



# Transmission System Operator Stakeholder Engagement 2019

15 May 2020



# Agenda for Today's Presentation

- **Introduction**
- **Improving Stakeholder Engagement**
- **2019 Stakeholder Engagement**
- **Consultation Feedback**
- **Conclusion**

# Improving Stakeholder Engagement

- **NSEE Panel process welcomed**
- **10 recommendations, 1 observation**
  - **Strategy:** engage, publish early, identify clear goals
  - **Report:** ensure balance, evaluate, benchmark
  - **Transparency & coordination**
- **Progress**
  - Five recommendations implemented
  - Five in progress

# Improving Stakeholder Engagement

- **Further improvements implemented in 2019**
  - Stakeholder insights informing EirGrid 2020-25 Strategy
  - Customer relations, customer account managers
  - Increased focus on industry & industry bodies
  - Customer clinics
  - Transparency improvements



# Improving Stakeholder Engagement

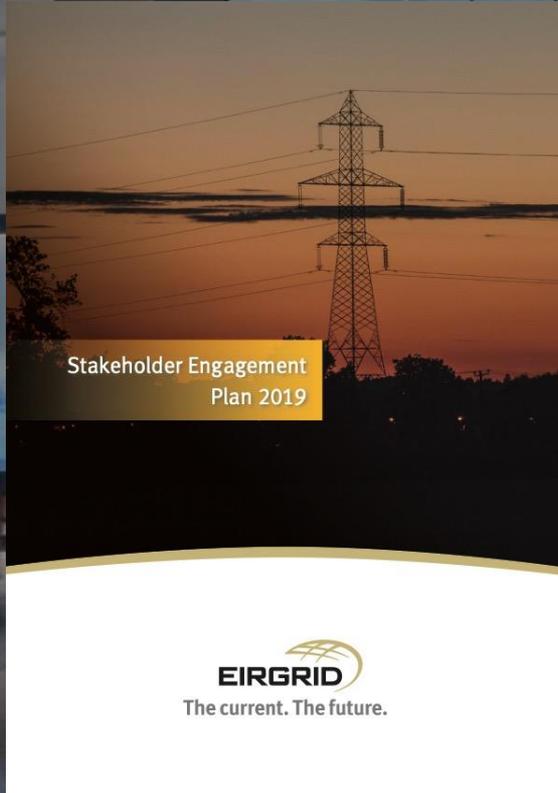
- **Improvements identified for future implementation**
  - Stakeholder engagement framework
  - PR5 initiatives
    - Education and engagement
    - Enhanced customer journey
    - Framework for development of the grid



# 2019 Stakeholder Engagement



# 2019 Stakeholder Engagement Plan



- Published October 2019
- Incorporates NSEE panel insights
- Sets out engagement principles and objectives, identifies stakeholders
- Summarises individual engagements
- Outlines aims for improvement



# 2019 Stakeholder Engagement – Highlights

EirGrid Group Strategy	Balancing Market Principles Statement	Annual conference	Stakeholder Engagement	Tomorrow's Energy Scenarios	DS3
Joint TAO & TSO reports	FlexTech	Customer Clinics	ECP1 constraints studies	Functional specifications	Dispatch Down
Strategic Incentives	Outage Planning & Outturn Availability	Moneypoint Forced Outage	Emergency Comms.	Network Codes	TLAFs
Tariffs (Testing, GTUoS, OSC)	Scheduling & Dispatch	Data Centre Connection Process & Policy	Cross Shannon 400 kV Cable	North Connacht 110 kV Project	Celtic Interconnector
		Intel 220 kV Substation	Lanesboro 110 kV Substation Redevelopment		

# Customers and Industry



# Tomorrow's Energy Scenarios 2019

- Broad engagement to identify future needs of electricity system
- Early and tailored engagement for different stakeholder types, then public consultation
- Responses to engagement allowed for adjustments and improvements
- Consultative approach welcomed by all

# Developing Infrastructure



# Capital Project 1029: New Substation for Intel



- Fast-paced project required new thinking
- Door-to-door visits to all local stakeholders
- Plus open days, meetings, media briefings...
- Feedback and insights informed the best performing solution and planning application
- Granted planning in November 2019, and aiming for completion Q4 2021
- Personal approach of liaison officers was key
- This model will be adopted for future projects – but requires additional resources

# Stakeholder Engagement

# Consultation Feedback

- **Bord Gáis Energy** experience was positive – we made engagement process clear
- **DRAI** recognised our efforts to improve engagement
- **ESBGT** found our engagement constructive – both in forums and formal processes
- **ESI** welcomed DS3 arrangements & FlexTech initiative

# Consultation Feedback

- **IWEA** welcomed our many positive steps and initiatives
- **UCD** commended that our review provided a useful overview as well as detailed benefits and learnings
- **WDC** welcomed our positive culture of engagement – noted that staff are responsive

# Consultation Feedback

## **Key Learnings**

- **Define and measure success**
- **Increase transparency**
- **Improve engagement**
- **Engage more with customers & industry**

# Conclusion

## **Self-score for 2019 – 7.57**

(versus EirGrid's 7.37 and Panel's 7.14 in 2018)

## **Proposed PR5 initiatives –**

- Education and Engagement
- Enhanced Customer Journey
- Framework for Development of the Grid

**Average cost of 24c per customer per year**



# Stakeholder Engagement

**On a journey – making progress  
but continuous improvement  
needed to meet 2030 targets**

# Appendix 1: NSEE 2018 Recommendations Status

#	Recommendation	Status
1	Strategy: Engage with stakeholders in order to shape the stakeholder engagement strategy & set out the impact that stakeholders had.	Implemented. Feedback informed 2019 SE Plan. 2020 SE Plan consultation Feb – April 2020.
2	Strategy: Should be published at the beginning of the year, following active stakeholder engagement on the development.	In progress. 2019 SE Plan published Oct '19. 2020 SE Plan published Feb '20 for consultation & 2021 SE Plan due for consultation Q4 2020.
3	Strategy: Set out clear strategic objectives, linked to the activities and initiatives the TSO plans to undertake, and set out clear measures of success. The organisational structure for delivering the strategic objectives should also be specified, with details of contact people provided on the website for each initiative.	In progress. Engagement principles, objectives and measures of success included in our 2019 & 2020 SE Plans. Stakeholder Engagement Framework will provide further information on organisational structure.
4	Report: Ensure that a balanced view is presented, including the areas where things did not go as well as expected. Lessons learned should be specified and how these experiences have led to improvements in approach (or will be incorporated into an improved approach).	Implemented in 2019 Report. Lessons learned specified and have been/are being incorporated in improvement initiatives within the organization.
5	Report: Should consider the approaches to evaluating the impact of its stakeholder engagement, including independent research/evaluation, which is subsequently disseminated publicly	In progress. Specific impact evaluation included in 2019 Report in case studies. Further work in progress to gather structured feedback on engagement activities.

# Appendix 1: NSEE 2018 Recommendations Status

#	Recommendation	Status
6	Report: The engagement on DS3 was good; and the process on grid development and community engagement was well presented; additionally, the report is accessible in terms of plain English being used.	Observation.
7	Report: The TSO should benchmark its performance with best practice in other countries and demonstrate this in its report.	In progress. Benchmarking against other TSOs used to develop Group Strategy and PR5 Initiatives. Continuous knowledge sharing through the Renewable Grids Initiative (RGI) and other similar fora. Next step is consideration of how impact of engagement might be benchmarked across TSOs.
8	The participation of senior management in the process was welcomed by the Panel and recommended for future engagements with the Panel.	Implemented. Senior management presenting to NSEE Panel again for 2019.
9	The Panel welcomed the TSO's commitment to publish its Engagement Toolkit.	Implemented. Published on EirGrid Website.
10	The TSO should improve coordination between teams in EirGrid, so that feedback provided to consultations in one area is considered by teams working in related areas.	In progress. Consultation responses are shared between relevant teams in related areas. Incorporated in internal guidelines. Final step is to ensure consistent application across organization.
11	Some of the members were of the view that Stakeholder Engagement should be presented to the Board of the company, at least annually.	Implemented. Presentation to EirGrid Board occurred in Q4 2019.

# Appendix 2: Self Assessment 2019

	Landowners & Community	Consumers	Industry	Europe	Policy Makers	Connected Parties
Strategy	9	7	6	8	8	7
Implementation	8	7	6	9	7	6
Impact	9	7	7	9	9	7

Yellow = score down since 2018

Green = score up since 2018

