

Gas  
Networks  
Ireland

gasnetworks.ie

# Stakeholder engagement plan

2026





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# Introduction



Gas Networks Ireland owns, operates, and maintains Ireland's €3bn, 14,758km natural gas network – a vital national asset that underpins the country's energy system and economy. Every day, we manage this critical infrastructure safely and reliably, working closely with our stakeholders to ensure meaningful engagement and collaboration that supports a secure energy supply for homes, businesses, and industry.

## Edwina Nyhan

Director of Strategy and Regulation

**As Ireland transitions to a net-zero future, our strategy has evolved to meet new challenges and opportunities. Our refreshed approach focuses on decarbonisation through the integration of renewable gases such as biomethane and hydrogen, energy security and resilience ensuring the gas network and thus Ireland's energy supplies remain robust and reliable and finally customer affordability, advocating for sustainable solutions that protect consumers during the energy transition.**

In March 2025 the government approved a decision to proceed with the development of a State-led Strategic Gas Emergency Reserve (SGER). The delivery of a temporary, emergency gas reserve is critical to Ireland's energy security as we continue to transition to indigenous, clean renewable energy. In November 2025, following a robust site selection process, Cahiracon Co. Clare, located along the Shannon Estuary, was selected as the site for Ireland's Strategic Gas Emergency Reserve. Now that a site has been selected, Gas Networks Ireland will continue to prioritise meaningful engagement with the local community and other stakeholders, as we progress the project to the next stages of development of the reserve, ensuring transparency and collaboration as the project progresses.

The gas network will continue to play a central role in an integrated, sustainable energy system and we are working closely with our stakeholders to repurpose the network to transport 100% renewable gases – biomethane and hydrogen – supporting sectors that are traditionally hard to decarbonise.

Delivering this transformation is not something we can achieve alone. Stakeholders are critical partners in everything that we do from shaping policy and regulation, driving innovation and sustainability, and feeding into our investment plans. Through collaboration, we can ensure Ireland's energy system remains secure, resilient, and affordable while achieving our shared climate goals.

We thank our stakeholders for their continued engagement and commitment as we work together to deliver a cleaner, more sustainable energy future for Ireland and we look forward to your feedback on our proposed 2026 Stakeholder Engagement Plan.

# Purpose of this publication

This publication outlines our Stakeholder Engagement plans and priorities for 2026. We want to know if these priorities match those of our stakeholders and encourage feedback by February 27th to [stakeholder@gasnetworks.ie](mailto:stakeholder@gasnetworks.ie) with your views.

## SECTION 1

Section 1 gives an overview of our stakeholder engagement strategy and ambition.

## SECTION 2

Section 2 demonstrates our commitment, delving into our 2026 Stakeholder Engagement Plans and the associated targets. We outline how we plan to listen to, engage, and collaborate with our stakeholders throughout 2026. We detail the engagement activities currently planned for 2026 and how our stakeholders can participate to influence and shape our thinking.

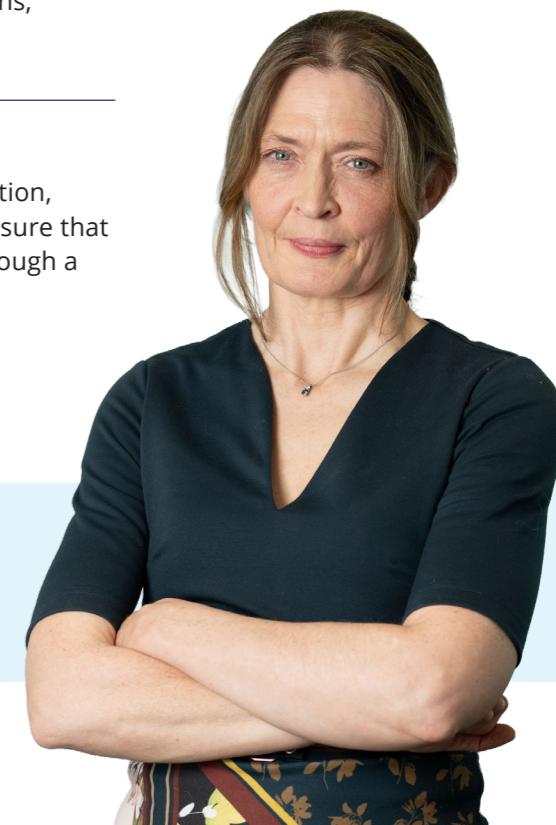
## APPENDICES

The Appendices detail the timings of our proposed engagement activities planned for 2026 detailing planned Public Consultations, Publications, and Engagement Channels.

We value your input, and your insights will enable better collaboration, partnership, and customer service at Gas Networks Ireland and ensure that we in Gas Networks Ireland play our part in supporting Ireland through a major energy transition.

Gas Networks Ireland will review all feedback received and publish a final 2026 Stakeholder Engagement plan on the Gas Networks Ireland website by March 31st.

**If you would like to contact us directly, please contact Avian Egan, Stakeholder Manager, email: [stakeholder@gasnetworks.ie](mailto:stakeholder@gasnetworks.ie).**



## SECTION 1

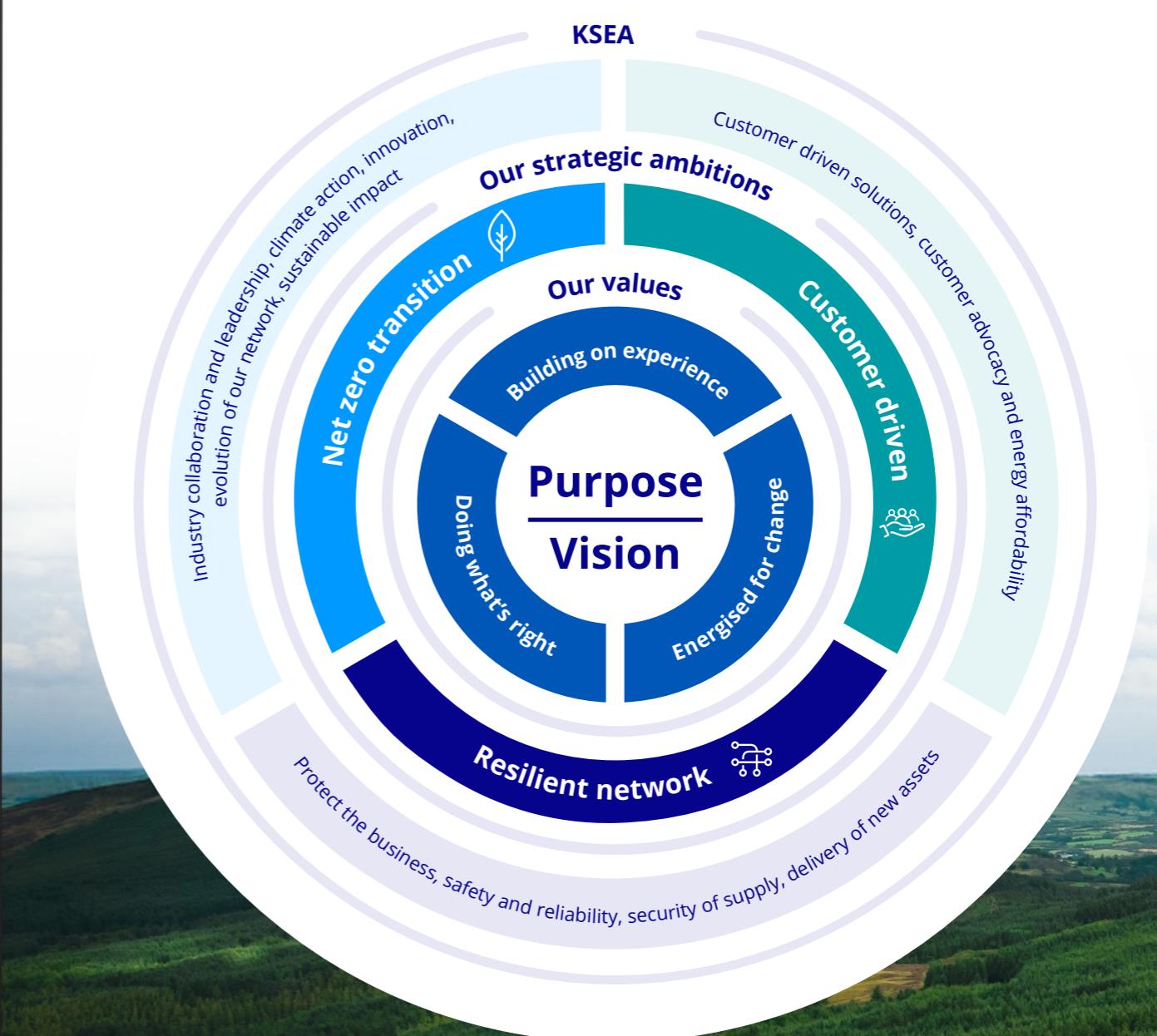


## SECTION 1

# Our strategic framework

Our Purpose, Vision, Values and Strategic Ambitions collectively establish our Strategic Framework. This framework informs our decision making, sets a clear direction and defines our role in delivering value for stakeholders.

Figure 2 below, illustrates how our Key stakeholder engagement areas (KSEAs) are integral to the delivery of Gas Network Ireland's Strategy.



During 2026, guided by our core values of: building on experience, doing what's right and energised for change, we will work with our stakeholders to achieve decarbonisation and economic goals.

### Building on experience

We are proud of our past which is our platform for our continued delivery, success and evolution.

### Doing what's right

We are responsible for creating an environment of safety, trust, respect and belonging which is the foundation for a culture of empowerment, performance and inclusion.

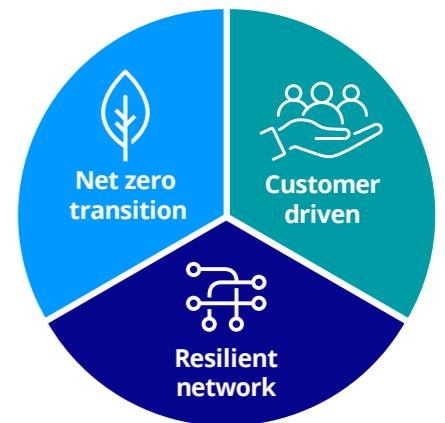
### Energised for change

We need to learn, adapt, innovate and change to make the impact that our future requires.

Stakeholder engagement for 2026 will be shaped by our three strategic ambitions, Customer driven, Resilient network, and Net zero transition. Within each objective, we have identified key stakeholder engagement areas (KSEAs).



# Gas Networks Ireland's strategic ambitions



### Resilient network

#### Safety

Safety first in everything we do

#### Network resilience

Meet Ireland's evolving energy demands through the development and operation of a reliable network

#### Energy security

Take the necessary actions to enable Ireland's energy security



### Net zero transition

#### Integrated system

Drive whole system planning across the energy industry to develop a least-cost, clean, and secure energy system

#### Scale biomethane

Champion the biomethane industry while preparing to transport biomethane at scale for customers

#### Enable hydrogen

Lead the development of networked hydrogen as a core component of Ireland's future energy system

#### Decarbonised operations

Deliver on our climate change commitments by decarbonising our own operations



### Customer driven

#### Customer-driven solutions

Deliver innovative and efficient energy solutions for our customers

#### Customer advocacy

Advocate for the right policies that reflect the interests of energy customers

#### Energy affordability

Prioritise energy affordability through efficient operations, appropriate strategic investments, and equitable pricing

# Our stakeholder engagement ambition

At Gas Networks Ireland, we are conscious that our activities impact many different people, whether directly or indirectly and it is essential that we understand their collective needs and expectations. We recognise that this is even more crucial as Ireland transitions to a net zero carbon economy, as stakeholder requirements and expectations evolve.

To date, feedback from our engagement channels has helped shape and plan our activities and strategic direction. In 2026 and beyond, we are committed to making ongoing improvements to our stakeholder engagement practice. We want to actively listen and learn from diverse views by extending our stakeholder reach and providing more participation opportunities to influence our thinking. These insights will enable us to embed stakeholder views into our future operational and strategic plans.

Working with all of our stakeholders will be critical to ensure that together we deliver for the people of Ireland by

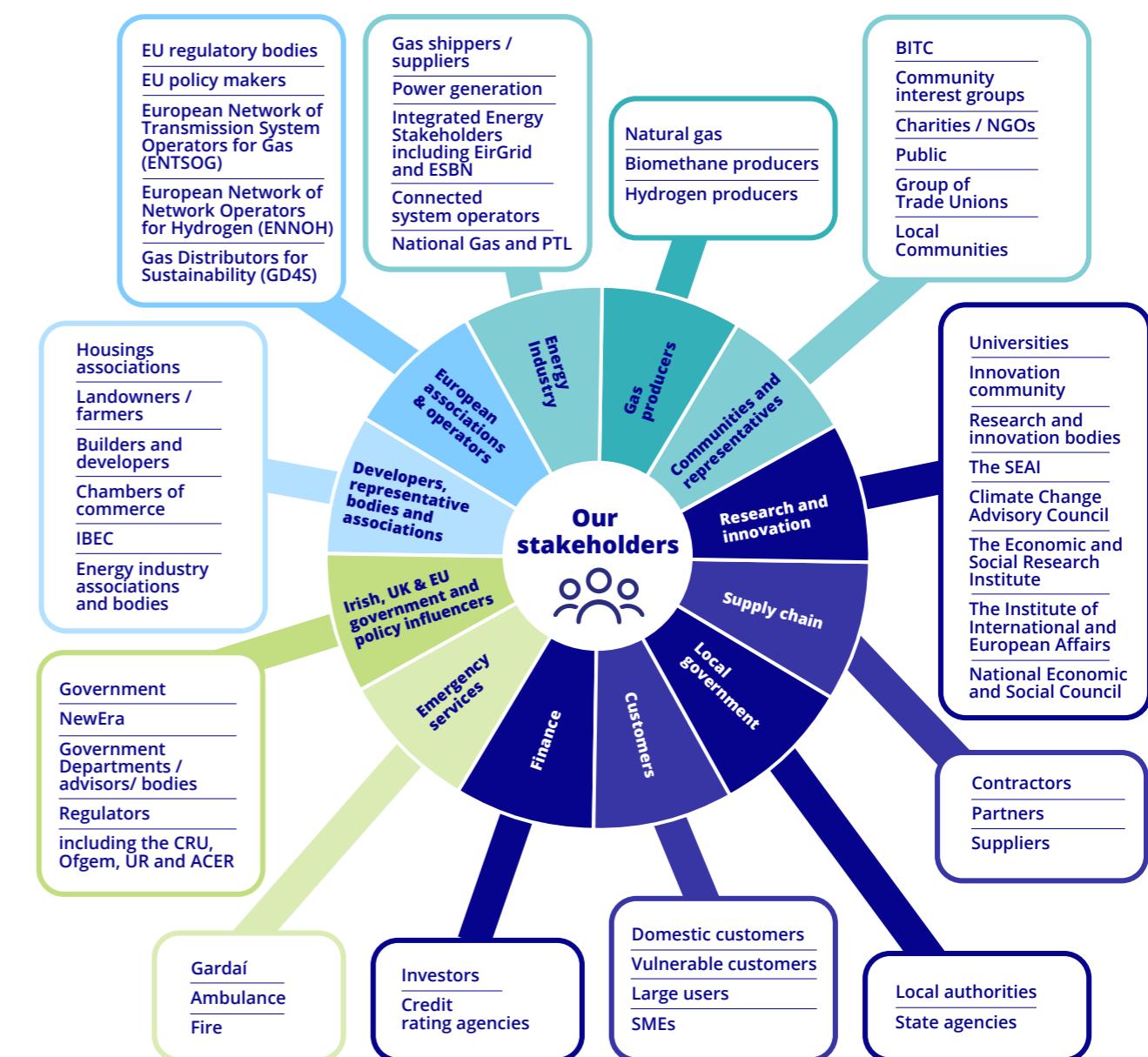
- Providing our country and customers with a reliable, safe, and resilient network that has sufficient capacity to meet Ireland's changing energy demand needs.
- Transitioning to a **net zero network** – using the existing €3 billion state asset to provide one of the **most cost-effective ways to decarbonise** the Irish energy system by replacing natural gas with biomethane and hydrogen.
- Delivering and advocating for our **customers** - ensuring **affordable energy** and a **just transition** for all.



# Our stakeholders

We consider our stakeholders to be any individual, group or organisation that could be affected by our network, activities, products, or services.

This Stakeholder Wheel demonstrates the wide variety of stakeholders we interact with. On an annual basis, we map our external environment to refresh our understanding of our stakeholder landscape. This exercise ensures that we identify any emergent stakeholders, understand stakeholders' priorities and determine how best to tailor engagement to gather insight from our stakeholders for mutual benefit. We are committed to transparent, initiative-taking, responsive, and ongoing engagement.

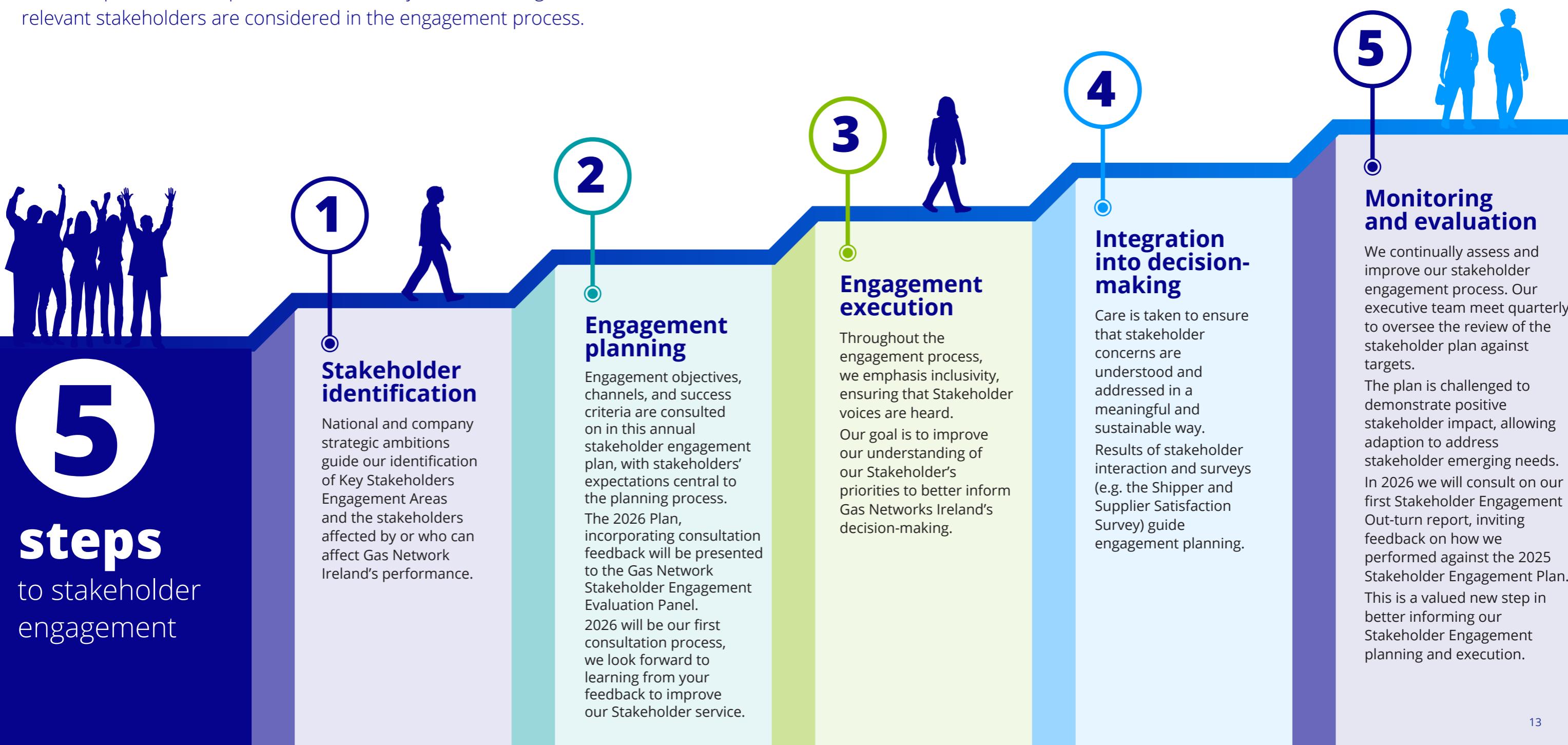


# Our approach to stakeholder engagement

## How we identify our stakeholders

Our five-step approach to stakeholder engagement is based on the AA1000 Stakeholder Engagement Standard (AA1000SES), an internationally recognised framework for stakeholder engagement. This standard acts as a framework for identifying stakeholders which emphasise the importance of inclusivity while ensuring that all relevant stakeholders are considered in the engagement process.

We refine our stakeholder engagement strategies by incorporating feedback and learning from previous engagements. To make sure that we stay up to date with our changing external environment, we continuously review and revitalise our stakeholder plans for relevance. This iterative approach helps us to build stronger relationships with our stakeholders and improve the overall effectiveness of our engagement efforts.



## SECTION 2

### Why we value engagement

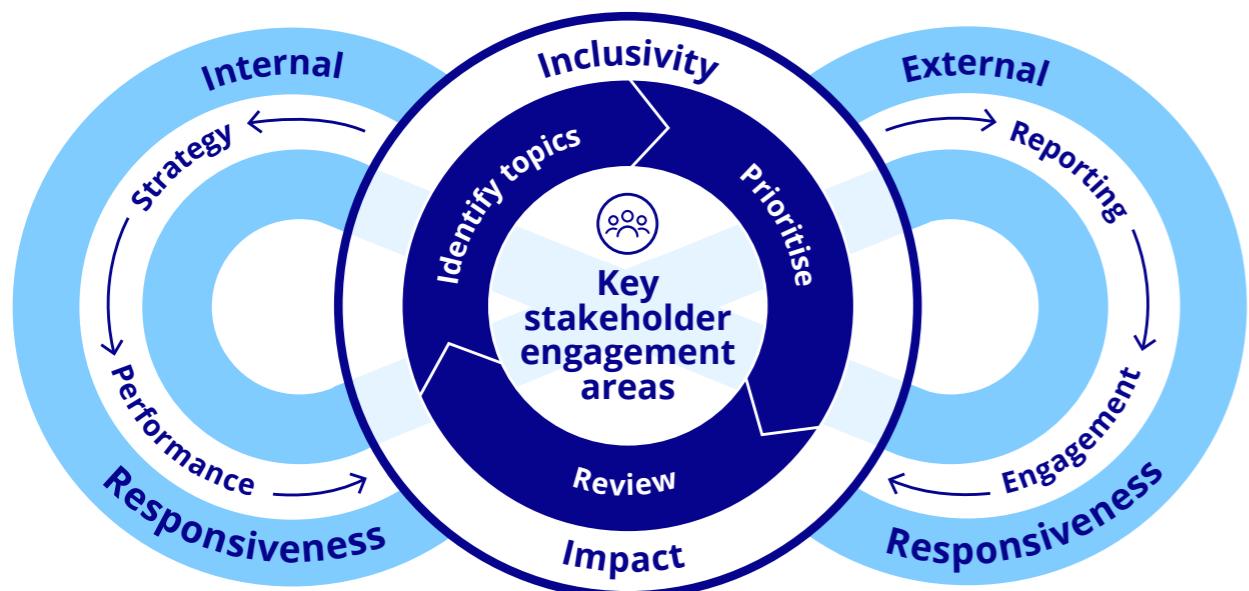
We believe meaningful engagement with our stakeholder community is one of the crucial ingredients in effectively managing our business, particularly as we remain committed to operating Ireland's network safely, meeting shifting energy needs, and advancing the strategic gas emergency reserve while delivering on our transformative Pathway to a Net Zero Carbon Network with customers and affordability continuing as key priorities. Inclusivity is important to us; by engaging our stakeholders, we can better understand their concerns and priorities. We recognise the value of sharing information and gathering wide ranging perspectives to develop innovative, inclusive, and synergistic business initiatives.

We seek to engage with and actively listen to all those affected by our current and future network plans to better understand our stakeholder needs and priorities and to work together, to develop Ireland's energy

systems to best serve our communities, businesses, and future societal needs. Collaboration with the wider energy industry is particularly pressing as we believe we must work together to share ideas and learnings to address the challenges of affordability, security of supply, and decarbonisation.

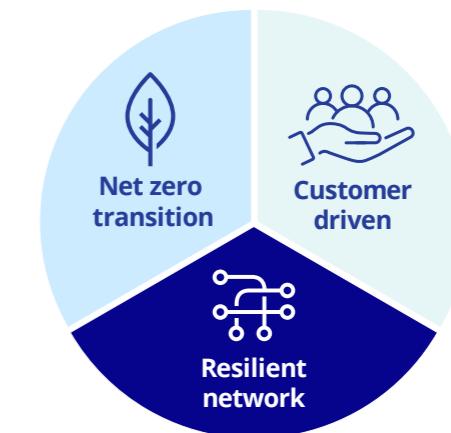
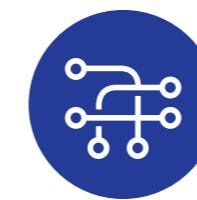
We have established stakeholder engagement planning linked to our company strategy and management processes and procedures demonstrating our enduring commitment to stakeholder engagement and continuous improvement.

Our key stakeholder engagement areas and associated engagement initiatives are determined for the year ahead with clear objectives and quarterly targets for engagement and demonstrable outcomes that reflect our stakeholders' needs.



Our stakeholder focus is championed at all levels of our organisation and is a critical focus for our Executive team. Stakeholder engagement features on our company balanced scorecard and performance of our scorecard is overseen by the Gas Networks Ireland Board. Our overarching stakeholder engagement strategy and its direction is overseen by an internal Stakeholder Engagement Monitoring group, managed by the Stakeholder Engagement team. This group is chaired by the Director of Strategy and Regulation with membership comprised of the Executive team.





## Resilient network

Always meeting Ireland's energy needs with a safe, flexible, and secure network.

### Key commitments under this ambition

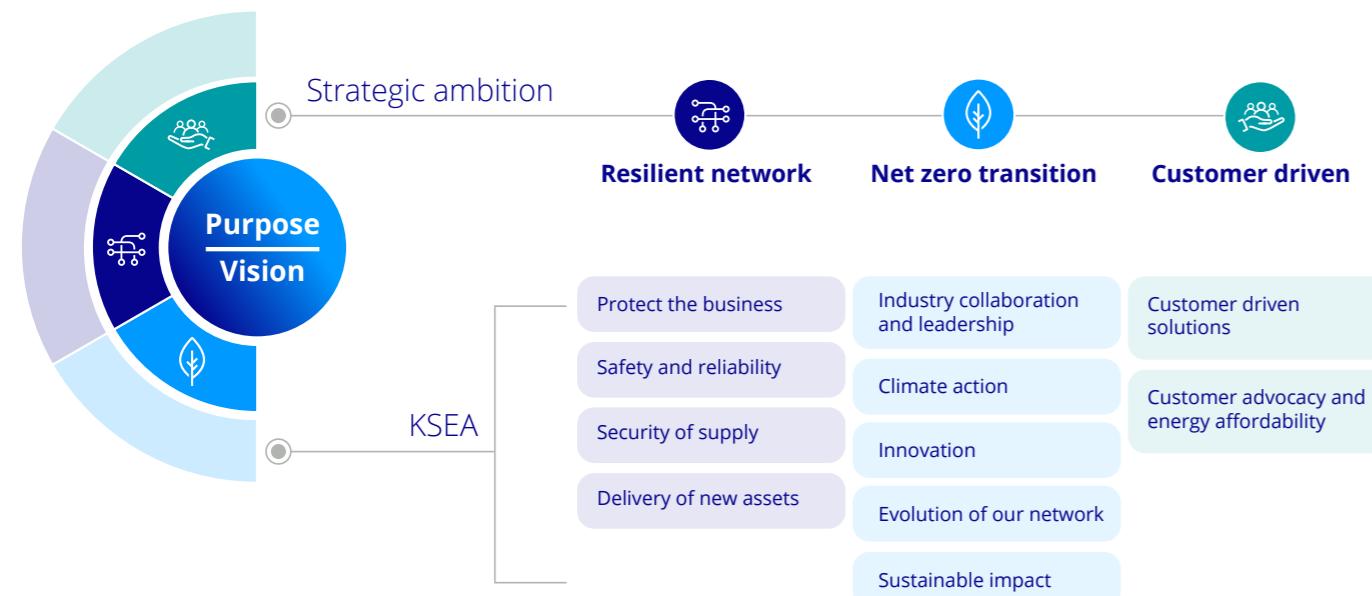
	<b>Safety</b>	Safety first in everything we do
	<b>Key stakeholder engagement area</b>	Protect the business
	<b>Network resilience</b>	Meet Ireland's evolving energy demands through the development and operation of a reliable network
	<b>Key stakeholder engagement area</b>	Safety and reliability
	<b>Energy security</b>	Take the necessary actions to enable Ireland's energy security
	<b>Key stakeholder engagement area</b>	Security of supply
	<b>Key stakeholder engagement area</b>	Delivery of new assets

### Context

It is fundamental to our operation that we develop, operate and maintain a safe, flexible, and secure gas network, which can meet Ireland's energy demands today, as well as being capable of meeting an evolving energy demand profile in the future.

### SECTION 2

# Strategic ambitions



We engage with stakeholders because it's fundamental to building trust and transparency in every decision we make. Our collaboration drives innovation and energises change as we deliver a safe, flexible and secure, network for our customers while working towards a Net Zero energy future for Ireland. By listening and learning, we build on experience to create inclusive solutions that reflect stakeholder needs and priorities. Together, we shape Ireland's energy systems to deliver affordability, security, and sustainability for all.



## Safety

We will deliver safe outcomes as we transform our network to transport renewable gases, through best-in-class leadership, processes and procedures and stakeholder partnerships.

Safety is the cornerstone of our business, ensuring the protection of the public, our employees and partners and our extensive infrastructure, and comes before all other considerations.

### Protect the business.

#### Cyber security

Gas Networks Ireland will enhance cyber security and ensure the protection of critical systems and assets to serve the needs of our customers.

The threat of a cyber-attack is a key risk for Gas Networks Ireland, with malicious intrusions becoming increasingly sophisticated, and the cyber risk profile constantly evolving.

#### Physical security

Through multi-year investment we will ensure ongoing resilience of systems and assets, agility to respond to, and successfully recover from an attack, and to ensure critical physical assets are always resilient and secure.

As an operator of essential services, Gas Networks Ireland has initiated a Corporate and Physical Security Programme to comply with the Critical Entities Directive, to ensure that key controls are in place to mitigate the risk of physical attack. Gas Networks Ireland is participating in an Energy Sector Forum initiated by the Department of Defence and the Office of Emergency Planning to assist with the preparation of a National Resilience Strategy for Critical Entities.



## Network resilience

We will maintain and develop our infrastructure, to assure reliable delivery of energy, keeping pace with energy demands, enhancing resilience for existing customers and supporting new power generation connection.

As gas moves to play a greater support role to intermittent renewable energy, we will ensure our infrastructure has capacity to meet this demand. We will strengthen our defences against physical and cyber threats to ensure continued secure and resilient network operations.

#### Network capacity

Gas Networks Ireland will invest in localised reinforcement of the network to ensure that peak demands can be met for our customers.

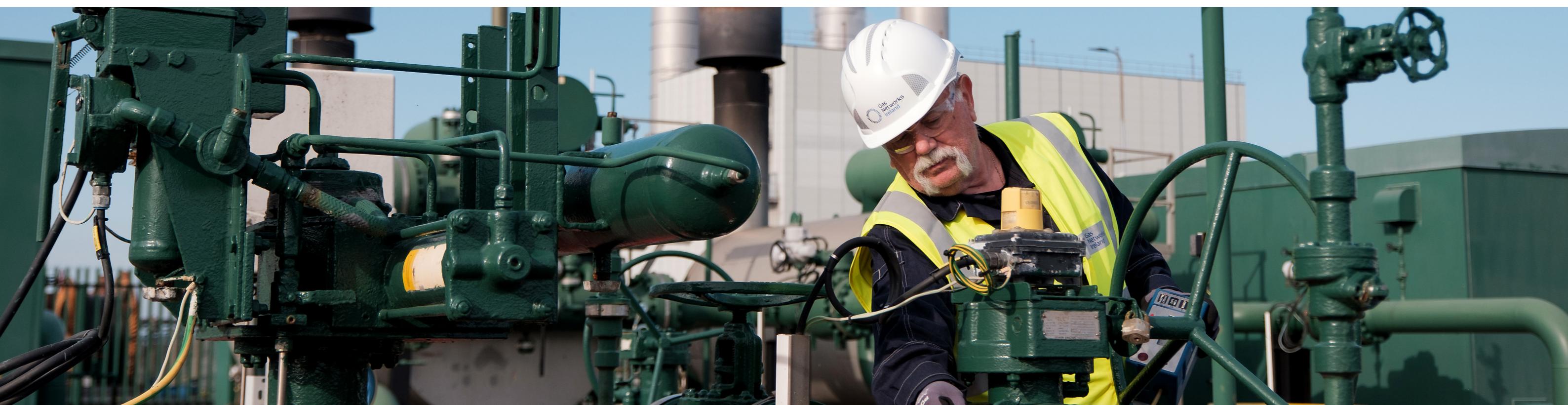
#### Reliability and operational availability

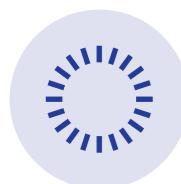
A comprehensive programme of transmission and distribution capital refurbishment will maintain the network's reliability and operational efficiency, reduce disruption risks, and maintain safety.

Investing in the operational integrity of the gas network to maintain strong public safety and reliable performance is crucial for the benefit of customers, especially in an environment of growing external threats and compliance requirements.

#### Critical maintenance

We will maintain the integrity and efficacy of our network assets on behalf of gas consumers.





## Delivery of new assets

Gas Networks Ireland will work with key industry stakeholder to address Ireland's shortfall in thermal power generation and electricity security of supply in the short/medium/long-term.

We will collaborate with our stakeholders, efficiently connecting gas-fired generation to the gas network, facilitating the integration of further renewables and supporting the energy transition.

### Energy demand

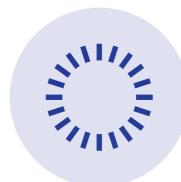
Gas Networks Ireland will keep pace with energy demand, delivering on all gas connection commitments to our customers.

As called out in the National Development Plan, the power generation market requires 2 GW of electrical power to be delivered by gas fired generators. One power station is programmed for completion in 2026 and three from 2027 onwards. We will work with our power generation customers to meet these timeframes.

### Biomethane

A key focus will be the delivery of the Central Grid Injection (CGI) facility in Mitchelstown, Co. Cork, which will provide a route for up to 700GWh of biomethane per annum to enter the gas network for biomethane producers who operate long distances from the existing gas network and are unable to connect directly themselves.

We will connect all contracted biomethane producers to the national gas network, ensuring timely integration of renewable gas into Ireland's energy system.



## Security of supply

Security of supply is a critical issue of national importance and a key priority for our business.

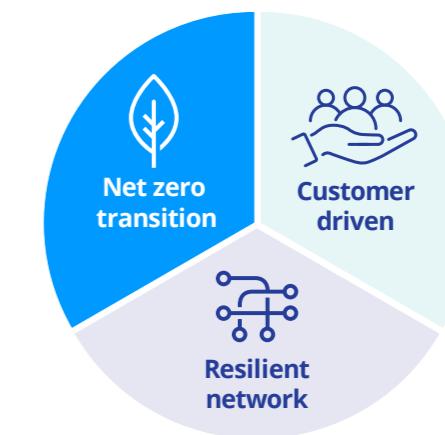
Gas Networks Ireland is working to deliver the Strategic Gas Emergency Reserve (SGER) which is a state-led transitional and temporary natural gas facility for use in the event of a disruption to Ireland's gas supplies.

Ireland is an outlier among EU member states as we are the only country with no alternative supply or gas storage facility. As part of the Energy Security in Ireland to 2030 report, the Irish Government has identified this as a significant risk, in the event of damage or disruption to one or both of Ireland's subsea gas interconnectors, which provide c.80% of our gas supply. In March 2025, the government approved the development of a state-led temporary strategic gas emergency reserve which is critical to underpin Ireland's transition to indigenous, clean and renewable energy. Gas Networks Ireland was asked to develop this facility on behalf of the state in the form of a Floating Storage and Regasification Unit (FSRU) as the optimal solution. This non-commercial strategic gas emergency reserve will increase overall resilience in the energy system by implementing a temporary solution to a potential emergency supply disruption.



## Net zero transition

Driving the transition together towards a net zero future for Ireland.



### Key commitments under this ambition.

	<b>Integrated system</b>	Drive whole system planning across the energy industry to develop a least cost, clean and secure energy system
	<b>Key stakeholder engagement area</b>	Industry collaboration and leadership
	<b>Scale biomethane</b>	Champion the biomethane industry while preparing to transport biomethane at scale for customers
	<b>Key stakeholder engagement area</b>	Climate action Innovation
	<b>Enable hydrogen</b>	Lead the development of networked hydrogen as a core component of Ireland's future energy system
	<b>Key stakeholder engagement area</b>	Evolution of our network
	<b>Decarbonised operations</b>	Deliver on our climate change commitments by decarbonising our own operations
	<b>Key stakeholder engagement area</b>	Sustainable impact

### Context

Gas Networks Ireland will collaborate with our stakeholders to deliver a net zero network to the benefit of our current and future customers.

Central to our strategy is the decarbonisation of our network, which is essential for achieving both EU and national climate targets. In 2024, we published our 'Pathway to a Net Zero Carbon Network', detailing our approach to decarbonising the gas network through the displacement of natural gas with renewable gases such as biomethane and green hydrogen. The basis and the timing of our network achieving net zero will become clearer as energy policy, new energy sources and technologies progress. However, we are committed to leveraging our expertise and collaborating with our stakeholders to enable our network to be net zero.



## Integrated system

Gas Networks Ireland will play a key role in driving whole system planning across the energy industry.

Achieving Ireland's climate action objectives and 2050 decarbonisation targets will involve the electricity system integrating closely with the gas system to achieve net zero. Gas Networks Ireland will play a pivotal role in advancing whole system planning across the energy sector, supporting the development of a cost-effective, clean, and reliable energy infrastructure.

We will collaborate closely with electricity system operators, policymakers, regulators, and other key stakeholders to facilitate comprehensive planning and energy system decarbonisation.



## Enable hydrogen

Gas Networks Ireland is committed to supporting the National Hydrogen Strategy and Ireland's fledgling hydrogen sector.

The 2023 National Hydrogen Strategy recognises the long-term need for a national hydrogen network and how the national gas network could be leveraged to accommodate hydrogen produced from excess wind energy.

While the scaling of hydrogen is strongly linked to the scaling of offshore wind and the challenges therein, Gas Networks Ireland will collaborate with the Department of Climate, Energy and the Environment (DCEE) and other state agencies to implement the 21 actions outlined in the National Hydrogen Strategy.

We will work with the government toward the designation and certification of Gas Networks Ireland as the Hydrogen Network Operator for Ireland, participate as a founding member of the European Network of Network Operators for Hydrogen, and represent Ireland's interests in the development of European rules for hydrogen networks.

We will support the transposition of the EU hydrogen and gas decarbonisation package and explore potential roles within the hydrogen value chain in collaboration with DCEE and the Commission for the Regulation of Utilities.

We will continue preparations to adapt the network for hydrogen, initially focusing on blends and maintaining involvement in the development of industrial hydrogen clusters.



## Scale biomethane

Gas Networks Ireland is committed to supporting and advocating for the development of an Irish biomethane industry.

Ireland's National Biomethane Strategy re-affirms the government's commitment to deliver 5.7 TWh of indigenously produced biomethane by 2030. We support the delivery of the renewable gas actions in the strategy. We are already injecting biomethane onto the gas network and we are working to support a significant increase in line with the national target. We are building the country's first Central Grid Injection facility in Mitchelstown, connecting additional anaerobic digestion plants to facilitate the transportation of greater volumes of biomethane, and advocating for policies to stimulate the industry. The introduction of the Renewable Heat Obligation (RHO) scheme by the Irish Government, remains a key dependency to deliver the target of 5.7 TWh by 2030.

We will work in collaboration and form strategic partnerships with key industry stakeholders and representative organisations to advance the development of the biomethane sector.

In 2024, 90% of the total CNG dispensed was Renewable Gas. In a traditionally hard-to-abate sector, BioCNG presents a strong opportunity for HGV fleets to decarbonise. We will continue to develop the necessary infrastructure to support the deployment of BioCNG.

In conjunction with the Commission for Regulation of Utilities (CRU), and industry stakeholders, we will focus on developing both commercial and regulatory market rules for the development of the biomethane industry and access to the network, including reverse compression designs and policy. This is a key action in the National Biomethane Strategy.



## Decarbonised operations

Sustainability is integral to our operations. We are committed to reducing our own carbon footprint by improving energy efficiency, reducing energy consumption, and reducing methane emissions arising from the operation of our network.

Our current greenhouse gas (GHG) emissions reduction objectives are as follows: firstly, to decrease Scope 1 and Scope 2 GHG emissions (excluding the temporary Strategic Gas Emergency Reserve) by 51% by 2030; secondly, to reduce Scope 3 GHG emissions by 25% within the same timeframe; and ultimately, to achieve a net zero on our operations.

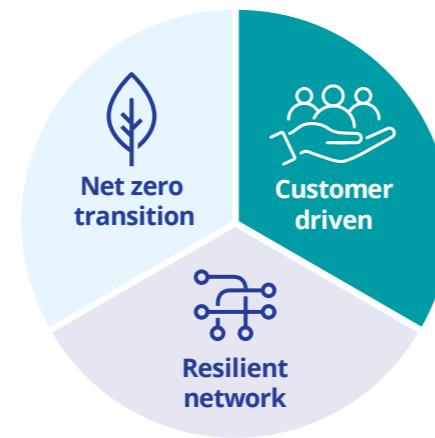
Gas Networks Ireland is actively working to reduce its own scope 1 and 2 greenhouse gas emissions through various initiatives, with the most important and impactful initiative being the upgrade of our compressor stations in Scotland.



# Customer driven

Delivering affordable and innovative solutions for all energy customers.

## Key commitments under this ambition



 <b>Customer driven solutions</b>	Deliver innovative and efficient energy solutions for our customers
<b>Key stakeholder engagement area</b>	Customer driven solutions
 <b>Customer advocacy</b>	Advocate for the right policies that reflect the interests of energy customers
<b>Key stakeholder engagement area</b>	Customer advocacy and energy affordability
 <b>Energy affordability</b>	Prioritise energy affordability through efficient operations, appropriate strategic investments and equitable pricing
<b>Key stakeholder engagement area</b>	Customer advocacy and energy affordability

## Context

Gas Networks Ireland is committed to helping our customers decarbonise, supporting them on their decarbonisation journey, and advocating for policies that ensure a just transition and energy affordability.

In the nearer term this will be about promoting energy efficiency and exploring solutions that meet customers' needs, while in parallel we will be decarbonising the gas network to transport 100% renewable gases.



## Customer driven solutions

Gas Networks Ireland will create energy solutions that are tailored to specific needs, driven by customer insights and data.

Our customer driven solutions commitment is grounded in two core principles.

### Customer engagement

Customer attitudes towards energy use are evolving, as are their expectations of the companies that provide it. Gas Networks Ireland is committed to increasingly offering sustainable services and greater convenience through the latest technologies, while focusing on affordability and competitiveness. Our initiative-taking approach to customer feedback and engagement helps tailor solutions that address specific needs, fostering a strong and trust-based relationship with our customers. In 2024, a customer solutions team was established to proactively engage with our largest customers, who consume high volumes of gas in high-heat industries and hard-to-abate sectors.

### Energy solutions

We are committed to the development and implementation of innovative solutions that support our customers' decarbonisation efforts. By assisting customers in utilising new technologies, Gas Networks Ireland will create energy solutions that are tailored to specific needs, driven by customer insights and data.





## Customer advocate

We will advocate on behalf of customers for policies that address the challenges they face, and that provide a least-cost energy transition, while providing customers with secure and decarbonised energy solutions.

We will collaborate with customers, policymakers, advocacy groups, and regulatory bodies to better understand customer interests and drivers. We will continue to advocate on matters such as biomethane and green hydrogen to influence policy to support the delivery of National targets.



## Energy affordability

As Ireland transitions to net zero, we are committed to prioritising efficient operations, equitable pricing, and appropriate criteria for strategic investments to ensure a continuous focus on affordability and competitiveness.

Ensuring affordable energy remains a key priority for our customers, particularly as Ireland advances towards a net zero economy in the coming decade. We believe that the realisation of a decarbonised gas network is in the best interests of Ireland's energy customers, offering a least-cost and least disruptive means of decarbonising energy use for many, and a vital alternative path for those for whom electrification is challenging. As Ireland progresses towards net zero, we will focus on maintaining operational efficiency, implementing equitable pricing structures, and applying rigorous criteria to strategic investments, all to preserve affordability and competitiveness within the energy sector.

# Measuring engagement success

In this section we set out our proposed engagement framework describing how we plan to engage and collaborate with our stakeholders over the course of 2026.

We have presented our framework in terms of our three strategic ambitions – Resilient network; Net zero transition and Customer driven and identified engagement objectives for each focus area our engagement objectives, our planned engagement channels and initiatives, and the required outcomes and targeted measures of success.

We have included in the Appendix three tables providing details and timings of our proposed engagement mechanisms (i.e. consultations, publications, meetings, forums, working groups, events, and webinars) which are planned for 2026. These tables will be published on our website to allow regular updates to be made to our plans ensuring they meet all our business, regulatory, stakeholder, and customer needs in an ever-changing industry landscape.



### Resilient network

#### Focus areas

- Safety and Reliability
- Security of Supply
- Delivery of New Assets



### Net zero transition

#### Focus areas

- Industry Collaboration and Leadership
- Climate Action
- Innovation
- Evolution of Our Network
- Sustainable Impact



### Customer driven

#### Focus areas

- Customer Driven Solutions
- Customer Advocacy and Energy Affordability



## Resilient energy network

### Key stakeholder engagement area: safety and reliability

Our priorities	Protect the safety, health and welfare of our employees, contract partners, customers and the public.	
<b>Desired engagement outcomes</b>	Improve public understanding of gas safety to reduce the likelihood and severity of gas related incidents and injuries.  Improve awareness of gas network and damage prevention measures amongst the construction industry, allied professionals, and landowners/farmers.  Agree and implement gas safety improvements, and communication/	engagement initiatives with the gas and wider energy industries.  Agree and implement safety requirements and improvement initiatives in relation to Gas Networks Ireland works in the public domain.  Positive feedback from customer experience surveys of gas emergency service users.
<b>Planned engagements</b>	Deliver multimedia public safety advertising campaigns covering: <ul style="list-style-type: none"><li>• Gas Escapes</li><li>• Carbon Monoxide</li><li>• Registered Gas Installers</li><li>• Dial Before You Dig</li><li>• Meter Tampering</li></ul> To increase public safety awareness.  Conduct consumer safety research (on main TV-based advertising campaigns and allied topics).	Provide gas and allied safety information via publications (directly and indirectly), website(s), email and telephone helplines directly and indirectly, (e.g. Annual domestic and industrial/commercial gas safety leaflets (via gas suppliers), Gas Networks Ireland website, carbonmonoxide.ie and Carbon Monoxide helpline, Gas Networks Ireland Call Centre).  Provide gas network maps and associated safety information via websites, email, and telephone helplines ("Dial Before You Dig" service).
<b>Measures of success</b>	<p>High consumer awareness metrics reflecting the effectiveness of key safety campaigns and associated messages.</p> <p>Gas safety improvements, and communication/ engagement initiatives with the gas and wider energy industries agreed and implemented.</p> <p>Safety requirements and improvement initiatives in relation to Gas Networks Ireland works in the public domain agreed and implemented.</p> <p>An increase in the number of registered users of the online Dial Before You Dig service reported to the CRU on a quarterly basis.</p>	



## Resilient energy network

### Key stakeholder engagement area: safety and reliability

Our priorities	Maintain network resilience.  Collaborate with stakeholders to mitigate the risk of interruption to gas supply for all users and ensure that effective arrangements are in place if such an event were to happen.	
<b>Desired engagement outcomes</b>	Ensure Gas Networks Ireland's installations and assets are resilient in line with the requirements of the Critical Entities Resilience directive.  Ensure effective and fully integrated gas supply emergency plans in place aligned across our connected system operators in Ireland, Great Britain and Northern Ireland, indigenous gas producers, and all categories of end users especially gas-fired electricity generators.  Ensure effective communication channels in place in event of gas disruption.  Develop and improve protection and response arrangements for our critical subsea gas interconnectors.	Engage with all Daily Metered (DM) and Large Daily Metered (LDM) on requirements for demand reduction during a gas supply emergency and assist with their business continuity plans alignment.  Adhere to the CRU's strategy for Large Energy Users (LEUs), including the exploration of an interruptible capacity contract.  Progress implementation of the National Adaptation Framework Electricity and Gas Networks Sectoral Plan to ensure the gas network is prepared for and adapts to new climate conditions in line with the National Adaptation Framework.



## Resilient energy network

### Key stakeholder engagement area: Safety and reliability

Planned engagements	<p>Provide direct engagement and interaction with farmers, landowners, the construction industry, and emergency services (e.g: Agricultural Liaison Officer visits to farmers and landowners, on-site interaction with, and safety supervision of, third party contractors working in the vicinity of critical network assets).</p> <p>Provide gas network safety training, to construction companies, utilities, local authorities, emergency services etc.</p> <p>Consult with other utilities via the Joint Utilities Safety Forum and associated working groups.</p> <p>Conduct customer experience surveys of gas emergency service users.</p> <p>Engage with government and industry partners through the National Emergency Coordination framework to continually improve overall energy system resilience on the island of Ireland.</p> <p>Conduct regular tests of gas supply emergency plans in conjunction with the Electricity Transmission System Operator and Distribution System Operator in Ireland, with the Network.</p>	<p>Emergency Coordinator (NEC) in Great Britain, with the Northern Ireland Network Emergency Coordinator and with the European Network of Transmission System Operators for Regional Coordination Group across Europe.</p> <p>Provide clear information and guidance to our customers and stakeholders in relation to what to do in a gas supply disruption scenario.</p> <p>Engage with EirGrid and DCEE during 2026 on International Energy Agency (IEA) Deep Electricity Adequacy.</p> <p>Annual integrated Energy System emergency exercises in partnership with the Electricity Transmission System Operator and Distribution System Operator as well as Government Departments/Agencies including the National Emergency Coordination Group.</p> <p>Undertake an annual test of all LDM, DM and Shippers emergency contacts ensuring effective communication channels are in place.</p>
Measures of success	<p>Compliance with the requirements of the Critical Entities Resilience directive.</p> <p>A completed annual integrated Energy System emergency exercise in partnership with the Electricity Transmission System Operator and Distribution System Operator as well as Government Departments/Agencies including the National Emergency Coordination Group.</p> <p>Conduct an annual supply emergency exercise with large end users (Power Gen/Shippers) and indigenous gas producers (Corrib/Biomethane) included in the Gas Networks Ireland led gas supply emergency exercise.</p>	<p>Support our customers and stakeholders with clear information and guidance in relation to what to do in a gas supply disruption scenario through collaborative communication channel testing, information provision at Industry fora and on our website.</p> <p>An annual test of NGEP including all LDM, DM and Shippers emergency contacts reflecting effective communication channels are in place.</p> <p>Meet the level of gas generation required for the Electricity system security of supply.</p>

Our priorities	Ensure that our emergency response service is closely aligned with stakeholder needs by embedding collaboration and communication into its operational framework.	
Desired engagement outcomes	Respond to Public Reported escapes (PRE) including carbon monoxide within 1-hour, prioritising safety and stakeholder trust.	addressed within a 24-hour window (high percentage done within 8 hours), minimizing disruption for residential, commercial, and industrial stakeholders.
Planned engagements	Provide safety information, support, and services via the gas emergency service: <ul style="list-style-type: none"> <li>• 24/7 call centre.</li> <li>• First Response Fitters and associated supervisors attending callouts.</li> </ul>	Conduct Customer Experience surveys of gas emergency service users.
Measures of success	Respond to publicly reported escapes, including carbon monoxide, within the 1-hour criteria but reported on monthly.	Provision of safety information and support via planned and reactive works at domestic and industrial/ commercial properties.

### Key stakeholder engagement area: safety and reliability

Our priorities	Energy Security and Strategic Engagement with National Gas.	
The Moffat Interconnection Point (Moffat) is a crucial point in the natural gas transportation system, connecting the Irish and British gas pipelines. It facilitates the flow of gas between the National Transmission System in Great		Britain and the Gas Networks Ireland system. Ensure secure and sufficient gas supply for Ireland through enhanced collaboration with National Gas UK, focusing on capacity at Moffat, emergency planning, and regulatory alignment considering EU network code proposals and Brexit implications.
Desired engagement outcomes	Build a resilient and cooperative framework with National Gas to support long-term energy security. Strengthen bilateral emergency planning protocols between Ireland and the UK.	
Planned engagements	Progress applications and engage with National Gas UK to secure additional capacity at Moffat.	Hold bimonthly bilateral meetings on gas emergency planning and operational coordination between Network Operations and National Gas teams.
Measures of success	Regulatory clarity on EU network code alignment.	Positive feedback from stakeholders on Gas Networks Ireland's initiative-taking approach to energy security and cross-border coordination. Documented emergency planning protocols and joint exercises with UK counterparts.



## Resilient energy network

### Key stakeholder engagement area: Safety and reliability

<b>Our priorities</b>	<p>Energy Security Framework.</p> <p>Gas Networks Ireland is committed to developing a resilient, technology-neutral energy network that supports Ireland's energy security and decarbonisation goals.</p>
<b>Desired engagement outcomes</b>	<p>Validation of technology-neutral approaches to energy security under the National Energy Security Framework.</p> <p>Support for ROI and South West Scotland Onshore System (SWSOS) projects as eligible for EU funding under the Trans-European Networks for Energy (TEN-E) revision by Q2 2026.</p>
<b>Planned engagements</b>	<p>Consultation sessions with EU energy bodies and funding agencies to advocate for ROI and South West Scotland Onshore System project eligibility under TEN-E.</p> <p>Industry forums and bilateral meetings with large energy users, infrastructure partners, and local authorities to gather input on resilience priorities and technology-neutral pathways.</p>
<b>Measures of success</b>	<p>Inclusion of Gas Networks Ireland's approach in national Energy Security Framework updates.</p> <p>Formal recognition of ROI and South West Scotland Onshore System projects in EU TEN-E list by Q4 2026.</p>

### Key stakeholder engagement area: Security of supply

<b>Our priorities</b>	<p>Collaborate with stakeholders to action instruction from Government in March 2025 to mitigate Ireland's gas Security of Supply risk - based on criteria stipulated in Action 17 of DCEE's 'Energy Security Review 2023'.</p>	
<b>Desired engagement outcomes</b>	<p>Ensure statutory consultees are in position to respond positively to planning consultation process.</p>	<p>De-risk the planning and consenting process through clear and transparent communications.</p>
<b>Planned engagements</b>	<p>A consultation with a fully integrated and highly transparent strategy (at local and national level) to ensure public, community and stakeholder participation.</p> <p>Build on 2025 where we developed a comms and consultation plan with a fully integrated and highly transparent strategy</p>	<p>(at local and national level) to ensure public participation and stakeholder involvement.</p> <p>We will work to enable an implementation plan for a SGER that safeguards Ireland's energy system today to enable an energy transition for tomorrow.</p>
<b>Measures of success</b>	<p>Working throughout 2026 to provide the required information for a Final Investment Decision (FID) determination</p>	<p>on an implementation plan for a SGER that safeguards Ireland's energy system today to enable an energy transition for tomorrow.</p>



## Resilient energy network

### Key stakeholder engagement area: Delivery of new assets

<b>Our priorities</b>	<p>Continue to collaborate closely with stakeholders to efficiently connect gas-fired generation to the gas network to facilitate the integration of further renewables and support the energy transition.</p>	
<b>Desired engagement outcomes</b>	<p>Improve levels of engagement with landowners, local stakeholders, local authorities, and state bodies.</p>	<p>on the connection process.</p>
<b>Planned engagements</b>	<p>Enhance transparency for stakeholders</p>	<p>Strive to continuously improve the connection journey via customer feedback and project delivery lessons learned.</p>
<b>Measures of success</b>	<p>Undertake one to one meetings with each customer in respect of meeting project milestones.</p> <p>Report on progress against project programme milestones, to the customer, the Department of Climate, Energy and the Environment, CRU, and EirGrid, as required.</p> <p>Early engagement with Landowners, Local Authorities, and the relevant Statutory</p>	<p>bodies and consider their feedback in the pipeline design process.</p> <p>When a pipe is due to pass an urban area, Gas Networks Ireland will engage communities local to each power station connection.</p> <p>Gather Customer feedback on the connection process.</p> <p>When laying pipelines, Gas Networks Ireland will protect Ireland's archaeological heritage.</p>



## Resilient energy network

### Key stakeholder engagement area: Delivery of new assets

Our priorities	Efficiently connect all contracted biomethane producers to the national gas network, ensuring timely integration of renewable gas into Ireland's energy system.	
Desired engagement outcomes	Delivery of contracted biomethane network connections. Progress the construction of Ireland's first biomethane Central Grid Injection facility in Mitchelstown.	Continue to engage with regulatory bodies, local authorities, and other state bodies to support the development of the biomethane industry.
Planned engagements	Provide regular updates to customers wishing to connect to the network or use Central Grid Injection facilities.	Early engagement with Local Authorities, and the relevant Statutory bodies and consider their feedback in the pipeline design process.
Measures of success	Project programmes developed and agreed with all customers. Reporting established against the connection programme milestones. Regular meetings held with new connection customers to update	on progress against schedule. At the project close/handover meeting, we will seek customer feedback and gather lessons learned, ensuring they are actioned to improve customer service and reduce connection delivery durations.



## Net zero transition

### Key stakeholder engagement area: Climate action

Our priorities	Biomethane Implementation programme. Advance the National Biomethane Strategy Actions applicable to Gas Networks Ireland.	
Desired engagement outcomes	Support the delivery of the National Biomethane Strategy which sets out the Government's ambition to have 5.7TWh/annum of renewable gas developed by 2030.	
Planned engagements	Advocate and engage with policy stakeholders and industry representatives via meetings to support the delivery of key policy decisions to drive the delivery and use of biomethane. Engage with large energy users and shippers via conferences, regarding	the Green Certificate system and its robustness in managing the flow from generation to final user. Continue to engage via meetings with IBEC, IDA and large customer base to understand customer wants and energy trajectory.
Measures of success	Improved biomethane developer customer experience through the simplification of the connections process and development of standard designs. Advancement of National Biomethane	Strategy Actions to support the delivery and use of biomethane. Increased knowledge of the Green Certificates process amongst large energy users and shippers.



## Net zero transition

### Key stakeholder engagement area: Climate action

<b>Our priorities</b>	Facilitate the rollout of BioCNG to help decarbonise the transport sector.		
<b>Desired engagement outcomes</b>	<p>Support transport, logistics, and industrial customers to understand and adopt BioCNG as a low-carbon fuel.</p> <p>Gain endorsement for Renewable Gas in Transport (RGT) among EU and Irish decision-makers ahead of HDV CO<sub>2</sub> standards review.</p> <p>Highlight Gas Networks Ireland's role in national decarbonisation through a circular economy connecting agriculture, waste, and transport.</p>	<p>RGT included in EU and national frameworks (HDV CO<sub>2</sub> standards, RED III, Biomethane Strategy) as a zero-carbon HGV fuel.</p> <p>Position Gas Networks Ireland as a trusted enabler by showcasing RGT's readiness, scalability, and cost-effectiveness to drive demand among hauliers and operators.</p> <p>Collaborate with government and regulators to shape frameworks for BioCNG production, distribution, and use.</p> <p>Understand stakeholders priorities and where possible represent these at industry fora.</p>	<p>shippers) on the implications of a blend introduction.</p> <p>(iii) engaging with CRU safety division in relation to the necessary due diligence to approve a 2% blend introduction.</p> <p>(iv) engaging with CRU networks division in relation to the costs that will be incurred in preparation for hydrogen blends.</p>
<b>Planned engagements</b>	<p>Engage fleet operators and SMEs to ensure access to BioCNG solutions.</p> <p>Consultation engagement, Coordination with other stakeholders required</p>	<p>Meetings with key political stakeholders to aid understanding of the role of gas in meeting decarbonisation goals.</p> <p>Gas Networks Ireland to coordinate with industry associations where possible to show shared sectoral opportunities.</p>	<p>clarity is secured on nature of blending.</p> <p>National hydrogen taskforce/strategy implementation. Prepare a gas blending roadmap during 2026.</p> <p>Alignment on readiness for H2 blending in UK as impacts ROI and NI.</p>
<b>Measures of success</b>	<p>Stakeholder input considered in infrastructure planning decisions.</p> <p>Increased understanding of the supports required to develop BioCNG.</p> <p>Work with key stakeholders to ensure increased understanding of RGT ahead of the HDV CO<sub>2</sub> standards review.</p> <p>RGT recognised as a zero-carbon fuel.</p>		



## Net zero transition

### Key stakeholder engagement area: Climate action

<b>Our priorities</b>	Collaborate with stakeholders to ready the network for a 2% hydrogen blend in line with the UK minded to decision.		
<b>Desired engagement outcomes</b>	<p>The UK has issued a minded to position to allow for the introduction of a 2% blend of hydrogen in the GB transmission network. Multi-stakeholder plan to be deployed including:</p> <p>(i) coordination with National Gas on potential timelines and operational implications.</p> <p>(ii) engaging Irish industry (PowerGen</p>	<p>shippers) on the implications of a blend introduction.</p> <p>(iii) engaging with CRU safety division in relation to the necessary due diligence to approve a 2% blend introduction.</p> <p>(iv) engaging with CRU networks division in relation to the costs that will be incurred in preparation for hydrogen blends.</p>	<p>clarity is secured on nature of blending.</p> <p>National hydrogen taskforce/strategy implementation. Prepare a gas blending roadmap during 2026.</p> <p>Alignment on readiness for H2 blending in UK as impacts ROI and NI.</p>
<b>Planned engagements</b>	<p>Regular scheduled meetings and collaboration will continue.</p> <p>Industry will be engaged and updated primarily via the Irish code mod forum and other avenues as necessary.</p> <p>CRU safety and economic regulatory engagement will progress once more</p>		
<b>Measures of success</b>	<p>Work with National Gas and Department for Energy Security and Net Zero, (DESNZ), UK and secure clarity on prospect of blends in the GB transmission market</p> <p>Continue to appraise industry players in Ireland on developments and Gas Networks Ireland preparations for blends (primarily through the code mod forum)</p> <p>Work with the CRU safety division to confirm/clarify the evidence base requirements for a 2% blend scenario</p>		



## Net zero transition

### Key stakeholder engagement area: Climate action

<b>Our priorities</b>	Work with DCEE and other relevant stakeholders in relation to the delivery of the National Hydrogen Strategy action plan.	
<b>Desired engagement outcomes</b>	DCEE published the National Hydrogen Strategy in July 2023 and during 2025 began to mobilise a series of working groups and a multi-agency taskforce to enable the delivery of the twenty-one actions set out in the strategy.	
<b>Planned engagements</b>	Assist DCEE in the progression of the national hydrogen strategy. Keep industry informed of developments. Participate in cross-functional	working groups and taskforce. Publish a multi-stakeholder plan by Q4 setting out a clear work programme on the delivery of a blend readiness plan.
<b>Measures of success</b>	Multi-Stakeholder plan published and externally communicated. Actions completed as per Multi Stakeholder plan.	



## Net zero transition

### Key stakeholder engagement area: Climate action

<b>Our priorities</b>	Biomethane policy and market development.	
<b>Desired engagement outcomes</b>	Help stimulate biomethane demand and support routes to market for developers.	Provide appropriate solutions to large energy users in line with the connection policy approved by the CRU.
<b>Planned engagements</b>	Engagement with Key Developer Stakeholders to progress projects and understand challenges – focus is to help represent industry challenges and input into policy shaping where appropriate.  Continue to actively connect customers with biomethane developers.  Work with Industry groups to advocate for timely delivery the renewable heat obligation.  Engage with the SEAI/DCEE to advocate for favourable transposition into Irish law to allow for new gas boilers powered by biomethane blends.	Feed into and shape market policies in relation to Central Grid charging, arrangement, and connection process refinements where appropriate.  Ongoing engagement with various stakeholders to maintain support for biomethane policy priorities (Agricultural Committee, DCEE, DETE, various elected reps, farming orgs, IBEC, Biomethane Representative bodies etc.) to understand what is required post RHO Q3/Q4 2026.  Industry consultation expected for reverse compression cost allocation proposal in 2026.
<b>Measures of success</b>	Number of biomethane offtake agreements initiated through targeted engagement, supporting compliance with RHO and an increase in the volume of biomethane consumed in ROI. Support given for the delivery of the RHO.	



## Net zero transition

### Key stakeholder engagement area: Industry Collaboration and Leadership

Our priorities	<p>Gas Networks Ireland to contribute to EU and National Energy and Climate Policies.</p> <p>Maximise Gas Networks Ireland's influence through active participation in policy forums, stakeholder networks, and industry groups.</p>		Measures of success	<p>Increased stakeholder participation in policy development processes.</p> <p>Positive feedback from stakeholders and policymakers on Gas Networks Ireland's thought leadership and engagement efforts.</p> <p>Inclusion of Gas Networks Ireland priorities in national and EU policy frameworks.</p> <p>Inclusion of Gas Networks Ireland's recommendations in national resilience and security plans.</p> <p>Stakeholder endorsement and participation in the policy development process, with documented feedback incorporated.</p>
Desired engagement outcomes	<p>Simplification of the EU Funding processes (Ten-E revision and EU Grids Package).</p> <p>Ensure stakeholder needs are considered in policy development through inclusive engagement.</p> <p>Support the delivery of the RHO and work with DCEE and DAFM to ensure additional supports are delivered.</p>		<p>Accelerate transposition of the EU Gas and Hydrogen Package to enable the hydrogen industry to develop.</p> <p>Formal designation of Gas Networks Ireland as Hydrogen Network Operator for Ireland to support the development of a national hydrogen network.</p>	<p>Gas Networks Ireland becomes full member of ENNOH once it is legally established.</p> <p>Formal transposition of the EU Gas and Hydrogen Package within agreed timelines, with clear provisions supporting hydrogen infrastructure and market rules.</p> <p>Formal government or regulatory designation of Gas Networks Ireland as the Hydrogen Network Operator for Ireland.</p>
Planned engagements	<p>Respond to National and European energy policy and climate consultations directly and through national energy associations and forums. Participate in relevant department-led working groups and task forces.</p> <p>Represent our strategic themes in Brussels including the EU Grids Package, TEN-E Regulation Review, RePowerEU, and the EU Energy Security Framework.</p> <p>Monitor and regularly update industry partners on relevant national and EU policy developments, ensuring timely awareness and alignment across the sector.</p> <p>Engage with government departments and national agencies to contribute Gas Networks Ireland's expertise in managing critical infrastructure and the development of resilience and security frameworks.</p> <p>Play an active role in the full mobilisation of European Network of Network Operators</p>		<p>for Hydrogen (ENNOH) and its working groups to help ensure a framework that is appropriate for Ireland's energy market.</p> <p>Hydrogen and Renewable gas advocacy through ENNOH and ENTSOG (European Network of Transmission System Operators) Board membership and participation in relevant Working Groups.</p> <p>Integrate gas Distribution System Operators (DSO) into energy system planning and markets – leverage membership of GD4S to ensure fair terms for integration of gas DSOs.</p> <p>Engage with government departments, regulators, and relevant EU bodies to advocate for the formal designation of Gas Networks Ireland as Ireland's Hydrogen Network Operator.</p> <p>Engage with national policymakers and regulatory authorities to advocate for the timely transposition of the EU Gas and Hydrogen Package.</p>	



## Net zero transition

### Key stakeholder engagement area: Innovation

<b>Our priorities</b>	Leverage innovation to help deliver a future-ready and sustainable gas network.	
<b>Desired engagement outcomes</b>	<p>Build a robust portfolio of innovation initiatives to enhance network efficiency and sustainability, introducing best practice approaches.</p> <p>Advance, using research and innovation, the role of the gas network in delivering renewable gases as part of an integrated energy system.</p>	<p>Transparency of governance arrangements for the innovation fund which includes two independent members on our Innovation Steering Group.</p> <p>Sharing of progress made in innovation and how it is contributing to a more sustainable future.</p>
<b>Planned engagements</b>	<p>Collaboration with Research Ireland on the 'Research Ireland - Gas Networks Ireland Innovation Challenge' addressing research challenges in the areas of renewable gas production, energy systems integration, and artificial intelligence. Gas Networks Ireland will appoint lead liaisons to each of the research teams.</p> <p>The Network Innovation Centre in Citywest Dublin, will continue to be a hub for the engagement of stakeholders and the innovation community through regular site visits.</p> <p>Work closely via meetings, conferences, and workshops with our key innovation stakeholders including academia, our supply chain, innovation organisations, other gas utilities, and the wider innovation community to identify innovation initiatives.</p>	<p>The Innovation Steering Group (ISG) will meet quarterly and function as the governance board for the allocation of innovation funding provided to Gas Networks Ireland by the CRU under regulated allowances.</p> <p>Ongoing engagement with our academic and research centre partners including NexSys, UCD Energy Institute, AMBER research centre, and others on relevant research topics such as hydrogen research.</p> <p>We will continuously examine the external environment and monitor emerging technologies to ensure our business remains agile and adapts as needed.</p> <p>Support the SEAI Decarbonisation Electricity System Study (DESS).</p> <p>Innovation Fund Annual Report submission to CRU in Q2 2026.</p>
<b>Measures of success</b>	<p>Announcement of the successful research teams receiving grant awards under the 'Research Ireland - Gas Networks Ireland Innovation Challenge'.</p> <p>Hosting of stakeholder events at the Network Innovation Centre.</p> <p>Innovation updates provided via innovation pages of the Gas Networks Ireland website.</p>	



## Net zero transition

### Key stakeholder engagement area: Sustainable Impact

<b>Our priorities</b>	Promote sustainability awareness through enhanced community engagement.	
<b>Desired engagement outcomes</b>	Build relationships across community and social groups to boost sustainability awareness.	
<b>Planned engagements</b>	<p>Coordinate with and support our programme partners including Junior Achievement Ireland, Businesses in the Community, Age Action, and Merchants Quay to deliver social impact community programmes.</p> <p>Drive our own employees' engagement in support of our community programme.</p>	<b>Measures of success</b>

### Key stakeholder engagement area: Sustainable Impact

<b>Our priorities</b>	Promote and raise awareness of the United Nations Sustainable Development Goals.	
<b>Desired engagement outcomes</b>	Promote sustainability awareness in the communities in which we operate including our own sustainability performance and our role in acting as an advocate for the United Nations Sustainable Development Goals (UNSDGs).	
<b>Planned engagements</b>	As SDG ambassador our role is to raise awareness and promote the UNSDGs alongside engagement with DCEE.	Gas Networks Ireland will actively promote awareness via our community programmes, e.g. school programmes.
<b>Measures of success</b>	Gas Networks Ireland to report to DCEE on sustainability performance annually, demonstrating how we have delivered in our role as an SDG ambassador.	



## Net zero transition

### Key stakeholder engagement area: Sustainable impact

<b>Our priorities</b>	<p>Deliver on our sustainability commitments.</p> <p>We are committed to reducing our own carbon footprint by improving energy efficiency and reducing energy consumption.</p> <p>We are committed to reducing methane emissions that arise from the operation of our network and improving the quantification of those emissions.</p>
<b>Desired engagement outcomes</b>	<p>Communicate and raise awareness of our refreshed sustainability commitments.</p> <p>Make progress towards reducing Scope 1 and Scope 2 GHG emissions (excluding the temporary Strategic Gas Emergency Reserve) by 51% by 2030 and reducing Scope 3 GHG emissions by 25% by 2030 from 2024 baseline.</p> <p>Work towards reducing Methane emissions which currently account for approximately 44% of our total Scope 1 and 2 GHG emissions.</p>
<b>Planned engagements</b>	<p>Engage with NewERA on progress against our sustainability commitments - Gas Networks Ireland will continue to develop its own Board approved Climate Adaptation Plan and engage with DCEE and NewERA on progress, ensuring operational resilience.</p> <p>Collaborate with Scottish EPA on our compressor electrification projects in Scotland.</p> <p>Work with the competent authority to enhance our Leak Detection and Repair program.</p>
<b>Measures of success</b>	<p>Report on our sustainability performance annually and report to NewERA on our performance against the Climate Action Framework for the Commercial Semi-States demonstrating how our decarbonisation actions contribute to a more sustainable future.</p> <p>Comply with the new EU Methane Emissions Reduction regulation.</p>



## Net zero transition

### Key stakeholder engagement area: Evolution of our network

<b>Our priorities</b>	<p>Deliver the Core Flexibility Report which assess the flexibility of Ireland's gas network to support national decarbonisation and energy security goals – to deliver long-term adaptive Gas Network planning.</p>	
<b>Desired engagement outcomes</b>	<p>Provide an opportunity for stakeholders to provide input for the development of the Core Flexibility Report. Feedback on Gas Networks Ireland's work on the Core Flexibility Report might affect how Ireland's future gas infrastructure is developed and how the stakeholders will use the gas network.</p>	
<b>Planned engagements</b>	<p>Issue a public consultation on the Core Flexibility Report draft.</p> <p>Collaborate with EirGrid on the development of the plan.</p>	<p>Align on scenarios and inputs. Share learnings and develop competency across both Future Networks Teams on long term modelling. Joint EirGrid and Gas Networks Ireland representation at all appropriate groups and forums.</p>
<b>Measures of success</b>	<p>Engage DCEE and CRU on the proposed approaches for Supplemental Flexibility Report 2027 and framework for Core Flexibility Report 2028.</p> <p>Collaboration with EirGrid on the development of their Strategic Network Plan 2026.</p> <p>Progress MOU with EirGrid and ESB on Developing a Beyond 2030 Net Zero Integrated System Plan for 2026 signing.</p>	<p>Active engagement on the joint 10-year Network Development Plan scenarios for the relevant infrastructure operators, i.e. natural gas, hydrogen, electricity and, where applicable, district heating which are an important part of European network planning.</p> <p>Quarterly engagement between public affairs and stakeholder teams to share learnings and policy priorities.</p>



## Customer driven

### Key stakeholder engagement area: Customer driven solutions

<b>Our priorities</b>	Deliver a new modern Pay-As-You-Go metering system (existing PAYG system is end-of-life) so that gas suppliers can provide their PAYG customers (c. 110k) with an enhanced customer experience to include online vending functionality.
<b>Desired engagement outcomes</b>	<p>Collaborate with gas suppliers and CRU in the design of the new PAYG system which aims to deliver a PAYG service that benefits all parties.</p> <p>Work with suppliers to facilitate them getting a more flexible system that allows them to innovate and differentiate their product offering.</p> <p>Early visibility of the proposed system for CRU, ensuring it is designed with features that enhance customer protection.</p> <p>Gas Networks Ireland gets buy-in from CRU and suppliers so that they can progress system procurement and project delivery in a timely and efficient manner (Target = Go-Live by year end 2027).</p>
<b>Planned engagements</b>	<p>Subject Matter Experts from Gas Networks Ireland and suppliers participate in various topic-specific working group meetings (fortnightly / monthly, mostly virtual, sometimes in-person) such as process design, IT Integrations, Customer Care and Communications.</p> <p>Gas Networks Ireland and suppliers collaborate within these working groups to deliver different elements of the overall design of the new PAYG service. This collaboration ensures a balanced and cohesive design that all parties are committed to.</p> <p>Gas Networks Ireland provides the CRU with updates from the various working groups each month, ensuring that CRU is fully informed regarding progress and can make approval decisions accordingly.</p>
<b>Measures of success</b>	2026 measure of success is Gas Networks Ireland appointing a PAYG service provider and CRU publishing a Decision Paper on the detailed design.



## Customer driven

### Key stakeholder engagement area: Customer driven solutions

<b>Our priorities</b>	Provide the best customer service possible for all our customers, and in particular, specific provisions for those who require special services.
<b>Desired engagement outcomes</b>	Deliver on obligations set out in Vulnerable Customer Guide.
<b>Planned engagements</b>	<p>Resolve complaints in a timely manner, in line with our Customer Charter commitments.</p> <p>Undertake customer satisfaction surveys following the completion of a customer journey to pinpoint areas for improvement.</p>
<b>Measures of success</b>	<p>Commitments set out in the Customer Charter are achieved, meeting stakeholder expectations for customer service.</p> <p>CRU Customer Performance metrics for complaint handling are achieved, meeting stakeholder expectations for satisfactory complaint resolution.</p>

 **Customer driven**
**Key stakeholder engagement area:  
Customer advocacy and energy affordability**

<b>Our priorities</b>	Gas Networks Ireland to Contribute to EU and National Energy & Climate Policies to Champion Customer Interests.  Ensure Gas Networks Ireland's strategic priorities are reflected in national and EU energy and climate policy, with a focus on affordability, decarbonisation, infrastructure delivery, and regulatory alignment.	
<b>Desired engagement outcomes</b>	Advocate for the right energy policies at a national and EU level that reflect the interests of energy customers.  Ensure stakeholder needs are considered in policy development through inclusive engagement.  Advocate for biomethane and hydrogen policy acceleration.	
<b>Planned engagements</b>	Meet customers and stakeholders to gain an understanding of their needs and policy priorities.  Develop policy documents with stakeholder input.  Engage with policymakers to gain support for initiatives that help reduce the financial burden on customers and supports their decarbonisation efforts.  Regular engagement, knowledge sharing, newsletters, industry meetings, active participation in external working groups and task forces.	Advocate for the acceleration of the implementation of the National Biomethane Strategy's actions.  Share industry research and policy analysis insights with key stakeholders.  Engage with political parties on policy priorities and annual budgets.  Build relationships across the energy industry and aid energy integration development.
<b>Measures of success</b>	Gas Networks Ireland's stakeholder feedback on customer priorities reflected in our policy priorities messaging.  Active participation in Energy Policy fora to shape policy development and implementation.  Positive feedback from stakeholders on Gas Networks Ireland's thought leadership and engagement efforts through Stakeholder Panel feedback and stakeholder surveys.	Timely submissions to National and European energy policy consultations, and support for policy makers at both national and European level, Gas Networks Ireland will contribute to energy policy development to reflect the interests of Irish energy customers.  Inclusion of Gas Networks Ireland priorities in party manifestos and budget documents.  Evidence of Gas Networks Ireland's input reflected in policy recommendations or reports.

 **Customer driven**
**Key stakeholder engagement area:  
Customer advocacy and Energy affordability**

<b>Our priorities</b>	Tariff Development Optimise tariff structures to strike the right balance between energy affordability, business competitiveness, and infrastructure investment, ensuring fair outcomes for customers and sustainable growth for the network
<b>Desired engagement outcomes</b>	Engage with regulator and customers regarding tariffs and tariff methodology, to ensure pricing is transparent, fair, and aligned with industry needs.
<b>Planned engagements</b>	Engage with the CRU and customers in relation to tariff development, including workshops and consultations.
<b>Measures of success</b>	Gas Networks Ireland will have demonstrated transparent and collaborative tariff development with strong stakeholder engagement and publication of a consultation document identifying aspects of tariffs requiring review.

**Key stakeholder engagement area:  
Customer advocacy and Energy affordability**

<b>Our priorities</b>	Stakeholder Engagement of the price control submissions of Gas Networks Ireland and GNI (UK).
<b>Desired engagement outcomes</b>	Ensure that Gas Networks Ireland's and GNI (UK)'s business plans reflect current and future needs of customers and stakeholders.  Ensure stakeholders are considered throughout the price control process.
<b>Planned engagements</b>	Engage with the regulator in relation to price control submissions.  Deliver on the price control stakeholder engagement approach CRU: Price Control 6 (PC6) and UR: Gas Transmission 27 (GT27).
<b>Measures of success</b>	Recognition from regulator of a robust stakeholder engagement plan in development of Gas Networks Ireland and GNI (UK) price control submissions.  Positive feedback from stakeholders on Gas Networks Ireland business plans (by way of consultation).  Clear account of where stakeholder views have been adopted and provide rationale if views are not taken forward.



## Appendix 1: Public consultations 2026

### A1.1 Planned Gas Networks Ireland consultations for 2026

Consultation	Purpose	Method	Timing
Core Flexibility Report	Long-term network planning document – adaptive planning approach outlining core pathway and key network modifications needed.	Published on Gas Networks Ireland website.	Q2 2026.
Customer Experience Survey and Engagement	Gather insights on customer satisfaction and identify areas for service improvement. Ensure transparency in customer journey processes and address key stakeholder concerns.	Online surveys, focus groups, and direct customer engagement sessions.	Quarterly, biannually, and annually, depending on the customer type and journey.
Tariff Development Consultation	Engage with customers on proposed tariff structures, ensuring alignment with regulatory frameworks and customer needs.	Close out methodology review with CRU and complete public consultation.	Q3 2026.
Price Control 6	PC6 is the 5 year cyclical submission to the Commission for Regulation of Utilities (CRU). This allows the CRU to determine future tariffs through analysis of Gas Networks Ireland's proposed Capital and Operational expenditure across the regulated business over the PC6 period (2027-2032). The process will be undertaken in a transparent environment with open public consultation.	Open submission with public consultation.	Submission date November / December 2026, final determination June 2027.
GT27	GT27 is the 5 year cyclical submission to the Utility Regulator (UR). This allows the UR to determine future tariffs through analysis of GNI (UK)'s proposed Business Plan over the GT27 period (2027-2032). The process will be undertaken in a transparent environment with open public consultation.	Open submission with public consultation.	Submission date June 2026, final determination March 2027

## Appendix 2: Publications 2026

### A2.1 Planned Gas Networks Ireland publications for 2026

Publication	Purpose	Method	Timing
Vulnerable customer guides	Provide support to vulnerable customers.	Published on Gas Networks Ireland website.	Available 24/7 on Gas Networks Ireland's website and provided to organisations through Gas Networks Ireland outreach.
Customer Charter	Communicate our commitments to customers.	Published on Gas Networks Ireland website in multi languages.	Available on the Gas Networks Ireland website
Gender Pay Report	Transparency/legal obligation.	Published on Gas Networks Ireland website.	Q4 2026.
Core Flexibility Report	Long-term network planning document – adaptive planning approach outlining core pathway and key network modifications needed.	Published on Gas Networks Ireland website.	Q2 2026 Consultation.
Gas Report 2026	Sharing of the key data relating to Ireland's gas network.	Published on Gas Networks Ireland website.	Publish report by Q3 2026.
Customer Performance Report	The Customer Performance Report is produced to share overall standards and performance.	Published on Gas Networks Ireland website.	Q4 2026.
System Performance	Transparency and compliance with the licence conditions pertaining to "Overall standards and performance."	Published on Gas Networks Ireland website.	Q4 2026.
Summer outlook	Communicate a short-term forecast of gas demand and supply to shippers.	Published on Gas Networks Ireland website.	Q2 2026.
Winter outlook	Communicate a short-term forecast of gas demand and supply to shippers.	Published on Gas Networks Ireland website.	Q4 2026.
Annual Report 2026	Detail progress towards achieving our sustainability goals and demonstrate our commitment to environmental, social, and governance principles.	Published on Gas Networks Ireland website.	Q3 2026.
Network Development Plan	Provide 10-year forecasts of supply and demand.	Published on Gas Networks Ireland website.	NDP 25 published on the Gas Networks Ireland website post public consultation by CRU in Q2 2026.

## Appendix 2: Publications 2026

### A2.1 Planned Gas Networks Ireland publications for 2026

Publication	Purpose	Method	Timing
Impact of the Carbon Price on the Competitiveness of Biomethane	To analyse whether the carbon price (EUA price) makes biomethane financially competitive when compared to natural gas, by: <ul style="list-style-type: none"> <li>Calculating the extra cost EU ETS adds to natural gas.</li> <li>Showing how much "support" this carbon price indirectly gives to biomethane (which is ETS exempt).</li> <li>Comparing real market gas prices with example EUA prices.</li> <li>Assessing when switching to biomethane becomes viable for gas users.</li> <li>Identifying whether EU ETS alone can close the price gap between natural gas and biomethane.</li> </ul>	Published on Gas Networks Ireland website.	Q4
Innovation Fund Annual Report	Report to CRU on the progress of the innovation fund for Gas Year 2024/25 of the Price Control period and the related innovation projects and research undertaken.	Published on Gas Networks Ireland website.	Submission to CRU in Q2 2026 followed by publication by Gas Networks Ireland following CRU review and public consultation.

## Appendix 3: Engagement channels 2026

### A3.1 Planned Gas Networks Ireland meetings, working groups, events, and webinars for 2026

Consultation	Purpose	Method	Timing
Updates to Gas Shippers on Hydrogen programme	Appraise shipping community of H2 developments.	Periodic updates to Code Mod Forum.	Periodic updates on hydrogen programme will continue as appropriate.
Code Modification Forum	Discuss proposed modifications to the Code of Operations, which governs the relationship between Gas Networks Ireland and the shippers on the transmission and distribution network.	Meetings via Microsoft Teams or in person.	Progress code modifications planned based on workplan agreed with the CRU in Q4 25.
Gas Market Arrangement Retail Group (GMARG)	Discuss proposed modifications to retail market processes and procedures.	Meetings via Microsoft Teams or in person.	Bi-monthly.
Meetings with vulnerable groups	Gain an understanding on requirements and challenges faced by vulnerable customers and groups and how we can best tailor our services to support them.	Meetings with Money Advice and Budgeting Service/St. Vincent De Paul Quarterly.  Regular engagement with Age Action, Age Friendly Ireland, Irish Red Cross, the National Council for the Blind of Ireland, and the Irish Deaf Society.	Quarterly, annually.
Customer Engagement	Engage and support customers regarding ongoing service provision and considering renewable energy solutions	Face to face meetings/ attendance at conferences/ industry expositions.	Ongoing.
Energy Security Group	To review and drive the action plan that came out of the energy security report 2023. This group is chaired by DCEE and includes a cross section of the energy sector.	Face-to-face meetings.	Quarterly.
Energy Security Infrastructure and Communications Subgroups	Building relationships and sharing best practice with government and fellow state agencies regarding energy security.	Online meetings.	Bi-monthly.
Annual Performance Reports for CRU	Provide CRU with overview of Gas Network Ireland's customers and systems performance.	Annual report.	Annually.
Annual Revenue Protection Report	Provide CRU and suppliers with overview of Revenue Protection activity.	Annual report.	Annually.

Consultation	Purpose	Method	Timing
Annual Consumer Safety Research	Inform public safety advertising campaigns.	Face-to-face consumer surveys for the three main safety advertising campaigns (gas escapes, Registered Gas Installers (RGI), carbon monoxide).	Annually.
CRU PAPA (Safety Promotion and Public Awareness) Committee	Inform CRU, gas suppliers, and related industry stakeholders of Gas Networks Ireland safety advertising plans and performance. Solicit feedback where appropriate.	Hybrid meetings.	Twice annually.
Gas Safety	Engage with the public on gas safety.	Deliver multimedia public-safety campaigns, share network maps and safety information via digital and helpline channels, engage stakeholders through outreach and on-site oversight, provide safety training, collaborate through industry forums and measure service quality with user surveys.	Our safety campaigns run continuously throughout the year.
Pay As You Go Working Groups with gas suppliers	Collaborate with gas suppliers in making design regarding market processes, market systems, and customer care and communications.	Meetings via Microsoft Teams.	Varies (fortnightly / monthly).
DCEE Renewable Heat Division - Biomethane Implementation Group	Collaborate with Government departments and key industry stakeholder on the implementation of biomethane strategy.	Meetings via Microsoft Teams.	Every six-weeks.
National Hydrogen Strategy Implementation Taskforce and working groups	Facilitate the sharing of information between Government departments and state-owned bodies on various hydrogen related topics.	Meetings via Microsoft Teams.	Quarterly.
CRU – EU Hydrogen and Decarbonised Gas Market Package	Operational engagement on the implementation of the EU Gas/ Hydrogen 4th Package.	Meetings via Microsoft Teams.	Monthly.
CRU – Biomethane	Regular engagement with the CRU's Gas team on biomethane developments	Meetings via Microsoft Teams/in person.	As required.
CRU - National Energy Demand Strategy (NEDS)	Quarterly progress reports and update meetings to CRU, Gas Networks Ireland owners of four actions in NEDS.	Meetings via Microsoft Teams/in person.	Quarterly.
CRU Commissioner / Director meeting	Meetings with CRU Commissioner and Directors – high priority and escalated topics.	Meetings via Teams/in person.	Monthly/ Quarterly.

Consultation	Purpose	Method	Timing
CRU engagement	To engage regarding tactical and operational items (e.g. safety cases), market developments (e.g. biomethane), regulatory developments (e.g. implementation of the EU Gas/ Hydrogen 4th Package), strategic items and new connections updates.	Meetings via Microsoft Teams/in person.	Monthly.
EirGrid Policy Team	Information sharing on gas/electricity/ wider energy policy developments.	Meetings via Microsoft Teams.	Six-weekly.
The European Network of Transmission System Operators for Gas (ENTSOG)	Regular meetings on various working groups.	Meetings via Microsoft Teams/in person.	Ongoing.
Gas Distributors for Sustainability (GD4S)	Regular meetings on various working groups.	Meetings via Microsoft Teams/in person.	Ongoing.
Gas Infrastructure Europe (GIE)	Regular meetings on various working groups.	Meetings via Microsoft Teams/in person.	Ongoing.
Eurogas	Regular meetings on various working groups, Distribution Committee.	Meetings via Microsoft Teams/in person.	Ongoing.
The European Network of Network Operators for Hydrogen	Regular meetings and cooperation with EU Hydrogen Transmission Network Operators to fulfil the expectations of EU Hydrogen and Decarbonised Gas Market Package.	Meetings via Microsoft Teams/in person.	Ongoing.
Core Flexibility Report engagement	To engage on the development of the Core Flexibility Report – a long-term adaptive planning report.	Workshops, meetings, webinars, consultation documents.	Report to be issued for consultation in Q2 2026.
Joint Utilities Safety Forum	To share safety best practice and learnings from across utilities.	Consult with other utilities via the Joint Utilities Safety Forum and associated working groups.	Ongoing.
Shipper / Supplier Surveys	To seek feedback, from Gas Networks Ireland's Shippers and Suppliers on our performance: what is going well and what we need to improve on.	In person interviews and online surveys.	Q3 and Q4.
Energy system resilience	Ensure Gas Networks Ireland's installations and assets are resilient in line with the requirements of the Critical Entities Resilience directive.	Collaborate with government, regulators, and industry to strengthen energy system resilience. Run regular cross-border emergency plan exercises, provide clear disruption guidance to customers and stakeholders and enhance subsea infrastructure monitoring through defence/ naval partnerships.	On-going.

Consultation	Purpose	Method	Timing
Supplemental Flexibility Report engagement	To engage on the development of the Supplemental Flexibility Report – an update on the CFR long-term adaptive planning report.	Workshops, meetings.	Ongoing throughout 2026.
British and Irish Chamber - Infrastructure Committee	To collaborate with the wider business community to advocate for the delivery of critical infrastructure, the future role of the gas network, production of renewable gases, formulate policy positions.	Teams/in person.	Quarterly.
Ibec Energy and Climate Committee	To collaborate with the wider business community to advocate for the delivery of critical infrastructure, the future role of the gas network, production of renewable gases, formulate policy positions.	Teams/in person.	Quarterly.
Ibec European and International Affairs Committee	Quarterly meetings with guest speakers typically from Government and Departments.	Teams/in person.	Quarterly.
Hydrogen Ireland Policy and Advocacy Committee	Regular meetings on Hydrogen Policy related matters chaired by industry association group.	Teams/in person.	Monthly.
DCEE Wholesale Gas Policy Division	General review of ongoing matters in relation to gas policy.	Teams/in person.	6-weekly.
Northern Ireland Hydrogen Industry Working Group	Support DfE in Northern Ireland with the development of a Hydrogen Strategy initially and more widespread support for wider hydrogen developments.	Teams/in person.	Bi-monthly.
National and EU Policy Update to Gas Shippers and Suppliers via the Code Mod Forum and GMARG	To flag to our stakeholders the policy items we are monitoring.	Teams/in person.	Bi-monthly.
ESB Networks - Regulation Team	To share progress updates on the integration of gas DSOs into the EU DSO Entity.	Teams/in person.	Ad-hoc.
ESRI - EPRC Steering Committee	Attend steering meetings to review and guide research topics undertaken by ESRI in relation to Energy and Power.	In Person.	Bi-annual.



# Glossary of terms and abbreviations

<b>AA1000</b>	means AA1000 Stakeholder Engagement Standard.	<b>GSMR</b>	means Gas Safety Management Regulation.
<b>AD</b>	means Anaerobic Digestors.	<b>H2</b>	means Hydrogen
<b>ALO</b>	means Agricultural Liaison Officer.	<b>IBEC</b>	means Irish Business and Employers' Confederation.
<b>BITC</b>	means Business in the Community.	<b>LDM</b>	means Large Daily Metered.
<b>BioCNG</b>	means Compressed Natural Gas produced through anaerobic digestion of organic waste.	<b>MOU</b>	means Memorandum of Understanding
<b>CGI</b>	means Central Grid Injection.	<b>NEC</b>	means Network Emergency Coordinator.
<b>CNG</b>	means Compressed Natural Gas.	<b>NGEP</b>	means Natural Gas Emergency Plan.
<b>CRU</b>	means Commission for the Regulation of Utilities.	<b>NGO</b>	means Non-Governmental Organisation.
<b>CSR</b>	means Corporate Social Responsibility.	<b>NGT</b>	means National Gas Transmission.
<b>DBYD</b>	means Dial Before You Dig.	<b>NI</b>	means Northern Ireland.
<b>DCEE</b>	means Department of Climate, Environment and Energy.	<b>PAPA</b>	means Promotion and Public Awareness.
<b>DM</b>	means Daily Metered.	<b>PAYG</b>	means Pay as You Go.
<b>DSO</b>	means Distribution System Operator.	<b>PC5</b>	means Price Control 5.
<b>EAI</b>	means Electricity Association of Ireland.	<b>PTL</b>	means Premier Transmission Limited
<b>ENNOH</b>	means European Network of Network Operators for Hydrogen.	<b>RGI</b>	means Registered Gas Installers.
<b>ENTSOG</b>	means European Network of Transmission System Operators for Gas.	<b>RHO</b>	means Renewable Heat Obligation.
<b>EPRC</b>	Energy Policy Research Centre	<b>ROI</b>	means Republic of Ireland.
<b>ESBN</b>	means ESB Networks	<b>SDGs</b>	means Sustainable Development Goals.
<b>EU</b>	means European Union.	<b>SEAI</b>	means Sustainable Energy Authority of Ireland.
<b>GB</b>	means Great Britain.	<b>SGER</b>	means Strategic Gas Emergency Reserve.
<b>GD4S</b>	means Gas Distributors for Sustainability.	<b>SIF</b>	means Strategic Innovation Fund.
<b>GIE</b>	means Gas Infrastructure Europe.	<b>SME</b>	means a Small to Medium Sized Enterprise.
<b>GMARG</b>	means Gas Market Arrangements Retail Group.	<b>SWOS</b>	means Southwest Scotland Onshore System.
<b>GANI</b>	means Gas Networks Ireland.	<b>TEN-E</b>	means Trans-European Networks for Energy.
		<b>TSO</b>	means Transmission System Operator.
		<b>UR</b>	means Utility Regulator (Northern Ireland)
		<b>WGs</b>	means Working Groups.



The main contact details for  
Gas Networks Ireland are:

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**General Enquiries**

**1800 464 464**

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Lines open Monday to Friday 8am - 8pm  
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**24 Hour Emergency Service**

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