

TSO 2021 Stakeholder Engagement Report

Consultation Note

1 April 2022

Overview

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

The Commission for Regulation of Utilities (CRU) decision [CER/18/087](#) in May 2018 established a reporting and incentive framework under PR4. One of the incentives provided a framework for the annual assessment of the measures taken by EirGrid, as Transmission System Operator (TSO) to understand and address the needs of stakeholders, i.e. customers, generators, suppliers and local communities. This framework provided for the establishment of a panel to assess and score the quality, implementation and effectiveness of the TSO in our stakeholder engagement strategies during the previous year. The intention of this incentive is that this will assist us in putting customers at the centre of what we do by understanding and addressing the needs of our stakeholders. Via CRU/20/154, the CRU's Price Review 5 (PR5) Regulatory Framework Incentives and Reporting Decision Paper, the CRU decided to continue with this incentive for PR5.

EirGrid is publishing our 2021 Stakeholder Engagement Report for public consultation, as required under the CRU decision [CRU/21/053](#) on the Terms of Reference of the Networks Stakeholder Engagement Evaluation (NSEE) Panel. This report sets out our assessment of our stakeholder engagement over 2021 and we would welcome your response to the following questions:

- *Do you believe that this 2021 Stakeholder Engagement Report sufficiently covers all of EirGrid's activities during 2021?*
- *Would you like to see any further information covered in EirGrid's future Stakeholder Engagement Reports?*
- *Do you have a view on the direction that you would like to see EirGrid's Stakeholder Engagement going in in future years?*

Please submit all responses to our [consultation portal here](#) by COB on 3rd of May, 2022.

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

Please note that EirGrid, in its consultation response document, will respond to consultation respondents' comments and feedback within the scope of this consultation on the 2021 Stakeholder Engagement Report. Comments and feedback outside the scope of this consultation will not be included in the consultation response document.