahead of time to determine the most relevant topics, presenters and facilitators. We will also increase the time allotted to breakout groups and seek to distil clear actions and next steps for all parties coming out of the breakout groups.

We recognise the importance of transparency in building trust with stakeholders. We will continue to take on the feedback received and have committed to the following:

- We will survey all council members before the next meeting to enable input on the agenda items.
- We will offer all council members a 1:1 call between each meeting to express feedback and discuss potential topics for the next meeting.
- We will seek to develop a version of the pre-read document which can be published, providing a view of the workstream updates to a broader audience.

Going forward, we will continue to provide workstream updates on the projects within the scope of Shaping our Electricity Future. We'd also like to highlight our [Network Delivery Portfolio \(NDP\)](#) which is published on the EirGrid website each quarter and is a useful resource for network project updates. The portfolio includes a comprehensive update across approximately 350 transmission system projects on EirGrid Capital Approvals, Project Agreements with ESB Networks and energisations.

Direct engagement

Wind Energy Ireland commented that they would like greater involvement from senior staff. However, they highlighted that the dedicated support from EirGrid Account Managers has been instrumental in maintaining effective communication. They also welcomed EirGrid's presence at industry events, highlighting EirGrid's proactive approach to industry engagement, ensuring visibility and accessibility while reinforcing our commitment to supporting industry needs.

EirGrid welcomes this positive feedback and would like to thank Wind Energy Ireland for their recognition and support. We understand the need for SMEs and senior project leads to be well connected with industry experts.

We are currently reviewing the structure of our WEI quarterly meetings. As part of our approach, EirGrid endeavours to ensure that through our engagements, the right people with the right level of knowledge are connected at the right time. These quarterly engagements are also supported by bespoke bilateral meetings where appropriate.

In addition to these meetings, EirGrid's Account Management Team continue to work closely with our customers to fully understand any issues while seeking feedback. By providing customers with a single

point of contact, we can help to ensure activities and timelines with regard to customer issues are tracked and assigned, promoting ownership and efficiencies.

We also aim to ensure that each Account Manager is an advocate for the customer within the organisation.

For more detail on the above, please refer to our ‘Customer and connections’ chapter in our [2025 Stakeholder Engagement Plan](#).

Quality of engagement

With regard to EirGrid’s Network Stakeholder Engagement Evaluation Panel (NSEE) score, Wind Energy Ireland suggested that EirGrid carries this score as a key metric while prioritising quality engagement.

In addition to the above, Bord Gáis Energy suggested EirGrid continues to evolve the measures of success by calling out the resultant benefits with particular reference to areas such as cost and avoidance of delays. They also asked for metrics to be made repeatable to help ensure continued improvements for consumers.

EirGrid acknowledges these comments from Wind Energy Ireland and Bord Gáis Energy. We would like to assure Wind Energy Ireland that the Network Stakeholder Engagement Evaluation Panel score is a key metric for EirGrid. In addition, we recognise the importance and value that is achieved through effective stakeholder engagement. As a result, EirGrid’s commitment to enhancing our engagement goes beyond the NSEE score with the aim to realise tangible and positive outcomes across all our engagements.

We understand that effective stakeholder engagement is essential to allow EirGrid to transform the power system for future generations and that collaboration is key. As we continue to enhance and augment our stakeholder engagement strategy, we recognise the importance of stakeholder engagement while welcoming support and feedback from all of the individuals, groups and organisations that we engage with.

As part of our approach, we have significantly enhanced our 2025 Stakeholder Engagement Plan and 2024 Stakeholder Engagement Report. Our revitalised approach has encompassed a substantial amount of work to restructure and refocus both the 2025 Stakeholder Engagement Plan and 2024 Report to ensure they not only reflect stakeholder feedback, but that they also provide valuable insights.

EirGrid is delighted that many of this year’s responses have readily acknowledged our considerable efforts to revitalise this year’s documentation as we continue to forefront stakeholder engagement.

As we look to the future, we will continue to evolve our approach while looking for new ways to engage.

Stakeholder satisfaction

Bord Gáis Energy suggested EirGrid implements a stakeholder engagement satisfaction framework to evaluate the satisfaction of all impacted stakeholders while facilitating the identification of areas that require improvement.

EirGrid acknowledges these comments from Bord Gáis Energy along with the need to proactively and regularly seek stakeholder feedback.

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 took place in Q1 2024. The feedback received has been used to shape our plans for 2025 as detailed in the [EirGrid 2025 Stakeholder Engagement Plan](#).

As part of the Customer Vision in 2024, EirGrid drove further change following feedback from our customers. For example, we have extended the roll-out of our periodic engagements with key customers, since survey feedback has indicated that our customers want more timely and predictive engagements. As a result, we are looking to engage customers in advance of emerging issues through prompts and scheduling that create a more effective working relationship.

In addition to the annual survey, the Customers and Connections team, alongside members of various technical disciplines within EirGrid, have continued to facilitate monthly customer clinic meetings with 90 clinics held in total throughout 2024 (61 in 2023). 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 in a structured way.

To assess these engagements, the Customer Team circulates post-customer-clinic feedback surveys to attendees, to obtain feedback on the effectiveness of customer clinic meetings. Following assessment of this feedback, some process improvements have been implemented.

For example, customers have stated that they would like more flexibility with clinics when required. As a result, we have scheduled some longer duration clinics to allow for discussion on multiple projects or to facilitate more in-depth discussion as required.

In addition to the above, we recognise the importance of tailoring our approach depending on the scenario, as demonstrated in our approach to the Future Arrangements System Services (FASS) and the Strategic Market Programme (SMP). By prioritising regular, tailored and bespoke engagements, we are able to work directly with stakeholders to better understand their queries and focus resolution.

As we continue to work on initiatives to augment and improve our stakeholder engagement, we recognise the evolving nature of stakeholder feedback and the importance of regularly gathering and responding to feedback to ensure continued and proactive collaboration. As a result, this remains a key focus for EirGrid and we will continue to look for additional methods for enhancing our approach as we endeavour to create a more continual feedback loop.

For more detail on the above, please refer to our ‘Customer and connections’ chapter in our [2025 Stakeholder Engagement Plan](#).

Accessibility

Wind Energy Ireland requested timely updates from EirGrid’s industry forums along with improved accessibility to up-to-date information.

EirGrid acknowledges the above comments from Wind Energy Ireland and recognises the need for key updates to be made easily accessible.

Throughout 2024, EirGrid has continued to focus the development of the EirGrid website following its launch in 2023. As part of this work, we have added a [TSO Regulatory Publications page](#) to keep regularly accessed documents in one place. We also improved the layout of the [Grid Code Modifications page](#).

We continue to actively monitor the most popular pages to identify focus areas when commissioning content. We’ve also added a ‘[Did You Know?](#)’ page that provides regular updates on renewable energy data. This is the first in a planned series of projects that aim to make our content more accessible to users.

Phase two of our website development project is taking place this year (2025). Key focuses will include an Irish language version of the site, and following stakeholder feedback, a microsite for the grid code for improved accessibility. 2025 will also see further improvements to the publications search categorisation.

In addition, EirGrid’s [Industry landing page](#) offers a wealth of information and includes key updates on topics such as outages, services, reports, charges and more.

As we continue to enhance the website, our Account Management Team offers dedicated support to all of our customers and can facilitate any queries regarding the above.

Additional requests

Wind Energy Ireland raised a series of specific requests in the Appendices section of their response, which EirGrid will consider.

In addition, Bord Gáis Energy made some suggestions which fall out of scope for this document. However, EirGrid would like to acknowledge these and will consider them.

3 Conclusion

EirGrid thanks all those who responded to this consultation, which was specifically to receive feedback on our stakeholder engagement completed in 2024 as captured in the Draft Network Stakeholder Engagement Report 2024.

Following this consultation, the [Final 2024 NSEE Stakeholder Engagement Report](#) has now been published.