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Networks  
Ireland

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# Stakeholder engagement **Out-turn report for 2025**



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FOREWORD

# Foreword



At Gas Networks Ireland, we are proud to be enabling Ireland's energy today and for the future. As custodians of Ireland's national gas network, we are committed to delivering a safe, reliable, and sustainable energy system to over 720,000 customers, that not only meets the needs of today, but also paves the way for a cleaner, net-zero carbon future.

**Gas Networks Ireland owns, operates, and maintains Ireland's €3bn, 14,781km 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, ensuring a secure energy supply for homes, businesses, and industry.**

As Ireland progresses toward a net zero future, 2025 was a significant year in the evolution of our strategy. Our work continued to centre on three priorities: advancing the integration of renewable gases such as biomethane and hydrogen; strengthening national energy security and system resilience; and supporting customer affordability throughout the energy transition. These priorities guided our engagement activities and shaped the conversations we had with stakeholders across the policy, regulatory, community, and industry landscape.

Stakeholder engagement played an essential role throughout this process. Over the course of 2025, Gas Networks Ireland prioritised open, transparent, and meaningful engagement with partners, local communities, landowners, policymakers, regulators, and other interested parties. This engagement remains central, ensuring that stakeholder perspectives continue to inform and shape our business.

More broadly, the gas network continues to transition to support a fully integrated and sustainable energy system. Throughout 2025 we worked closely with stakeholders across industry, agriculture, transport, academia, and the energy sector to progress the development of renewable gas pathways and to prepare the network for the transportation of 100% renewable gases. These partnerships are vital to decarbonising traditionally hard-to-abate sectors and ensuring Ireland can meet its climate and energy commitments in a secure, resilient, and cost-effective way.

Delivering this transformation is not something we can achieve alone. Stakeholders are critical partners in everything that we do. 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 this Out-turn report sets out, in detail, the activities undertaken, the engagement delivered, and the outcomes achieved under our 2025 stakeholder engagement plan.



**Edwina Nyhan**  
Director of Strategy and Regulation



SECTION 1

## Stakeholder engagement strategy

# Purpose and strategic context

This out-turn report is produced for consultation in accordance with the Commission for Regulation of Utilities (CRU) requirements under Price Control 5 (PC5) and endeavours to provide a clear and comprehensive account of Gas Networks Ireland's engagement activities throughout 2025 and to reflect how these activities delivered against the objectives set out in the **Gas Networks Ireland stakeholder engagement plan 2025**.

We value your input, and your insights will enable better collaboration, partnership, and customer service at Gas Networks Ireland and encourage your feedback by April 29th to [stakeholder@gasnetworks.ie](mailto:stakeholder@gasnetworks.ie).

Gas Networks Ireland will review all feedback received and publish a final 2025 Stakeholder Engagement Out turn Report on the Gas Networks Ireland website by May 27th.

SECTION 1

Section 1 presents the foundation of our stakeholder engagement strategy and the rationale behind it, exploring the values and principles that underpin our engagement approach, the governance and accountability structures that give practical effect to our strategy, and the framework we use to identify and categorise our stakeholders.

SECTION 2

Section 2 demonstrates the implementation and effectiveness of our engagement activities and illustrates outcomes across our work.

SECTION 3

Section 3 reflects on what we learned throughout 2025, outlining how lessons were captured, the key themes that emerged, and how these insights directly informed our 2026 stakeholder engagement strategy. By demonstrating how stakeholder feedback and performance insights shape our actions and future direction, this report reinforces our commitment to transparency, accountability, and continuous improvement, and highlights the importance of strong, collaborative relationships with our stakeholders.

# 2025 stakeholder engagement commitments

In the 2025 stakeholder engagement plan, we committed to a broad programme of engagement shaped around four strategic ambitions: maintaining a resilient network, supporting the delivery of sustainable energy services, enabling an integrated energy system, and driving excellence in how we operate.

**These commitments reflected Gas Networks Ireland’s evolving role in Ireland’s energy transition and our ongoing responsibility to provide safe, reliable, and customer focused services.**

## Keeping the gas network safe and reliable

Across all strategic objectives, Gas Networks Ireland committed to strengthening communication and collaboration with key groups who play a vital role in maintaining network safety, reliability, and security. These initiatives included:

- Maintaining nationwide public safety awareness, through sustained gas safety and damage-prevention campaigns that reinforce safe behaviours, emergency procedures and confidence in essential energy services.
- Reducing third-party damage risk, by working closely with landowners, farmers and contractors to improve understanding of network assets, promote early engagement and embed safe working practices around critical infrastructure.
- Strengthening emergency preparedness and response, through deepened collaboration with emergency services and system partners to ensure rapid, coordinated responses to incidents and disruptions.
- Supporting system reliability and continuity, by providing industry partners and large users with timely, transparent and consistent information to support operational planning, incident response and resilience across the wider energy system.

## Supporting Ireland’s decarbonisation journey

Gas Networks Ireland engaged extensively with policymakers, regulators, large energy users, and producers to progress Ireland’s renewable gas ambitions. Key areas included:

- Collaborating with government, regulators and industry on National Biomethane Strategy and National Hydrogen Strategy implementation, to support the development and uptake of renewable gases.
- Facilitating the connection of contracted biomethane producers, supporting the growth of the renewable gas market.
- Progressing compressed natural gas (CNG) and BioCNG infrastructure supporting lower carbon transport solutions, contributing to emissions reduction across the transport sector, and supporting the growth of biomethane in Ireland.
- Preparing the network to safely transport blends of hydrogen.

## Improving customer experience

Gas Networks Ireland placed a strong focus on listening to customers more meaningfully by:

- Gathering more regular and structured customer feedback, ensuring customer insights directly informed service improvements and decision-making.
- Reaching customers through more accessible and inclusive communication channels, improving clarity, reach and ease of engagement across diverse customer groups.
- Ensuring vulnerable customers received appropriate and tailored support, reflecting their specific needs and reinforcing Gas Networks Ireland’s commitment to fairness, accessibility and customer care.
- Improving the digital customer journey, alongside clearer communication on tariffs and service standards, to enhance transparency, usability and overall customer experience.

## Strengthening collaboration across the energy sector

Recognising the interdependent nature of the energy system, Gas Networks Ireland engaged actively across the sector by:

- Responding to national and European policy consultations.
- Working through established industry fora, enabling shared learning, consistency of approach and collaborative problem-solving across the energy sector.
- Collaborating closely with EirGrid and other system operators, supporting joined-up gas and electricity system planning and delivery of Ireland’s net zero transition.

## Advancing innovation and sustainability

Gas Networks Ireland committed to supporting innovation and sustainability by:

- Publishing an Innovation Annual Report, providing transparency on innovation activity and progress in supporting the energy transition, while continuing to build a transparent, well governed innovation portfolio that advances renewable gas and integrated system research, supported by robust oversight through an Innovation Steering Group (ISG) with independent members.
- Launching a new research funding scheme in partnership with Research Ireland, stimulating innovation in renewable gases and integrated energy solutions.
- Continuing the implementation of our sustainability goals, embedding environmental, social and governance considerations across our activities.
- Maintaining our integrated ISO management systems and Business Working Responsibly Mark.
- Contributing to community programmes and local partnerships, delivering social value and supporting communities as part of a just and inclusive energy transition.
- Reviewing and strengthening sustainable procurement practices, including undertaking a comprehensive review of the Modern Slavery Statements for Gas Networks Ireland and GNI (UK) Limited in 2025. This review drove enhancements to procurement and contract requirements, embedding more ambitious sustainability criteria across tenders for works, services and materials. These strengthened requirements include waste reduction targets, planned biodiversity enhancements, sustainable procurement and sustainability planning, community programmes, modern slavery controls, and carbon emissions management.



**Together, these commitments formed a coherent programme that supports Gas Network Ireland’s long-term strategic direction while ensuring we remain responsive to stakeholder expectations and the evolving needs of customers and society.**

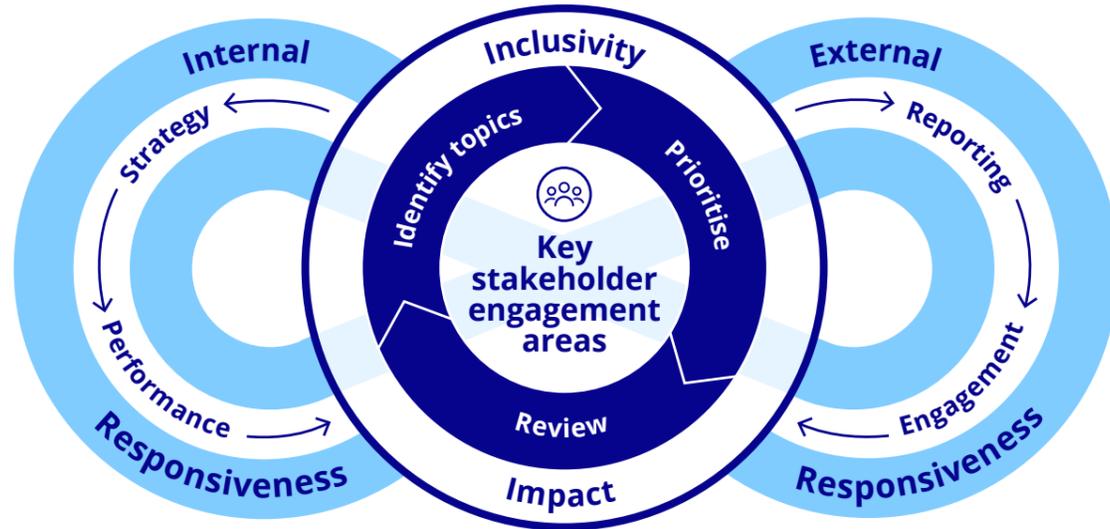
## How the strategy responds to stakeholder needs

The stakeholder engagement strategy is grounded in a clear understanding of the diverse and evolving needs of our broad stakeholder landscape. Throughout 2025, stakeholders highlighted the importance of safety, reliability, transparency and meaningful participation in shaping the future energy system. Gas Networks Ireland's strategy put a particular focus on prioritising open, two-way engagement to ensure stakeholders were informed, listened to and supported across all areas of activity.

By embedding structured feedback mechanisms, tailoring engagement to stakeholder needs and ensuring insights

directly informed operational, regulatory and strategic decision-making, the strategy ensured Gas Networks Ireland remained responsive, accountable and aligned with stakeholder expectations while delivering a safe, sustainable and customer-focused energy network.

Engagements delivered under Section 2 of this report showcase examples of how Gas Networks Ireland's open, two way engagement approach directly informed decisions and delivered meaningful positive outcomes for stakeholders.



## Putting the strategy into practice: identifying and understanding stakeholders

The stakeholder engagement process is a continuous cycle that helps Gas Networks Ireland listen, understand, and respond to the people and organisations we work with. We begin by identifying the topics that matter most to stakeholders and to the business, ensuring the process is inclusive and grounded in real needs. These topics are then prioritised so that we can focus our efforts where they will have the greatest impact. We review what we hear through regular engagement and reporting, gathering insights from both internal teams and external partners. These insights feed directly into our strategy and performance planning, allowing us to respond in a timely and meaningful way. By continually moving between internal

reflection and external engagement, this process ensures that stakeholder voices shape decisions, guide our actions, and influence the direction of the organisation.

Gas Networks Ireland applies a consistent, structured approach to understanding who our stakeholders are and what matters to them. Each year, we carry out an in-depth review of our external environment to ensure our stakeholder map reflects emerging groups, new interests, and changing priorities. This approach is guided by the AA1000 Stakeholder Engagement Standard, an internationally recognised framework that supports inclusive and meaningful engagement.

## Governance, accountability, and reporting

To ensure that stakeholder engagement is truly embedded across the organisation, Gas Networks Ireland has put in place clear governance and reporting structures.

The Stakeholder Engagement Monitoring Group, chaired by the Director of Strategy and Regulation and supported by members of the Executive Team, meets quarterly to review progress, evaluate impact, and ensure our approach remains responsive to stakeholder expectations and external developments.

Stakeholder engagement forms part of Gas Networks Ireland's company balanced scorecard, reviewed by the Gas Networks Ireland Board. Engagement outcomes, lessons learned, and stakeholder feedback are integrated into Gas Networks

Ireland's planning processes to ensure that insights gathered throughout the year inform both day-to-day operations and the long-term transformation of the gas network.

Each month, the Stakeholder Team gathers insight from across the organisation on recent engagements: who we met, what we discussed, the concerns raised, and the opportunities identified. This information is analysed to identify trends and understand emerging stakeholder priorities. The findings are then presented to the Monitoring Group, ensuring that feedback informs ongoing decision making. This approach ensures stakeholder engagement is not a standalone activity but an integral part of how Gas Networks Ireland listens, learns, plans, and delivers.

### SECTION 2

## Measuring engagement success

# 2025 stakeholder engagement

This section provides a clear and structured account of how Gas Networks Ireland delivered the stakeholder engagement plan 2025, demonstrating alignment with engagement standards set out in the Strategy.

All strategic objectives are presented by Key Stakeholder Engagement Area (KSEA) using a consistent structure:

<b>What we set out to do</b>	The intended stakeholder outcome	<b>Targeted engagement driving measurable impact</b>	A clear explanation of the causal link between engagement activity and outcomes
<b>What we delivered</b>	The engagements and channels used	<b>Evidence</b>	Quantitative metrics, qualitative feedback, or other supporting data demonstrating impact
<b>Impact</b>	The outcomes achieved for stakeholders and the organisation	<b>Case study</b>	Specific examples of effective stakeholder engagement are included in the appendices

This structure ensures a clear line of sight from the documented strategy to delivery, to demonstrable impact, in line with CRU assessment requirements. Longer activity logs are available in the Appendices for transparency without impacting the mandated page limit for the stakeholder report.

## Alignment to the stakeholder engagement strategy

The activities and outcomes presented in this section were delivered in full alignment with the stakeholder engagement plan 2025. The full set of planned engagements underpinning this delivery is set out in the extended tables in the Appendices (Appendix 4), providing a transparent line of sight from planned activity to delivery and outcomes. Engagement was prioritised and executed using Gas Networks Ireland's established governance structures, the AA1000 stakeholder categorisation approach, and quarterly oversight through the Stakeholder Engagement Monitoring Group. This ensured that all engagements were strategic, intentional, and consistently delivered through formal processes, including reporting cycles, customer journey mapping, emergency readiness procedures, and established regulatory interfaces.

## Resilient network

### KSEA: Safety and public protection

#### What we set out to do

- Strengthen public and industry understanding of gas safety and damage prevention and maintain awareness of emergency procedures and safety support services.

#### What we delivered

- Delivered national gas-safety campaigns, including Gas Escapes, Carbon Monoxide (CO), Registered Gas Installers (RGI), Dial Before You Dig (DBYD), and Meter Tampering.
- Maintained the DBYD portal and helpline and issued updated gas-safety leaflets.
- Delivered third-party damage prevention training for utilities and contractors.
- Ran safety-training sessions for local authorities (LA).
- Completed landowner liaison visits and provided on-site supervision of third-party works.
- Participated in the CRU Promotion and Public Awareness (PAPA) meeting.
- Hosted a public safety stand at the National Ploughing Championships.

#### Positive impact

- Increased awareness and correct use of DBYD reduced accidental third-party strikes to the gas network, protecting community safety and avoiding costly service disruptions.
- Strengthened safety culture and competency among workers, lowering incident risks to workers and the public.
- Reduced third-party incident risk through early intervention and consistent messaging.
- Provided tailored safety guidance and early engagement to landowners, reducing excavation related incident risks and improving relationships.

#### Targeted engagement driving measurable impact

- National safety campaigns, aligned with the CRU and utility partners, reinforced consistent safety messaging, while training and on-site supervision addressed excavation and third-party damage risks at source.
- Increased uptake of DBYD, high training participation, and proactive Agricultural Liaison Officer (ALO) engagement among those most exposed to network risk directly supported reductions in third-party incidents, strengthened safety awareness and behaviours, and improved protection for workers, communities, and the gas network.

#### Evidence

##### Dial Before You Dig (DBYD):

- **10,398** registered users (up from **8,752** at end-2024).
- **36,811** online responses in 2025.
- **848** inbound DBYD calls.

##### Training:

- **18+** local-authority sessions.
- **573** attendees.

##### ALO Engagement:

- **4,232** reactive landowner visits.
- **366** planned visits.



Service was 100% from first contact to when engineer promptly came to sort issue



### KSEA: Network resilience and emergency preparedness

#### What we set out to do

- Maintain a resilient gas network aligned with the Critical Entities Resilience Directive and strengthen disruption communications and emergency coordination.

#### What we delivered

- Operated a 24/7 emergency call centre to ensure rapid incident response.
- Completed joint emergency exercises with the Transmission System Operator (TSO) and Distribution System Operator (DSO), Great Britain (GB) and Northern Ireland (NI) Network Emergency Coordinators, and the European Network of Transmission System Operators for Gas (ENTSOG).
- Tested emergency communication channels with shippers and Daily Metered (DM) and Large Daily Metered (LDM) customers.
- Engaged with National Gas Transmission (NGT) and Vermilion on resilience at critical supply points, including Moffat and Corrib.

#### Positive impact

- Strengthened Ireland's resilience to gas supply shocks reducing the risk of supply interruption during peak demand or external shocks, helping to maintain continuity of gas supply and protect end-users and market stability.
- Improved emergency readiness and response capability for shippers and large industrial users reducing operational and safety risks.
- Supported consistent, safe cross-border operational systems.
- Enhanced cross-border coordination on emergency preparedness and procedures.

#### Targeted engagement driving measurable impact

- Joint exercises with GB, NI, and European partners validated emergency procedures and strengthened cross-border coordination, while targeted communication testing with DM and LDM customers improved readiness and response capability.
- Engagement with National Gas Transmission and Vermilion supported resilience at key entry points, and increased system capacity strengthened the network's ability to manage peak demand and system stress, enhancing Ireland's preparedness for supply disruptions and supporting continuity of gas supply.

#### Evidence

- System capacity increased from **35,000 to 39,000 KCMS**.
- Exercises and channel tests completed.

### KSEA: Emergency response

#### What we set out to do

- Provide a rapid and effective emergency response to Carbon Monoxide and "No Gas" incidents, ensuring public safety and compliance with regulatory response timelines.

#### What we delivered

- Operated a 24/7 Gas Emergency Call Centre to manage real-time public safety incidents.
- Deployed First Response Fitters and supervisors to emergency callouts.
- Delivered planned and reactive works at domestic and Industrial/Commercial (I/C) properties.
- Collected Emergency Service Customer Experience (CX) survey feedback.

#### Positive impact

- Rapid emergency response protected customers and the public from prolonged exposure to gas related risks and strengthened confidence in network safety.

- Ensured households and businesses regained service quickly and safely, minimised disruption, protected public welfare, and maintained trust in reliable essential services.

#### Targeted engagement driving measurable impact

- Deployment of First Response Fitters, proactive hazard notices, and close coordination with emergency response processes ensured rapid attendance and safe restoration of supply, while customer experience surveys and incident learnings informed continuous service improvements.
- This closed-loop engagement approach supported high compliance with regulatory response timelines, minimised disruption for households and businesses, and strengthened confidence in the safety and reliability of essential gas services.

#### Evidence

- Handled **14,072** Publicly Reported Escapes (PRERs), achieving **99.9%** compliance with the **one-hour** response requirement.
- Responded to **5,174** "No Gas" calls, with **100%** attended within **24 hours**.
- **Restored gas** supply in **100%** of applicable cases.
- Issued **15,783** hazard notices to address unsafe conditions and prevent reoccurrence.
- Notified the CRU of **four PRERs exceeding one hour**, all attributable to traffic-related delays.

### KSEA: New asset delivery

#### What we set out to do

- Improve transparency across the gas connection journey by strengthening engagement with connection customers, landowners, Local Authorities, and statutory bodies.
- Embed lessons learned to drive smoother delivery and reduced risk.

#### What we delivered

- Held individual meetings with each connection customer to review and agree delivery milestones.
- Provided bi-monthly or six-weekly milestone reports to customers and relevant authorities.
- Integrated landowner and Local Authority feedback into project design and delivery planning.
- Engaged constructively with the CRU.

#### Positive impact

- Reduced objections and rework during delivery.
- Smoother progression of strategic infrastructure projects.
- Improved stakeholder relationships and reduced delivery risk.
- Supported Gas Networks Ireland's role in maintaining security of energy supply across Ireland.
- All gas connections delivered ahead of power station completions.
- Gas Networks Ireland played a significant role in supporting Ireland's security of energy supply.

#### Targeted engagement driving measurable impact

- Individual customer meetings and regular milestone reporting enabled delivery risks and consent issues to be identified and addressed early, while incorporating landowner and Local Authority feedback reduced objections and rework during delivery.
- Constructive engagement with the CRU supported alignment on timelines and delivery assurance.
- This approach enabled smoother progression of strategic infrastructure projects, maintained alignment with power station schedules, reduced delivery risk, and supported Gas Networks Ireland's role in maintaining security of energy supply.

#### Evidence

- Agreed project programmes and delivery milestones.
- Improved wayleave cooperation with landowners.
- Positive Local Authority and public engagement outcomes.

- Preserved key stakeholder relationships.
- Abbotstown Upgrade completed.
- Grange BUP progressed.
- Lumclon project on track.
- Site mobilisation achieved at Greener Ideas Limited (GIL) Profile Park and Athlone.

### KSEA: New Asset Delivery

#### What we set out to do

- Deliver contracted biomethane connections, progress the Mitchelstown CGI project, complete the Causeway Project including commissioning the eight public CNG station, and maintain strong regulatory and stakeholder engagement.

#### What we delivered

- Advanced construction of the Mitchelstown CGI facility.
- Provided regular updates to biomethane connection and potential CGI customers.
- Delivered developer webinars and conference presentations to support industry alignment.
- Monthly engagement with the CRU and industry stakeholders.
- Conducted monthly producer meetings to address delivery and operational issues.
- Supported DCEE Green Renewable Agricultural Zero Emissions (GRAZE) reporting, including approval of a state-aid change.
- Issued proactive customer communications on equipment availability and supply-chain timelines.

#### Positive impact

- Expanded low carbon transport infrastructure and progressed biomethane grid injection capacity, supported Ireland's climate action goals, strengthened future security of renewable gas supply.

#### Targeted engagement driving measurable impact

- Monthly CRU and producer engagement addressed process and delivery risks, while proactive communication on equipment availability de-risked customer planning and supported mobilisation of construction activity.
- Developer and industry engagement supported alignment across projects, enabling progression of biomethane connections and completion of the Causeway Project, expanding low carbon transport infrastructure and strengthening Ireland's renewable gas supply.

#### Evidence

##### Dial Before You Dig (DBYD):

- Delivery programmes agreed and actively tracked.
- Mitchelstown CGI construction commenced.
- Causeway Project completed, with the 8th public CNG station commissioned.
- Section 39A challenges managed through additional CRU engagement sessions.
- Growth in demand with total CNG/BioCNG dispensed in 2025 at 47,200,000 kWh (47.2GWh) up ~13% on 2024 figure (42GWh) and up ~78% on 2023 figure (26.4GWh).

### KSEA: Network evolution

#### What we set out to do

- Provide structured opportunities for stakeholder input to inform and shape long-term (LT) gas network planning, including the Core Flexibility Report (CFR).

#### What we delivered

- Circulated Core Flexibility Report (CFR) materials to stakeholders.
- Hosted a stakeholder webinar in Q1 to explain LT planning assumptions and approach.

- Held workshops with the CRU to discuss CFR scope, modelling assumptions, and timelines.
- Conducted one-to-one meetings with key stakeholders.
- Collaborated with EirGrid through regular information-sharing sessions and workshops focused on long-term modelling and scenario development.
- Briefed the Department of Climate, Energy and the Environment (DCEE) on LT planning requirements, including the CFR.
- Engaged large gas consumers, power generation companies, and industry bodies through meetings, questionnaires, and information seminars to gather feedback.

### Positive impact

- Better aligned long-term planning assumptions.
- Increased stakeholder confidence through transparent incorporation of feedback.
- Improved transparency and readiness for future network evolution.

### Targeted engagement driving measurable impact

- Circulation of CFR materials, stakeholder webinars, and bilateral engagement enabled scrutiny of assumptions, while sustained workshops with the CRU and EirGrid reconciled modelling approaches, timelines, and system interactions.
- This approach embedded stakeholder feedback directly into the CFR, strengthened confidence in long-term planning assumptions, and supported agreement on delivery timelines and future network readiness.

### Evidence

- The CFR model was substantively completed within the 2025 calendar year, and utilised stakeholder feedback to incorporate electricity and gas systems across ROI, NI, GB, France, and neighbouring countries, reflecting real-life technical nuances, market interactions and regulatory directives such as RED III.
- New CFR delivery timelines agreed with CRU, and additional trigger points for modelling were selected based on workshops and feedback.



I can't think of anything [more]  
Gas Networks Ireland could have done...



## Sustainable energy services

### KSEA: Climate action - biomethane

#### What we set out to do

- Support National Biomethane Strategy delivery (5.7TWH in 2030)

#### What we delivered

- Held monthly CRU biomethane engagement sessions covering Section 39a, CGI development.
- Led policy engagement, including Renewable Heat Obligation (RHO) inputs to DCEE.
- Engaged with Large Energy Users (LEUs) and shippers on Green Certificate frameworks.
- Participated in the SEAI Heat Study workshop.
- Delivered national outreach at the National Ploughing Championships, supported by interviews with the Irish Farmers Journal and Midlands Radio.

### KSEA: Network evolution

#### What we set out to do

- Support gas quality management and renewable gas integration by managing operational impacts and collaborating on gas-quality developments.

#### What we delivered

- Progressed a Code Modification to increase O<sub>2</sub> levels at renewable transmission entry points from 0.2% to 0.5%.
- Presented at the April Code Modification Forum on EU and GB gas-quality developments.
- Participated in the GB Uniform Network Code (UNC) Gas Quality Working Group.
- Enabled 15-minute real-time gas quality data on the National Gas (NG) portal.
- Issued email alerts to shippers for low Wobbe Index events at Moffat.
- Provided regular interface updates to the CRU.

#### Positive impact

- Underpinned security of supply through harmonisation of Irish and GB gas specifications.
- Improved operational certainty for sensitive gas users and shippers.
- Enabled greater renewable gas penetration, subject to an approved safety case.

#### Targeted engagement driving measurable impact

- Sustained CRU and industry engagement enabled harmonisation of Irish and GB gas-quality specifications and established a safety-case pathway for increased oxygen levels to support renewable gas integration.
- Real-time gas-quality data access and automated alerts reduced operational uncertainty for shippers while maintaining security of supply.

#### Evidence

- Harmonised IE/GB gas quality specifications supporting security of supply.
- Approved O<sub>2</sub> increase pathway supporting renewable gas integration (subject to safety case).
- Real-time gas quality data and alerts improving certainty for sensitive users.
- CRU approval of a Code Modification aligning Irish Wobbe Index limits with the Gas Safety (Management) Regulations (GSMR).

- Sponsored seven industry events to build market awareness.
- Conducted developer interviews at the Gas Networks Ireland stand at the national Ploughing Championships (Cycle 0, Carbon AMS, Nephin, Bia).
- Participated in the Gas Infrastructure Europe (GIE) Grid Ready forum in Brussels.
- Sponsored the 5th International Conference on Biogas Microbiology (ICBM-5).
- Hosted multiple stakeholder visits at the National Innovation Centre, including the Climate Change Advisory Council (CCAC)

#### Positive impact

- Progressed key actions under the National Biomethane Strategy.
- Increased market understanding of biomethane certification.
- Advanced non-grid certification development in collaboration with SEAI.

- Provided greater clarity and certainty for biomethane developers.
- Improved regulatory alignment and reduced project delays.
- Strengthened national awareness and profile of biomethane.
- Reviewed and simplified the collaborative connections process to improve delivery efficiency.
- Supported collaboration and knowledge sharing across the renewable gas sector, accelerating biomethane and market development.

#### Targeted engagement driving measurable impact

- Monthly CRU biomethane sessions, supported by focused engagement on Section 39a and certification pathways, clarified regulatory requirements.
- Developer interviews, national outreach, and sponsored industry events strengthened market awareness and stimulated project interest, while coordinated policy engagement supported delivery of the National Biomethane Strategy, improving regulatory clarity, reducing project delays, and accelerating biomethane project progression.

#### Evidence

- Simplified connections process implemented Three standard design sizes developed and available to connecting customers: Small (Max flow rate 61 GWh, Medium (Max flow rate 152 GWh) and Large (Max flow rate 258 GWh).
- **63** active biomethane project leads generated.

### KSEA: Climate action - hydrogen

#### What we set out to do

- Prepare the gas network for a 2% hydrogen (H<sub>2</sub>) blend, progress industrial hydrogen clusters, and deliver Hydrogen Strategy actions by shaping EU and UK policy and standards.

#### What we delivered

- Progressed asset due diligence and developed a technical roadmap for hydrogen readiness.
- Responded to the UK Department for Energy Security and Net Zero (DESNZ) hydrogen blending consultation, setting out considerations for Gas Networks Ireland as network operator and impacts for gas users.
- Active participation on the European Network of Network Operators for Hydrogen (ENNOH) Working Groups and Board.
- Executed a Memorandum of Understanding (MoU) with National Gas to formalise cross-border collaboration on hydrogen.
- Engaged with the Department of Climate, Energy and the Environment (DCEE) and stakeholders to support mobilisation of the National Hydrogen Strategy Taskforce and associated working groups.

#### Positive impact

- Enhanced cross-border alignment with National Gas, supporting preparation for future hydrogen flows between networks.
- Clarified hydrogen blending implications for the Irish gas networks and its users through the DESNZ consultation response.
- Supported national hydrogen cluster development through active engagement with energy stakeholders.
- Mobilisation of the National Hydrogen Strategy Taskforce, with Gas Networks Ireland actively contributing to the Taskforce and associated working groups.

#### Targeted engagement driving measurable impact

- Asset due diligence and technical roadmap development were supported by engagement with DESNZ and ENNOH to clarify hydrogen blending implications, while the MoU with National Gas strengthened alignment on future cross-border hydrogen readiness.
- Active participation in the National Hydrogen Strategy Taskforce ensured Gas Networks Ireland's network and customer considerations were embedded in the Hydrogen Implementation Plan, supporting industrial hydrogen cluster progression and preparation of the gas network for hydrogen blending.

#### Evidence

- MoU executed with National Gas.
- DESNZ hydrogen blend consultation response submitted.
- National Hydrogen Strategy Taskforce established, and implementation plan published, with Gas Networks Ireland participation.

### KSEA: Customer

#### What we set out to do

- Engage with customers to capture feedback and insights, identify and address pain points, support power generators and large customers, and enable decarbonisation through renewable gas solutions. Ensure all eligible customers are supported to join the Special Services Register (SSR) and resolve all complaints within 10 working days.

#### What we delivered

- Conducted home-visit engagement during gas escape checks to support customer safety and awareness.
- Delivered customer experience (CX) surveys and journey-mapping exercises to identify service pain points.
- Completed a major website upgrade, improving search functionality, navigation, Irish-language access, and clarity of service options.
- Provided direct customer support through dedicated Access Officers.
- Maintained regular engagement with representative and advocacy groups, including Age Action, Age Friendly Ireland (AFI), Irish Deaf Society (IDS), Vision Ireland, Saint Vincent de Paul (SVP), the Money Advice and Budgeting Service (MABS), and the Red Cross.
- Acknowledged complaints within one working day by phone and followed up within four working days, maintaining focus on resolution within service commitments.
- Monthly project progress meetings with each contracted customer in which Gas Networks Ireland presented a monthly progress report and the latest project schedule to keep the customer fully informed of project progress.
- Bi-weekly technical meetings with each contracted customer to ensure the customer's technical requirements were fully incorporated into the design of the gas connection.
- Customer meetings held.
- Weekly construction coordination meetings on site with Customers and contractors to ensure works were coordinated effectively and safely on site.

#### Positive impact

- Faster service delivery and clearer customer journeys.
- Improved digital access and visibility of renewable gas solutions.
- Stronger protections and support for vulnerable customers.
- Strengthened schedule certainty.
- Minimised delays.
- Increased customer confidence in project governance.

#### Targeted engagement driving measurable impact

- Customer experience surveys, journey mapping, and direct engagement during safety checks identified service pain points and informed targeted improvements, while the website upgrade improved navigation, accessibility, and visibility of renewable gas solutions.
- Ongoing engagement with representative groups shaped accessibility enhancements and Special Services Register protections, supporting timely complaint resolution and zero winter disconnections for registered customers.
- For large and power-generation customers, regular touchpoints across design, scheduling, cost, and construction ensured technical requirements were embedded early, risks were identified promptly, programmes stayed on track, and confidence in project governance was strengthened.

**Evidence**

- Calls answered within 20 seconds: **92%**.
- 783 complaints received (significantly below the CRU threshold of 1,800) representing a 17% reduction relative to 2024.
- Complaints resolved within 10 working days: **96%**.
- Quotes issued within 7 days: **97%**.
- **Zero** winter disconnections for Special Services Register customers (safety exceptions only).



I can get someone on the end of a phone... never become a 'call centre' experience

**KSEA: Tariffs****What we set out to do**

- Engage with customers on proposed tariffs, balancing affordability and business competitiveness while meeting Gas Networks Ireland's revenue and regulatory requirements.

**What we delivered**

- Conducted consultations and bilateral engagements with the CRU and customers.
- Held supplier workshops to agree market processes.
- Maintained regular CRU tariff review calls.
- Worked with the CRU and Cambridge Economic Policy Associates (CEPA) on tariff methodology, including treatment of Renewable Natural Gas (RNG).
- Presented updates at the Code Modification Forum on tariff methodology changes.
- Dedicated Tariff Workshop for industry stakeholders.

**Positive impact**

- Transparent, timely tariff setting with a neutral impact across residential and commercial customers.

**Targeted engagement driving measurable impact**

- Early and proactive collaboration with the CRU and industry stakeholders supported the development and workshoping of a draft Transmission Tariff Consultation paper, enabling stakeholders to engage with proposed methodologies, understand potential impacts, and provide informed input ahead of finalisation.
- This approach strengthened transparency, balanced affordability and competitiveness across customer groups, and enabled the on-schedule publication of 2025/26 tariffs with a neutral customer impact.

**Evidence**

- Customer Impact of tariff decision reflected in the final CRU tariff decision paper for 25/26.
- Transparency paper published for stakeholders to review and understand the details of the tariff – calculation information prior to tariffs coming into force.
- Consultation held in line with Article 28 of the TAR NC requiring annual consultation on specific elements of the gas transmission tariff methodology, before tariffs are finalised.
- Review undertaken of Transmission Tariff and draft consultation paper prepared following workshop with industry.
- 2025/26 tariffs calculated and published on time.
- Development of Renewable Natural Gas (RNG) Tariffs progressed with CRU and discussed with industry.

**KSEA: New Pay as You Go (PAYG)****What we set out to do**

- Agree the Pay As You Go (PAYG) technology selection and the high-level design of associated systems and processes with gas suppliers and the Commission for Regulation of Utilities (CRU).

**What we delivered**

- Structured engagement with gas suppliers and the CRU to agree PAYG technology selection and high-level system design.
- Held joint working sessions with suppliers to review proposals and identify areas of concern.
- Conducted bilateral meetings with individual suppliers to explore supplier-specific issues and constraints.
- Maintained ongoing engagement with the CRU to ensure supplier views were transparently represented where consensus could not be reached.
- Captured end-of-year supplier feedback through structured survey mechanisms.

**Positive impact**

- Safeguarded the PAYG service, which is critical for many vulnerable customers, through timely technology modernisation.
- Reduced the risk of future service disruption by achieving early alignment on technology and design.
- Built confidence that customer needs will continue to be met.
- Positive stakeholder sentiment reflected improved trust and collaboration.

**Targeted engagement driving measurable impact**

- Joint working sessions and bilateral discussions allowed supplier-specific constraints to be explored in detail, while ongoing engagement with the CRU ensured that differing views were transparently represented where consensus could not be reached.
- This engagement approach supported informed regulatory decision-making, maintained momentum towards procurement readiness, and reduced the risk of future service disruption, while building stakeholder confidence that the modernised PAYG solution will continue to meet the needs of vulnerable customers.

**Evidence**

- Agreement reached with suppliers and the CRU on PAYG high level design and technology approach.
- Timely procurement documentation issue.
- Positive supplier end of year survey feedback.
- "There's been good engagement... this project is good for us and for our customers."



The replacement of the meter was completed efficiently and professionally

**Integrated energy system****KSEA: Policy****What we set out to do**

- Advocate for effective national and EU energy policy while ensuring gas customer interests are reflected in energy and climate planning.

**What we delivered**

- Participated in the CRU's quarterly National Energy Demand Strategy Working Group.
- Engaged with the Department of Enterprise, Tourism and Employment (DETE) on the Large Energy User (LEU) Action Plan.
- Coordinated bi-monthly engagement with the Department of Climate, Energy and the Environment (DCEE) covering biomethane, hydrogen, energy security, EU legislation, and the Renewable Heat Obligation (RHO).
- Supported the CRU and DCEE on the EU Capacity Allocation Mechanism Network Code update and transposition of the EU Gas and Hydrogen Package.
- Contributed to DCEE workstreams on REPowerEU, Carbon Capture, Utilisation and Storage (CCUS), and energy security.
- Collaborated with EirGrid at executive and working-group level to align gas and electricity policy.
- Represented Ireland at EU fora, including ENTSOG and ENNOH.
- Participated in Ibec, EU, and EU Presidency events in Dublin.
- Irish elected representatives engagement at national and EU level.
- Provided national and EU energy policy updates to shippers and suppliers via the Code Modification Forum (CMF) (new in 2025).

**Positive impact**

- Enhanced policy certainty for industry and customers.
- Strengthened Ireland's influence in EU energy-system development.

**Targeted engagement driving measurable impact**

- Regular engagement with DCEE and the CRU supported the progression of key legislative and regulatory initiatives, including the Renewable Heat Obligation, hydrogen Bill, and transposition of the EU Gas and Hydrogen Package.
- Active participation in EU fora ensured Ireland's non-connected status and gas customer interests were reflected in emerging EU energy policy, including CGI connection policy, Leu decisions and the Gas and Hydrogen Package.
- Executive-level collaboration with EirGrid strengthened alignment across gas and electricity policy, enhancing policy certainty for industry and customers and reinforcing Ireland's influence in EU energy-system development.

**Evidence**

- National progress: Supported DCEE to progress the RHO to Heads of Bill stage and Technical Regulations Information System (TRIS) notification to the EC as an active participant on the Biomethane Implementation Group.
- Supported DCEE's Hydrogen Bill progress and active in DCEE's Hydrogen Taskforce which will help drive the Implementation Plan to support longer-term energy and climate goals.
- Supported the CRU to develop their Biomethane Connections Policy Review consultation (Nov 2025) which will support emissions reductions across the agricultural and heating sectors.
- Ensured Ireland is appropriately represented, and our unique position considered as EU energy policy is developed through active participation in National and EU energy and climate associations.

- Delivered evidence-based responses to National and EU consultations (e.g. CRU's Large Energy User consultation; The Department of public expenditure infrastructure, public service, reform and digitalisation (DPER)'s National Development Plan Review 2026). Gas Networks Ireland responded to 53 consultations in 2025.
- Gas Networks Ireland strategic and technical advice featured in the final policies.



The most important thing is that they are approachable, and you can always contact the person you need to talk to

**KSEA: Industry collaboration and leadership****What we set out to do**

- Respond to 2024/2025 shipper and supplier survey priorities.

**What we delivered**

- Regular industry engagement through the CMF and GMARG.
- Supplier capability programmes (Gas Point Registration Operator (GPRO), Annual Quantity/Supply Point Capacity (AQ/SPC), Revenue Protection).
- Long Term No Access (LTNA) process review.
- Facilitated discussions on Vulnerable Customer supports

**Positive impact**

- Stronger supplier capability and reduced operational issues.
- Improved transparency of market processes and rules.

**Targeted engagement driving measurable impact**

- Engagement through CMF and GMARG, alongside focused training programmes and the LTNA process review, addressed capability gaps, reduced operational issues and improved transparency of market rules, contributing to improved market confidence and satisfaction.

**Evidence**

- Shipper/Supplier satisfaction score **8.2/10 and +52 Net Promoter Score**.
- LTNA Market Process approach agreed.
- Targeted training delivered.
- Continuing transparency of market rules via CMF/GMARG.

## Excellence in operations

### KSEA: Innovation

#### What we set out to do

- Build a transparent, well-governed innovation portfolio that advances renewable gas and integrated-system research, supported by robust oversight through an Innovation Steering Group (ISG) with independent members.

#### What we delivered

- Launched the **€2.7m** Research Ireland and Gas Networks Ireland Innovation Challenge, supported by a national webinar and Open Days to enable broad research-community engagement.
- Hosted the European Gas Research Group (GERG) General Assembly, engaging with research partners, universities, and supply-chain organisations.
- Completed ISG independent members call for applications.

#### Positive impact

- Strengthened confidence in innovation governance and public-interest outcomes.
- Increased national visibility of our innovation activities.
- Accelerated the research pipeline for biomethane, hydrogen and integrated energy systems.
- Reinforced Ireland's role in European innovation collaboration.
- Advanced **39** NBIF (Network Based Innovation Fund) projects.
- The appointment of two ISG independent members gives an on-going role to external stakeholders in shaping Gas Networks Ireland's Innovation planning and evaluation.

#### Targeted engagement driving measurable impact

- National webinars and Open Days supporting the Research Ireland-Gas Networks Ireland Innovation Challenge improved the quality and reach of research proposals, while independent membership of the Innovation Steering Group reinforced oversight, public-interest outcomes, and regulatory confidence.
- Hosting the GERG General Assembly strengthened international collaboration and raised Ireland's profile within European gas research networks, supporting the delivery of a well-governed innovation portfolio and accelerating research across biomethane, hydrogen, and integrated energy systems.

#### Evidence

- Published the PC5 Innovation Report, ensuring transparency on all regulated innovation activity.
- **39** Network-Based Innovation Fund (NBIF) projects funded (**€2.7m** of **€3.8m** allocated).
- Innovation Challenge launched (**€2.7m**) with **5** projects awarded following expert assessment.
- Innovation Steering Group (ISG) independent member appointments.



Great service... for an 86-year-old... problem was fixed... Thank you



### KSEA: Sustainability

#### What we set out to do

- Promote biodiversity awareness, strengthen sustainability reporting and Environmental, Social and Governance (ESG) performance, build educational and community partnerships, and actively support UN Sustainable Development Goals.

#### What we delivered

- We reached out to stakeholders in our Double Materiality Assessment process, to affirm our materiality topics. Our Sustainability Report uses the ESG framework and topic output from our Double Materiality Assessment.
- Presented and engaged on sustainability with government, industry, and schools, including sharing our SDG champion role and progress with DCEE and 2024/2025 champions, participating as panellists at the 2025 Autumn ESG Summit, and delivering a Sustainability module for the School Junior Achievement Programme.
- Delivered All Ireland Pollinator Plan and National Biodiversity Plan to the Biodiversity Data Centre of Ireland and the Department of Housing, Local Government Heritage (DHLGH).
- Delivered community programmes with Age Action, Merchants Quay Ireland (MQI), Business In The Community (BITC), Junior Achievement Ireland (JAI).
- Delivered JAI Energize education programme, incorporating renewable-gas content.
- Held SDG awareness events, internal campaigns, and represented Gas Networks Ireland at the National SDG Forum.

#### Positive impact

- Stronger environmental credibility and lower planning risk exposure.
- Strengthened public trust, inclusion and sustainability literacy.
- Long term SDG advocacy role embedded
- Achieved full delivery of 2025 biodiversity commitments.
- In-house biodiversity assessment tool developed enabling net gain / no net loss modelling and support planning decisions.

#### Targeted engagement driving measurable impact

- Structured engagement with stakeholders through the Double Materiality Assessment, biodiversity partnerships, and independent verification translated stakeholder input into robust ESG reporting, fully delivered biodiversity commitments, and an evidence-based biodiversity assessment tool strengthening environmental credibility and reducing planning risk.
- Targeted community, education, accessibility, and SDG engagement converted awareness-raising into measurable social and reputational outcomes, embedding Gas Networks Ireland's long-term SDG advocacy role, improving inclusion and sustainability literacy, and strengthening public trust through sustained, demonstrable impact.

#### Evidence

- Full biodiversity commitment delivery independently verified.
- External sustainability reputation improved (RepTRAK score **71.2** and rank **21st**, improving from **42nd**).
- **220** volunteers delivering **42,084** social-impact hours.
- **60** charitable organisations supported via employee fund.
- Transition from SDG Champion to enduring SDG Ambassador. Reported our SDG champion progress to DCEE.
- Published 2025 Sustainability Report and Annual Report.

## SECTION 3

## Lessons learned and looking ahead

# How we captured lessons in 2025

Throughout 2025, Gas Networks Ireland used a wide range of structured channels and touchpoints to capture stakeholder feedback and insights across customer, safety, market, regulatory, and community activities.

### Channels and touchpoints used to gather feedback:

#### Customer experience measurement:

Post journey customer satisfaction surveys, supported by online and face to face engagement through a structured Customer Experience (CX) monitoring programme delivered on quarterly, biannual, and annual cycles.

#### Safety and emergency insights:

Emergency Service CX surveys for gas emergency users, consumer safety research linked to TV based safety campaigns, and continuous input through public helplines (Gas Emergency and Carbon Monoxide).

#### Real time customer feedback:

Home visit interactions, including gas escape checks, were used to capture pain points as they occurred and to inform journey mapping work.

#### Vulnerable customer engagement:

Dedicated forums and ongoing engagement with representative organisations (including Age Action, Age Friendly Ireland, MABS, SVP, Vision Ireland, IDS, and the Red Cross) to understand needs and co design appropriate supports, for example, Gas Networks Ireland, working with its outsource partners Fexco, introduced a new dedicated customer care line specifically for customers aged 66 and older. By calling 1800 628 427, older customers can connect directly with a Gas Networks Ireland representative who has undergone specialised training provided by Age Friendly Ireland. This team is experienced and equipped to deliver a tailored service that meets the unique needs of older customers, ensuring a more accessible and supportive experience.

#### Market and tariff engagement:

Tariff consultations, customer workshops, and Code Modification Forum updates were used to gather shipper and customer views on tariff methodology and impacts, alongside annual Shipper/Supplier management and operational surveys.

#### Long term planning engagement (CFR):

Circulation of Core Flexibility Report (CFR) materials, questionnaires, a stakeholder webinar, CRU workshops, and one to one meetings were used to gather input into long term planning assumptions.

#### Project specific landowner engagement (Lumcloon):

A bespoke Stakeholder Management Plan was developed, supported by Agricultural Liaison Officers (ALOs) who acted as the primary point of contact for 15 consenting landowners. Engagement included early one to one meetings, opportunities to influence pipeline routing, and ongoing liaison during construction to resolve issues as they arose.

#### Shippers and suppliers:

Shipper and supplier feedback is primarily collected through the Annual Shipper/Supplier Survey, feedback was also captured through ongoing dialogue at structured industry fora such as the Code Modification Forum (CMF) and the Gas Market Arrangements Group (GMARG). The structured multi-channel engagement process ensured that both high-level sentiment and detailed operational insights were gathered to inform the 2025 Shipper/Supplier Action Plan.



I find the live online training sessions... really helpful



#### Biomethane:

Developer insights were gathered through developer engagement, monthly CRU biomethane sessions, engagement with Large Energy Users (LEUs) and shippers on Green Certificate frameworks, and a collaborative review of the biomethane connections process. These structured and recurring touchpoints ensured that both high-level strategic concerns and detailed operational issues were captured.

#### PAYG:

Feedback on PAYG design and customer impacts was gathered through a series of formal working-group touchpoints involving Gas Networks Ireland, gas suppliers and, where relevant, the CRU. In 2024 and early 2025, the PAYG Market Design Working Group provided a structured forum to capture feedback on the end-to-end meter installation process, including customer communications and appointment-booking flows, enabling detailed walk-throughs of proposed processes from both operational and customer perspectives.

To capture more detailed customer-facing insights, Gas Networks Ireland established a Customer Care and Communications Working Group in the second half of 2025. This group brought together customer service and communications specialists from Gas Networks Ireland and suppliers and acted as a focused touchpoint for reviewing and refining customer communications through process walk-throughs and stress-testing of draft materials.



## What we captured (insight themes)

### Customer experience and service delivery

Feedback highlighted the importance of rapid response times, clear explanations, and approachability of staff.

Customer surveys and home visit feedback identified issues relating to:

- Clarity of communications
- Scheduling and appointment coordination
- Reinstatement updates
- Digital navigation and visibility of service options

### Safety awareness and emergency response expectations

Emergency Service CX surveys and customer feedback highlighted expectations around:

- Rapid emergency response
- Clear instructions during incidents
- Proactive follow-up after emergency callouts

### Vulnerable customer needs and accessibility considerations

Engagement with representative groups identified needs relating to:

- Appropriate communication formats
- Proactive notification of supply interruptions
- Tailored supports for customers with disabilities or additional requirements

### Shipper/Supplier experiences

Shippers' and Suppliers' feedback highlighted:

- Need for clearer, more accessible training supports; particularly around GPRO, AQ/SPC and Revenue Protection processes.
- Continued use of Live online sessions with one shipper noting that these sessions are 'far more helpful than being given a manual to read through'.
- The need for a more intuitive, reliable system to support nominations, allocations and operational compliance, directly flagging GTMS enhancements as a priority for 2026.

### Lumcloon landowner consents:

- The ALO engagement was very constructive and informed elements of the pipeline route design which were mutually

beneficial to Gas Networks Ireland and the relevant landowners. Landowners provided positive feedback regarding the contractor during construction, the associated works and the engagement with Gas Networks Ireland throughout the works. Some landowners expressed disappointment about the initial lack of information at the start of the project and a lack of early consultation opportunities.

### Developer insights for biomethane and renewable gas integration:

Engagement with biomethane developers and industry stakeholders surfaced insights relating to:

- Connection process clarity
- Certification requirements
- Information needs for non - grid renewable gas
- Expectations around regulatory timelines

### Long-term planning expectations and system needs

Engagement on the Core Flexibility Report highlighted

- Stakeholder expectations around future system needs, flexibility, modelling assumptions, low carbon readiness and data transparency, shaping the scope and focus of the CFR.
- A key lesson was that the CFR and Network Development Plan must be developed and sequenced together; as a result, the CFR was rescheduled to Q1 2026 to ensure aligned assumptions, regulatory coherence and a more robust set of outputs.

### PAYG

PAYG working groups surfaced early assumptions about the level of communication required for the new PAYG service and highlighted the potential complexity of coordinating supplier and Gas Networks Ireland communications:

- These forums enabled stakeholders to test assumptions about customer communications and identify coordination challenges between Gas Networks Ireland and suppliers.
- A revised communication approach was agreed, with Gas Networks Ireland responsible for all pre-installation customer communications and suppliers commencing communications post-installation.
- This clear separation of roles provided a simpler, more coordinated communication model and a more streamlined customer experience.

# How lessons feed into the 2026 stakeholder engagement strategy

The 2026 stakeholder engagement strategy directly builds on the lessons captured throughout 2025, carrying forward the insight-driven practices that proved most effective:

### Customer experience, communication and journey improvements:

Insights relating to clarity of communications, consistency of information during appointments, and the overall customer journey are reflected in a stronger emphasis on customer feedback loops and journey-based measurement within the 2026 plans. This means customers benefit from clearer expectations, more consistent messaging, and a more predictable end-to-end experience, reducing frustration, repeat contact, and avoidable delays.

### Safety awareness and emergency response expectations:

Insights from consumer safety research and emergency service CX surveys have directly informed the continuation and refinement of multimedia public safety campaigns, customer experience surveys for gas emergency service users, and the explicit use of survey results to improve emergency response communication and protocols. For customers and communities, this results in clearer safety messaging, faster reassurance during emergency situations, and a more consistent and trusted emergency response when safety risks arise.

### Vulnerable customer needs and accessibility considerations:

Engagement with representative groups has directly shaped the continued prioritisation of tailored supports for vulnerable customers, including the delivery of commitments set out in the Vulnerable Customer Guide and regular engagement with organisations such as MABS, SVP, Age Action and disability representative groups. This ensures that vulnerable customers are better supported through accessible communications, clearer contact routes, and proactive engagement during supply interruptions or periods of heightened risk.

### Tariff development and methodology engagement:

Feedback gathered through tariff consultations, Code Modification Forum updates and customer workshops has informed the 2026 approach to early engagement on tariff methodology, clearer communication of impacts, and continued collaboration with the CRU and market participants. As a result, customers and market participants have greater transparency and predictability around tariff decisions, supporting informed planning and confidence in the fairness of tariff outcomes.

### Shipper/Supplier feedback:

Insights from the 2025 Shipper/Supplier surveys have directly informed the 2026 Shipper/Supplier Action Plan, including targeted training programmes, prioritised GTMS system enhancements, and continued use of industry fora

(CMF/GMARG) to track delivery and close feedback loops. For shippers and suppliers, this leads to clearer processes, more reliable systems, and more responsive engagement on operational and commercial issues, supporting efficient market operation.

### Lumcloon landowner consents:

Taking this lesson learned into consideration, earlier stakeholder engagement on the Bord Na Mona project has proven invaluable to date, where three public and landowner engagement events took place at the earliest stages of project design. This allowed prospective landowners to provide local expertise for the pipeline route, advise on the most effective route in their lands and ensured their views were fully considered from the outset of the design process. This is evident in the fact that this is evident in the fact that 98% of the landowners have agreed to consent to the pipeline.

### Developer insights for biomethane and renewable gas integration:

Engagement with biomethane developers and renewable gas stakeholders has directly informed process simplification, standard design development, and enhanced regulatory engagement, as reflected in the Climate Action and Biomethane engagement tables. These improvements reduce development risk, clarify requirements and timelines, and give developers greater confidence to progress renewable gas projects and investment decisions.

### Long-term planning expectations and system needs (CFR/NDP):

Stakeholder insights gathered through questionnaires, consultations, workshops, and one-to-one discussions have directly shaped the approach to Core Flexibility Reporting, supplemental flexibility updates, and long-term adaptive planning. This ensures long-term network planning better reflects stakeholder expectations, supports informed investment decisions, and strengthens confidence in the robustness of future energy system planning.

### PAYG:

The lessons learned through the PAYG engagement process have directly shaped the 2026 stakeholder engagement strategy. Key reflections include collaboration between Gas Networks Ireland and suppliers has been both effective and efficient in delivering solutions that all parties can buy into. Lessons learnt include knowing when, to make the best use of people's time, to form topic expert sub-groups in the PAYG project and how to leverage the respective strengths of the industry group as the project progresses. These lessons are now incorporated into 2026 engagement planning, ensuring that collaboration, clarity of responsibility, and the early use of specialist expertise continue to drive better decisions and improved customer outcomes.

# Appendices



## 1. Case studies

### CASE STUDY

### Junior achievement STEM education KSEA: Sustainability



**Objective** The objective was to deliver education programmes in schools through Gas Networks Ireland employees and external volunteers. These programmes aim to ensure a future pipeline of engineers, STEM professionals, and sustainability experts, strengthening community relationships by promoting employees volunteering to support local communities.

### Outcome

The Energize programme reached over 3,700 students across more than 100 schools in 15+ counties. Survey results indicated a majority positive response from students to the question: "Having completed the Energize programme, are you more likely to continue to study science post-primary?" Similarly, teachers reported that students benefitted significantly from interacting with volunteers from the world of work.

### Positive impact on Gas Networks Ireland

The initiative strengthened Gas Networks Ireland's reputation as a community-focused organisation. Volunteers reported personal benefits, including improved self-confidence, personal growth, a sense of inclusion, company pride, and stronger connections with colleagues.

### Future plans

Gas Networks Ireland is committed to the Energize programme into the future.

### Challenges

While the programme ran smoothly without challenges for the most part, the main challenge faced was inspiring enough students to take interest in STEM subjects and motivate the next generation of the STEM workforce. This programme is designed to make STEM topics interesting and engaging to tackle student disinterest.

### Positive impact on stakeholder

The programme gave over 3,700 students nationwide a chance to investigate the world and explore careers in the STEM field, reaching 106 schools in 21 counties. Gas Networks Ireland's ongoing sponsorship ensures the Energize programme remains available nationwide. When asked at the end of the programme, 76% of students who completed the Energize programme stated they are more likely to continue studying science post primary having completed the programme. One student commented 'Your teaching not only expanded my knowledge but also sparked a deeper interest in science. Thank you so much for introducing our class to these new concepts and for making the experience both engaging and educational. It truly inspired me, and I'm excited to continue learning more.'

CASE STUDY

# Energy retrofit companies stakeholder engagement on behalf of customers and SEAI

## KSEA: Climate action



**Objective** The objective of this initiative was to expedite the gas connection and alteration process to support energy retrofits, delivering measurable improvements in energy efficiency and comfort for customers while reducing energy use and carbon emissions.

**Outcome** The expected outcome of this programme was significant environmental benefits, is thousands of tonnes of CO<sub>2</sub> avoided annually through retrofitted homes.

**Future plans** The plan for 2026 is to continue engaging with the SEAI and these key Energy Retrofit Companies to ensure they continue to see excellent service from Gas Networks Ireland in helping homeowners to decarbonise their homes.

**Challenges** Issues during the alteration process included communication and scheduling of appointments, the requirement for customers to fit fireproof boards, ensuring meters were connected on the day of the appointment, providing timely notifications around reinstatement, and managing invoicing arrangements. For new connections, challenges involved coordinating timelines for work on the ground and resolving disparities between meter positions agreed with Gas Networks Ireland and those approved during installation.

**Positive impact on Gas Networks Ireland** Gas Networks Ireland received positive publicity in SEAI reporting for its proactive engagement and strengthened its reputation as a key partner in the energy transition, supporting national decarbonisation goals. Long-term partnerships were developed with Energy Retrofit Companies.

**Positive impact on stakeholder** Gas Networks Ireland supported 17 home energy upgrade initiatives in 2025. These initiatives delivered meaningful benefits for retrofit customers and programme partners. By removing processing delays and tailoring our support and delivering enhanced communications, the streamlined approach cut administrative effort and associated costs for households and retrofit providers. The initiative is significantly improving affordability and comfort for retrofit customers. "Excellent customer service and support. Speedy response, work carried out exactly as requested. Technicians worked quickly, were pleasant to talk with and left everything clean and tidy." "Considering the weight the rep took off my shoulders, I would absolutely recommend Gas Networks Ireland to other people. It's difficult nowadays to find a firm that delivers, I think Gas Networks Ireland delivers when it counts. The thing is customer service that I get with Gas Networks Ireland, most companies now don't understand what this means."

CASE STUDY

# Age friendly recognition and achievement awards: insights into action framework

## KSEA: Customer



**Objective** The objective of this initiative was to design services that best meet the specific and varied needs of older customers while creating opportunities for staff and business partners to hear directly from these customers. This feedback informs upskilling, training, and process reviews, ensuring that Gas Networks Ireland delivers a service that is both inclusive and responsive.

**Outcome** The programme aimed to foster deeper engagement with older customers, reflected in calls to the Age Friendly line being on average 20% longer than those to the general line, indicating more meaningful conversations. Additionally, Gas Networks Ireland employees actively participated in Age Action's Gardening Blitz, demonstrating commitment to community involvement.

**Challenges** Navigating modern technology can be challenging for our older customers. The monthly mystery shopping programme allowed us to understand the needs of our older customers by allowing them to carry out and rate various tailored shopping scenarios. Feedback from this shop in 2023, prompted our Age Friendly Customer care line initiative, when our mystery shopper expressed their frustration with the IVR system that was required to be in place on the general customer care line. Our new Age Friendly customer care line was developed in direct response to this feedback, and removed the IVR, providing a direct link to an experienced and Age Friendly Communications trained agent. We successfully launched the service with Age Friendly Ireland, Age Friendly Ireland Older People's Council, and Age Action's support, which enjoyed a timely press release and social media coverage. However further targeted channels to heighten awareness among older customers are required.

General response rates to SMS surveys can be low: To encourage customers to respond to our txt survey, for each completed response we donate to our charity partners in Age Action. To abate any concerns regarding IT scams, we reassure our older customers that the SMS survey is legitimate, by featuring information about the programme and the donation on both our own and Age Action's websites.

There is a heavy administrative and time burden associated with continuous training and upskilling. Curating a training programme of ever-evolving industry leading best practises, designing impactful and engaging modules that resonate, and securing frontline staff the required time away from their scheduled work is challenging. We recommend allocating appropriate budgets and resources to coordinate a strategy and long lead in, allowing teams the time to plan.

**Positive impact on stakeholder** A dedicated Age Friendly helpline (1800 628 427) was launched, enabling customers aged 66 and over to reach specially trained staff.

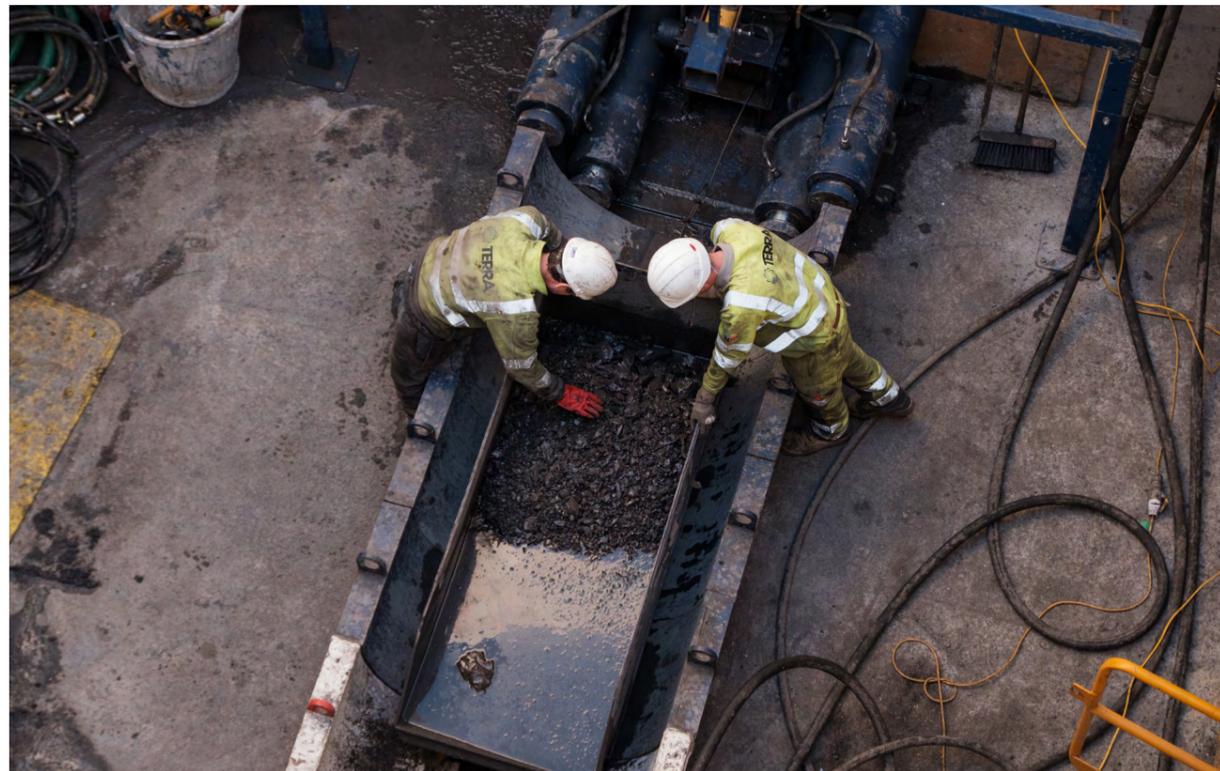
**Positive impact on Gas Networks Ireland** Gas Networks Ireland was shortlisted for the 2025 National Age Friendly Recognition and Achievement Awards, and feedback from older customers indicates they feel more supported and understood, validating the success of the initiative.

**Future plans** Gas Networks Ireland is committed to listening to all our customers' needs and working with partner organisations to improve our services and demonstrate our commitment to customer excellence.

CASE STUDY

# Engagement with stakeholders impacted by construction of the 1.7km TX pipeline to Echelon Crag in Clondalkin

## KSEA: New asset delivery



**Objective** The primary objective of the stakeholder engagement programme for the 1.7km TX pipeline to Echelon Crag in Clondalkin was to ensure that all residents, businesses, and community organisations along the construction route were fully informed about the project and its potential impacts. As the works were being delivered in a densely populated urban environment, proactive communication was essential to minimise disruption, maintain community trust, and prevent delays to project delivery.

A further priority was to ensure that stakeholders clearly understood the strategic importance of the project, facilitating the safe and reliable connection of the site to the national gas network, strengthening network capacity, and supporting both high-demand industrial customers and households in the area.

**Outcome** Engagement over the construction period was characterised by consistent and well-managed communication, with residents feeling fully informed and supported. This included ensuring that:

- The pipeline connection could be completed on schedule to enable gas to flow safely to the site.
- Local households and businesses experienced minimal disruption, with clear notice of works and mitigation measures.
- The project strengthened the resilience of the national gas network by adding new high-pressure capacity.

Ultimately, the goal was to deliver a major piece of infrastructure while upholding Gas Networks Ireland's commitment to responsible construction in the heart of an active community.

### Challenges

Delivering a linear infrastructure project in a busy urban setting presented several operational and reputational challenges. Key among them were:

- **Traffic Management:** Maintaining safe access for road users and pedestrians while major construction activities were ongoing required detailed planning and continuous coordination with South Dublin County Council.
- **Land Access and Coordination:** Engaging with private landowners, commercial premises, and other utility providers required clear communication to avoid clashes with existing services and reduce delays.
- **Community Sensitivities:** Residents were understandably concerned about noise, disruption, and the visibility of heavy construction equipment. This necessitated a proactive engagement approach with frequent updates, localised leaflets, community briefings, and an accessible project team.

Through early and sustained communication, these challenges were managed effectively, allowing the project to progress without significant community resistance or interruptions.

### Positive impact on Gas Networks Ireland

The success of the engagement programme had direct operational and reputational benefits for Gas Networks Ireland:

- Project delivery was completed on time, supported by strong relationships with residents and stakeholders.
- The pipeline added critical high-pressure network capacity, enhancing resilience for industrial and residential customers in the Dublin region.
- Collaboration with local authorities, contractors, and community groups reinforced Gas Networks Ireland's reputation as a responsible infrastructure provider.
- The sustainability work, particularly the litter pick, provided a tangible demonstration of Gas Networks Ireland's commitment to social responsibility, environmental stewardship, and community partnership.

### Future plans

Completion of final reinstatement of the public road and a biodiversity initiative associated with the project in collaboration with South Dublin County Council. Gas Networks Ireland is also progressing another new connection project with this Customer in Grange Castle with construction to commence in 2026. Finally, a review of the lessons learned register will take place from a technical, environmental and stakeholder perspective with key findings to be applied to future transmission new connection projects.

### Positive impact on stakeholder

The project not only minimised negative impact, but it also ultimately delivered a positive contribution to the local area.

Engagement with the community highlighted concerns about litter and waste accumulation along parts of the pipeline route. In response, Gas Networks Ireland collaborated with Murphy International Limited (Murphy) and Fingleton White to organise a large-scale litter pick as part of An Taisce's National Spring Clean initiative. Teams from the Project Delivery, Land Management, and Sustainability departments joined forces with contractor staff to remove waste from a 2km stretch of the works area.

This initiative resulted in:

- 14 bags of litter collected, weighing 81.5kg, a new record for a Gas Networks Ireland litter pick.
- Visible environmental improvements along the construction corridor.
- A strengthened relationship with local residents, many of whom expressed support and appreciation for the efforts.

This demonstrated that the project team was not only focused on construction works but was also committed to "Doing What's Right," supporting the wellbeing of the community, and ensuring that operations complemented local needs.

Most importantly, throughout the construction period there were no major road closures, no significant disruption to residents, and no project delays, demonstrating the effectiveness of the engagement strategy.

CASE STUDY

# Research Ireland innovation challenge

## KSEA: Innovation



**Objective** The €2.7 million grant fund challenge invited multidisciplinary research teams to develop breakthrough technologies in renewable gas, energy system integration and artificial intelligence. Supporting the delivery of National and EU policies to achieve Ireland's targets for carbon neutrality; To accelerate development and demonstration of technologies that have broad potential for utilisation by the renewable gas industry, and delivery of a positive impact nationally.

**Outcome** The Energy System Integration Challenge supports the development of solutions to accelerate the optimisation and integration of renewable sources in Ireland's energy system under two themes: The integration of renewable gases at a local and regional level, and the development of Artificial Intelligence-based solutions for intelligent gas network performance diagnostics.

The Biomethane and Biohydrogen Challenge supports the development of solutions which improve the efficiency, efficacy and commercial viability of biomethane and biohydrogen production, including extraction and utilisation of byproducts.

**Future plans** In 2025 we saw strong engagement from the research community, with applications to the Innovation Challenge being assessed by a panel of international experts. Five research projects will be awarded grant funding under the Research Ireland – Gas Networks Ireland Innovation Challenge in early 2026.

The successful teams from the various research bodies in Ireland will work through a series of phases to develop their research proposal. The structure of the Programme comprises three phases:

- Concept (six months' duration)
- Seed (12 months' duration), and:
- Prize (up to 24 months, with teams completing for an overall prize of €1million).

An overall prize award of €1 million will be available to the team that demonstrates the highest potential for transformative impact. The prize will enable the winning team to generate high-impact research and accelerate the development of sustainable energy technologies.

**Challenges** Gas Networks Ireland wanted a fresh approach to the delivery of cost-effective services and solutions for our customers. To achieve this, we sought out new and unfamiliar processes and technologies, inviting multi-disciplinary research teams to innovate on our behalf.

We faced a challenge finding teams willing to take part in these STEM-based research projects. This was overcome by incentivising STEM-based solutions for renewable gas through the innovation challenge, encouraging more people to take part and come up with ideas that may have never been explored otherwise.

**Positive impact on Gas Networks Ireland** The challenge directly supports Gas Networks Ireland's strategic goal of transitioning its gas network towards a decarbonised future, strengthening our position as a key enabler of Ireland's climate targets. It showcases Gas Networks Ireland's future-forward approach to the energy industry and our willingness to adapt and work collaboratively with other industries.

**Positive impact on stakeholder** This challenge had a strong positive impact on stakeholders as it provided targeted financial support with an investment of €2.7 million, enabling researchers and technical teams to pursue work that would've otherwise been impossible. This funding opened access to specialised equipment and research staff to invest into high-value innovation. Additionally, it gave the STEM industry recognition for the impact of their research, encouraging innovation and showcasing the importance of STEM-based solutions.

CASE STUDY

# Advancing new connections: Effective stakeholder engagement in delivering a 2.5km TX pipeline to the new Athlone power station

## KSEA: New asset delivery

**Objective** Gas Networks Ireland is responsible for building, managing and maintaining an extensive network of gas infrastructure across the Republic of Ireland, including the provision of new connections for customers who have been awarded 'capacity' contracts to supply electricity. Gas Networks Ireland has been contracted to connect a new Power Generation customer to the national gas network at Athlone power station located at Monksland Industrial Park in Co. Roscommon. This involves the installation of a 2.5km transmission pipeline and the construction of an Above Ground Installation (AGI). A live 'hot-tap' will also be completed, which means connecting the new pipeline to the existing network all while gas continues to flow uninterrupted to customers in the west of Ireland.

Gas forms a key part of Ireland's current energy mix and is the backbone to the national electricity grid when it comes to ensuring continuity of power. When operational, this customer's 'peaking' power plant will help meet peak demands for the uninterrupted supply of power to Irish households and businesses. It will also support the move towards renewable power, as these plants can flex up or down depending on the amount of power available from renewable sources at any given time. This project forms part of Gas Networks Ireland's strategic infrastructure plan, helping to ensure we are meeting the country's growing energy needs, while also supporting the transition to renewable power.

Key Features of the project include:

- 2.5km of heavy wall pipeline installed underground
- Trenchless crossings under a river, railway and motorway
- Live 'hot-tap' to connect the new pipeline to the existing pipeline
- New AGI with pressure reduction, metering and filtering

Works commenced in April 2025 with construction completed in December 2025. Commissioning and final reinstatement to conclude in Q2 2026.

Stakeholder engagement was critical throughout this project and the key objectives were:

- Customer: The project schedule was a critical consideration for the customer throughout the project. Monthly review meetings were held with the customer to keep them informed of project progress, outlining schedule milestones, risks and opportunities. Customer requests to derisk the project schedule were achieved where possible. For example, de-coupling of construction phases of the project (AGI, hot-tap, pipeline, etc.) to derisk the overall schedule.
- Proactively inform and support all affected stakeholders: Ensure that all stakeholders (local residents, local businesses, local schools, road users, etc.) affected by the construction of the 2.5km TX pipeline were proactively informed, clearly briefed, and appropriately supported throughout the project lifecycle. A key priority was to communicate the nature, timing, and potential impacts of the works in a transparent and timely manner. Effective stakeholder engagement was critical to managing stakeholder expectations, minimising disruption, addressing concerns early, and reducing the risk of objections or actions that could delay or disrupt progress on the project.
- Obtain critical consents from the relevant stakeholders (regulatory bodies, local authorities, energy agencies and landowners) associated with delivering the project. A critical element of this project was a trenchless crossing under three major features: the M6 Motorway, the Dublin/Galway Railway Line and the Cross River. These consents were managed through a robust stakeholder management plan which aligned the project deliverables with the specific consent requirements of each stakeholder.

These included:

- CRU
- Transport Infrastructure Ireland
- Irish Rail and Córas Iompair Éireann (CIÉ)
- Inland Fisheries Ireland
- National Parks and Wildlife Services
- Roscommon County Council
- Galway County Council
- ESB Networks
- Private landowners providing easements

**Outcome**

The site was connected to the national gas network, enabling the safe and reliable flow of gas to meet the requirements of the power generation customer while continuing to support local customer needs. From a stakeholder perspective, residents and other affected parties were well informed and effectively engaged throughout the design and construction phase, with disruptions such as traffic management, access restrictions, and noise kept to a minimum and clearly communicated in advance.

In terms of the trenchless crossing, it was critical to deliver this element safely and as per the design, while meeting the consenting stakeholders' requirements and deliver on the commitments agreed in the associated consent agreements.

**Challenges**

Delivering construction works in a rural and regional road environment presented several challenges, including potential traffic disruption, land access constraints, and the need to ensure the local national and secondary schools were not adversely disrupted in providing their services. These challenges required a proactive and structured communication approach, with ongoing engagement to respond to stakeholder concerns, manage expectations, and maintain trust. Clear messaging, regular updates, and responsiveness to issues as they arose were essential to ensuring the project progressed smoothly.

An example of meeting a critical stakeholder's needs was illustrated by ensuring minimal disruption to the schools along the pipeline route. This was achieved by completing pipelaying works at the school entrances during school holidays when vehicular and pedestrian traffic was greatly reduced.

In terms of the trenchless crossing, the associated design provided several technical and environmental challenges and the requirement to ensure that the integrity of the consenting stakeholders' assets (motorway, rail and river) was not impacted by our project. Cognisant of the project schedule and budget, a significant value engineering exercise was completed with our business partner to deliver the optimum technical and commercial solution. Using a method known as Horizontal Directional Drilling (HDD), this trenchless crossing was successfully completed. The route and the HDD method minimised the impact on the consenting stakeholders' assets, associated landowners, local citizens and the natural environment. It followed months of meticulous project planning, and it fully delivered on the requirements in the agreement and consents with relevant landowners and statutory bodies.

**Positive impact on Gas Networks Ireland**

Effective and consistent communication with stakeholders ensured that the project was completed without delays arising from stakeholder disruption or access issues. The project also demonstrates that Gas Networks Ireland are fully committed to delivering transmission new connections to our contracted customers with gas ready to flow when the customer is ready. The successful delivery of the pipeline strengthens the gas network by adding new high-pressure capacity, improving overall network resilience and supporting current and future demand. The project also demonstrates Gas Networks Ireland's ability to deliver complex infrastructure works in rural areas while maintaining positive relationships with our key stakeholders (local communities, landowners, regulatory bodies, local authorities, schools, businesses, etc).

**Future plans**

Over the next number of months, the final commissioning of gas to the power station will take place once the customer is ready. The land over which the underground pipeline is constructed will be returned to its former state in agreement with landowners and consenting bodies. This is the final critical element of work which Gas Networks Ireland values just as much at the construction of the pipeline. Finally, a review of the lessons learned register will take place from a technical, environmental and stakeholder perspective with key findings to be applied to future transmission new connection projects.

**Lessons learned**

When entering into the Large Network Connection Agreement with the customer, the budget estimate and project schedule was misaligned with prevailing market conditions, as Gas Networks Ireland had not completed a transmission new connection of this scale in almost a decade. Acknowledging the constructive feedback from the customer in relation to the undesired cost/schedule increases during the project, Gas Networks Ireland prioritised and implemented the following:

- The transformation of Gas Networks Ireland's cost intelligence and estimation capabilities by introducing a Cost Services framework and systematic estimation process, increasing associated internal and external cost management resourcing, and enhancing utilisation of data driven insights from recently delivered projects. The cost intelligence capability for Gas Networks Ireland is now in place and is continuously evolving to provide appropriate insights and cost benchmarking to live projects and upcoming new customer connections.
- Gas Networks Ireland have developed a standard set of schedules across new connection project types, ranging from a minimum of 36 months for an urban pipeline project, to 72 months for a major rural project involving multiple landowners and other consenting requirements. These schedules have been developed based on lessons learned from this and other earlier projects in the portfolio and feed into the development of more robust schedule estimates for future Large Network Connection Agreements.

**Positive impact on stakeholder**

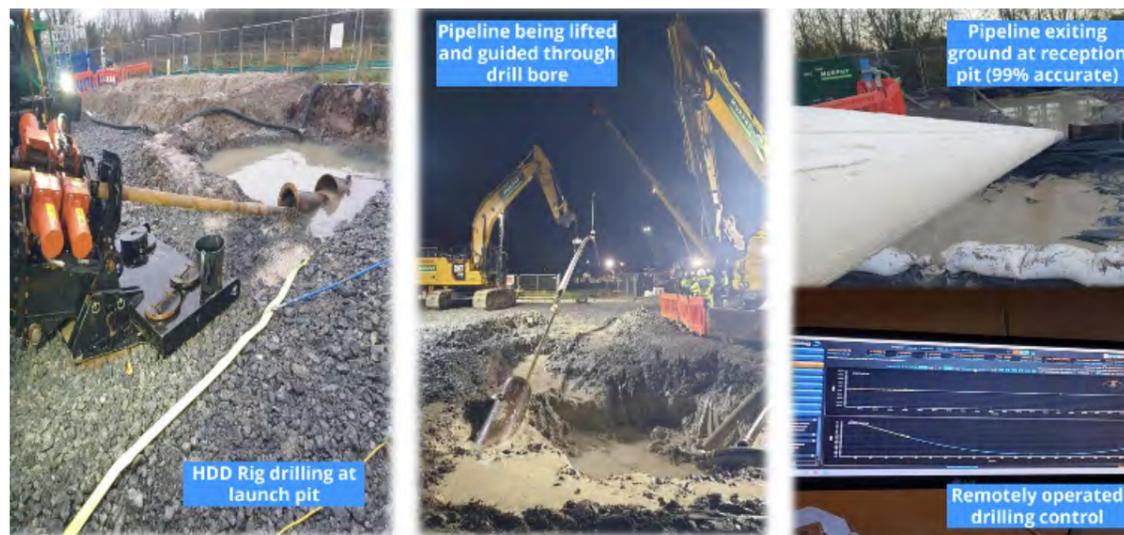
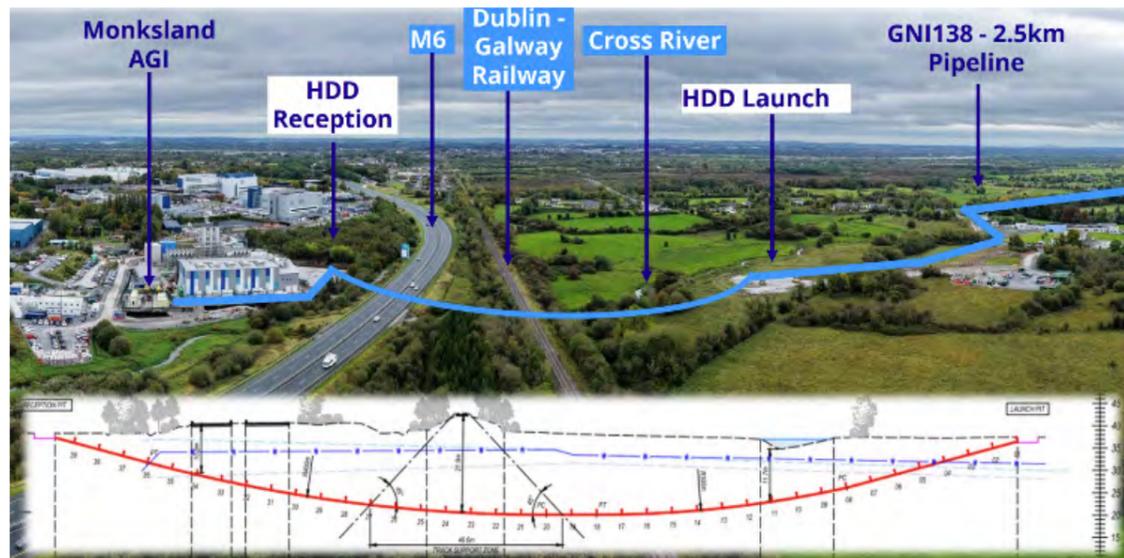
The project was delivered with a strong focus on minimising negative impacts on local residents and other stakeholders. Through effective engagement, advance notification of works, and the implementation of appropriate mitigation measures, disruption was kept to a minimum. Engagement measures included:

- Pre-commencement letter drops to local residents, businesses, councils and councillors in works area
- Pre-commencement VMS/notice boards setup
- A 24hr help line
- Set up dedicated project updates web page
- Actively managed traffic - minimised traffic with daytime stop/go in lieu of traffic lights

Gas Networks Ireland also deployed Agricultural Liaison Officers in the area to liaise with residents and landowners if any issues were raised. As a result, a major piece of gas infrastructure was delivered without significant inconvenience to the community, avoiding major road closures and maintaining access for residents and local businesses throughout the construction period.

The trenchless crossing was completed successfully on its first attempt which was a significant success. Regular monitoring and surveying were completed during the drilling process which confirmed there was no impact to the motorway/rail assets and the Cross River.

As part of the project, Gas Networks Ireland employees delivered Junior Achievement Ireland's Energize programme to 110 students at Summerhill National School (St. Joseph's) in Drum, Co. Roscommon. This programme aims to inspire students to continue with STEM subjects at a post-primary level. Given the success of the initiative, Gas Networks Ireland partook in a second workshop at Summerhill National School (St. Joseph's) and Coláiste Chiaráin Secondary School to present on the technical, environmental and biodiversity considerations of the project.



**Trenchless crossing under river, road and rail**  
 Illustration of Case Study: Advancing New Connections: Effective stakeholder engagement in delivering a 2.5km TX pipeline to the new Athlone Power Station

**CASE STUDY**

**Emergency response**  
**KSEA: Safety and reliability**



**Objective**

Gas Networks Ireland was contacted by a public representative on behalf of a vulnerable customer experiencing a prolonged loss of heating and gas supply during a period of cold weather. The customer's health vulnerabilities required an urgent response beyond standard operational protocol.

**Outcome**

We ensured that the issue was clearly understood and addressed in a timely manner, while reducing any immediate health and welfare risks faced by the customer. This included providing reassurance to both the stakeholder and the customer, as well as directing the enquiry to the appropriate organisation responsible for resolving the internal boiler fault.

**Future plans**

Gas Networks Ireland will continue to engage promptly and constructively with stakeholders on behalf of vulnerable customers, ensuring that welfare considerations remain central to emergency responses. Learnings from this engagement will inform future approaches to supporting vulnerable customers and strengthen Gas Networks Ireland's commitment to responsive, customer centred emergency engagement, particularly where social and health risks are identified.

**Challenges**

A key challenge in this case was that the confirmed fault was located within the customer's internal boiler system, which is outside the scope of Gas Networks Ireland's network responsibilities. Despite this, the customer's vulnerability and the prevailing cold weather created an urgent welfare concern that could not be addressed through standard protocols alone. Additional coordination was required between Gas Networks Ireland, the public representative, and the relevant housing authority to ensure the customer received appropriate interim support while awaiting permanent repairs.

**Positive impact on stakeholder**

The vulnerable customer experienced a direct, meaningful benefit from this engagement, receiving reassurance, immediate support and temporary heating during a stressful situation. By prioritising their needs, Gas Networks Ireland ensured the customer remained warm while the underlying issue was being resolved. This also enabled the public representative to assist their constituent effectively, supported by clear and timely information from Gas Networks Ireland.

**Positive impact on Gas Networks Ireland**

This engagement placed the customer's welfare at the forefront, demonstrating Gas Networks Ireland's commitment to customer care, social responsibility, and responsive stakeholder engagement. By stepping beyond standard operational requirements, Gas Networks Ireland ensured the vulnerable customer received timely, tailored support in an exceptional situation. This approach not only safeguarded the customer's wellbeing but also reinforced trust with public representatives by showing that Gas Networks Ireland prioritises people and their needs alongside its technical responsibilities.

CASE STUDY

# Above & Beyond (for our customers) programme

**KSEA: Safety and reliability**



**Objective** The objective of the Above & Beyond programme is to strengthen stakeholder confidence within Gas Networks Ireland and across its delivery partner network by promoting a culture of customer-centric leadership. The programme aims to reinforce the principle that every individual and team can positively influence customer outcomes, while embedding ownership, accountability, and pride in delivering an industry leading customer experience.

**Outcome** The outcome was a visible and meaningful recognition framework that celebrates exceptional customer focused behaviours, strengthens collaboration with delivery partners, and reinforces consistent standards of customer experience across the organisation. The programme builds morale, encourages shared learning, and publicly demonstrates Gas Networks Ireland's commitment to customer-centric values.  
Video link here: [Above & Beyond for our customers video.](#)

**Future plans** Gas Networks Ireland will continue to use the Above & Beyond programme as a core mechanism for reinforcing customer-centric behaviours and recognising excellence across its organisation and partner network. Building on the success of the 2025 "On the Road" initiative, future activity will continue to focus on inclusive recognition, strong partner collaboration, and visible celebration of customer experience leadership to sustain momentum and further strengthen alignment across teams.

**Challenges** Delivering a consistent and engaging recognition programme across a diverse organisation and multiple delivery partners required sustained coordination and commitment. Ensuring that recognition was meaningful, inclusive, and representative of contributions from all levels of partner organisations including frontline operatives, management, administration, and suppliers was a key challenge. The programme addressed this by bringing events directly to partner locations through the 2025 "On the Road" initiative and by using multiple channels to share and celebrate success stories.

**Positive impact on Gas Networks Ireland** For Gas Networks Ireland, the Above & Beyond programme reinforced its reputation as a leader in customer experience and customer-centric leadership. The recognition of 164 examples of customer experience excellence during the 2025 "On the Road" initiative demonstrated widespread organisational commitment to customer outcomes. Positive social media coverage further amplified this impact externally, strengthening trust and highlighting strong collaboration with delivery partners. Internally, the programme helped sustain momentum, improve morale, and embed customer experience values across teams.

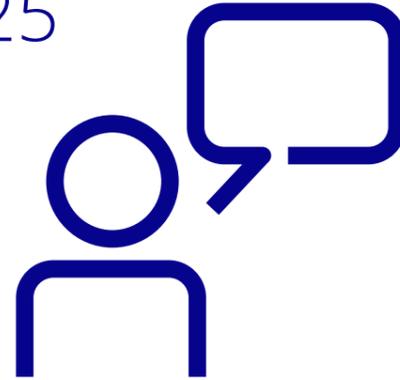
**Positive impact on stakeholder** The programme had a strong positive impact on external stakeholders by creating opportunities for teams to come together, share best practice, and learn from one another in a supportive environment. Delivery partners reported that Above & Beyond strengthened team culture, improved collaboration, and reinforced a shared sense of purpose across organisations. Stakeholders also valued the opportunity to publicly recognise frontline efforts, which enhanced pride, motivation, and engagement while reinforcing trust in Gas Networks Ireland's customer-focused approach.



## 2. Public consultations 2025

### Planned Gas Networks Ireland consultations for 2025

Appendix 2 provides an overview of the public consultations that Gas Networks Ireland undertook throughout 2025. These consultations formed a core element of our stakeholder engagement plan, ensuring that customers, industry partners, policymakers, and community stakeholders had structured opportunities to provide input into key areas of network development, renewable gas integration, customer experience, and future energy planning. This appendix summarises the purpose of each consultation, the methods used to gather feedback, and the progress made during 2025, demonstrating how stakeholder insights shaped our activities, programmes, and long-term planning activities.



### 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.

Consultation on draft document, and subsequent publication targeted to take place across Q2 2026, following agreement on extended timelines with the CRU.

Requirement in accordance with Article 22 of EU Directive 2009/73/EC and Article 11 of the EC (Internal Market in Natural Gas and Electricity) (Amendment) Regulations 2015

Published on CRU website.

The CRU launched a public consultation on the 2024 NDP on 18 March 2025, closing on 15 April 2025, Gas Networks Ireland made amends to the document to reflect the commentary received during this process. Following the consultation, the CRU issued its decision notice in late August, and the final NDP was published in September 2025.

Available here: [Network Development Plan 2024](#).

### Network development plan 2024

### Gas quality and renewable gas integration consultation

Ensure all gas quality aspects are proactively managed to support the introduction and scaling of renewable gases, including biomethane and hydrogen.

Public consultation via Gas Networks Ireland website and stakeholder workshops. Engagement with national, UK, and European gas stakeholders.

Regular updates on European and GB gas quality developments provided to Code Modification Forum Members. Safety Case modification to allow higher 0.5% Oxygen (O2) limit on the TX system approved by CRU.

### 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 pain points.

Online surveys, focus groups, and direct customer engagement sessions.

Surveys completed through both online and face to face channels.

Assess feasibility and stakeholder interest in industrial hydrogen clusters and collaborative opportunities. Align with the National Hydrogen Strategy.

Online seminars and stakeholder meetings.

Industry consulted on programme progress via the Code Modification Forum.

### Hydrogen programme and industrial cluster feasibility study

### Vulnerable customer support consultation

Review and enhance our support mechanisms for vulnerable customers, ensuring accessibility and awareness of assistance programmes.

Consultation via meetings with charities and advocacy groups such as Meetings with MABS, St Vincent De Paul, Age Action, Age Friendly Ireland, Irish Red Cross, Vision Ireland and the IDS.

Meetings held with multiple vulnerable customer representative groups to receive the latest updates from groups and ensure customer services meet their customers' needs and requirements.

New services were added as a result of this engagement including a new dedicated customer care line specifically for customers aged 66 and older.

Engage with customers on proposed tariff structures, ensuring alignment with regulatory frameworks and customer needs.

Gas Networks Ireland worked with the CRU on the Tariff Methodology Review. The CRU published the tariff document for consultation.

Ongoing work with CRU/CEPA/Gas Networks Ireland on the methodology review. Gas Networks Ireland presentation made to Code Modification Forum in Q4 2025.

### Tariff development consultation

### Pathways to decarbonisation consultation

Seek feedback on strategies for integrating renewable energy solutions and transitioning to a low-carbon network.

Webinars, stakeholder forums, and online consultation.

Industry workshops held on the Pathways to Net Zero developments which informed the Core Flexibility Report.

Separately, industry webinars and engagement on the Core Flexibility Report.

# 3. Publications 2025

## Planned Gas Networks Ireland publications for 2025

Appendix 3 outlines the publications Gas Networks Ireland delivered or progressed during 2025 in line with our statutory, regulatory, and strategic commitments. These publications play a vital role in supporting transparency, building stakeholder confidence, and ensuring that customers, regulators, and industry partners have access to clear, timely, and accurate information on network performance, safety, sustainability, and long-term planning. This appendix highlights the purpose of each publication and the channels through which they were made available.

### Vulnerable customer guides



Provide support to vulnerable customers.  
Published on Gas Networks Ireland website.  
Available to view [here](#).

### Customer charter



Communicate our commitments to customers.  
Published on Gas Networks Ireland website.  
Available to view [here](#).

### Gender pay report



Transparency/legal obligation.  
Published on Gas Networks Ireland website.  
Published Q4 2025.  
Available to view [here](#).

### PC5 innovation fund annual report

Promote and encourage an environment of innovation in the gas industry. Gas Networks Ireland engages with key stakeholders and the innovation community to share knowledge and leverage best practice and share innovation ideas.

Published on Gas Networks Ireland website.  
Published Q4 2025. Available to view [here](#).

### Annual revenue protection report



Provide CRU and suppliers with overview of Revenue Protection activity.

2024 revenue protection report updated, published and distributed to stakeholders Q3.

### Gas report 2024



Sharing of the key data relating to Ireland's gas network.  
Published on Gas Networks Ireland website.  
Published Q2 2025.  
Available to view [here](#).

### Summer outlook



Communicate a short-term forecast of gas demand and supply to shippers.  
Published on Gas Networks Ireland website.  
Published Q2 2025.  
Available to view [here](#).

### Winter outlook



Communicate a short-term forecast of gas demand and supply to shippers.  
Published on Gas Networks Ireland website.  
Published Q4 2025.  
Available to view [here](#).

### Core flexibility report

Long-term network planning document – adaptive planning approach outlining core pathway and key network modifications needed.  
To be published on Gas Networks Ireland's website.  
Report delayed to Q2 2026.

### Domestic gas safety leaflet



Provide key gas safety information to domestic gas users.  
Printed leaflet for postal bill customers and e-leaflet for e-bill customers.  
Published Q4 2025.  
Available to view [here](#).

### Northern Ireland gas capacity statement

Engage with stakeholders on Northern Ireland Gas Networks developments / assess network capability to meet forecasted demands over a rolling 10-year horizon.  
Published on Gas Networks Ireland website.  
Northern Ireland Gas Capacity Statement (NIGCS) delayed due to System Operator Northern Ireland (SONI) / EirGrid data handover.

### Annual sustainability report 2024



Detail progress towards achieving our sustainability goals and demonstrate our commitment to environmental, social, and governance principles.  
Published on Gas Networks Ireland website.  
Published Q3 2025.  
Available to view [here](#).

### 2024 customer performance report

The Customer Performance Report is produced to share overall standards and performance.  
Published on Gas Networks Ireland website.  
2024 Report submitted to CRU for approval on the 29 September 2025 following internal approvals. Awaiting CRU approval of the reports and then publication to follow, however CRU approval is still pending on the 2023 report.

### 2024 system performance report

Transparency and compliance with the licence conditions pertaining to "Overall standards and performance."  
Published on Gas Networks Ireland website.  
2024 Report submitted to CRU for approval on the 29 September 2025 following internal approvals.

# 4. Engagement channels 2025

## Planned Gas Networks Ireland engagement channels for 2025

Appendix 4 provides a detailed overview of the engagement channels utilised by Gas Networks Ireland in 2025 to deliver meaningful, two-way communication with stakeholders across the energy system. Reflecting the diversity of our stakeholder base, these channels range from formal regulatory engagements and industry forums to customer surveys, community outreach, direct meetings, public safety campaigns, and digital platforms. This appendix explains the purpose of each channel and how it was used in practice.

### Updates to gas shippers on hydrogen programme

<b>PURPOSE</b>	Appraise shipping community of Hydrogen developments.
<b>METHOD</b>	Periodic updates to Code Mod Forum.
<b>UPDATE</b>	Update provided to industry (code modification forum) as planned. Also notified industry of DESNZ blending consultation and encouraged industry to consider and respond.

### Customer metrics

<b>PURPOSE</b>	To better understand how customers and stakeholders experience our services.
<b>METHOD</b>	Measured via customer experience monitoring programme.
<b>UPDATE</b>	Metrics tracked throughout the year, and outputs included in our annual Customer Performance Report.

### Customer experience survey monitoring programme

<b>PURPOSE</b>	Gain insight and feedback on customer service we deliver to our domestic, commercial customers, stakeholders and business partners.
<b>METHOD</b>	Customer online surveys/ face to face interviews.
<b>UPDATE</b>	Surveys completed through both online and face to face channels.

### Supplier webinars

<b>PURPOSE</b>	To share knowledge and best practice on retail market processes.
<b>METHOD</b>	Webinars.
<b>UPDATE</b>	Webinars went ahead with strong attendance across the industry.

### Meetings with vulnerable groups

<b>PURPOSE</b>	Gain an understanding on requirements and challenges faced by vulnerable customers and groups and how we can best tailor our services to support them.
<b>METHOD</b>	Meetings with Money Advice and Budgeting Service/St. Vincent De Paul Quarterly. Regular engagement with Age Action, Age Friendly Ireland, Irish Red Cross, Vision Ireland and the Irish Deaf Society.
<b>UPDATE</b>	Meetings held with multiple vulnerable customer representative groups to receive the latest updates from groups and ensure customer services meet their needs and requirements.

### Sectoral climate adaptation plan

<b>PURPOSE</b>	Industry wide collaboration on the Sectoral climate adaptation plan for the electrical and gas sector.
<b>METHOD</b>	Engagement and collaboration with industry and DCEE on the Sectoral climate adaptation plan for the electrical and gas sector.
<b>UPDATE</b>	Resultant Sectoral Climate Adaptation Plan published by DCEE in Nov 25.

### Core flexibility report engagement

<b>PURPOSE</b>	To engage on the development of the Core Flexibility Report – a long-term adaptive planning report.
<b>METHOD</b>	Workshops, meetings, webinars, consultation documents.
<b>UPDATE</b>	Hosted a webinar in mid-Jan 2025, where stakeholders were further informed about the CFR scope and where questions on the questionnaires issued were addressed. Upwards of 20 industry stakeholders attended the webinar. 1-to-1 meetings were organised with multiple stakeholders, including EirGrid, SONI, ESB, SEAI, Hydrogen Ireland, RGFI, BGE and Energia. Questionnaire responses were received from 10 stakeholders. Ongoing engagement with CRU and EirGrid on development of the report.

### EU hydrogen and decarbonised gas market package

<b>PURPOSE</b>	Operational engagement on implementation of the EU Gas/Hydrogen 4th Package.
<b>METHOD</b>	Teams/in person.
<b>UPDATE</b>	Detailed working group level engagement with DCEE and the CRU throughout the first half of 2025. Gas Networks Ireland led this engagement and developed an article-by-article analysis of the 4th Gas Package which is informing the transposition of the Directive. The Regulation is now in place and Gas Networks Ireland are actively working with CRU and DCEE to deliver a transposition of the package into Irish law in line with the prescribed timelines of implementation by August 2026.

### Biomethane implementation group

<b>PURPOSE</b>	Collaborate with Government departments and key industry stakeholders on the implementation of biomethane.
<b>METHOD</b>	Teams.
<b>UPDATE</b>	Attended all meetings as part of the Biomethane Implementation Group.

### CRU – biomethane engagement

<b>PURPOSE</b>	Regular engagement with the CRU's Gas team on biomethane developments incl. CGI.
<b>METHOD</b>	Teams/in person.
<b>UPDATE</b>	Attended all meetings with the CRU and stakeholders on biomethane developments.

### CRU commissioner meeting

<b>PURPOSE</b>	Meetings with CRU Commissioner and Directors – high priority and escalated topics.
<b>METHOD</b>	Teams/in person.
<b>UPDATE</b>	Engaged regularly with the CRU Commissioner and Directors.

### Gas Infrastructure Europe (GIE)

	Eurogas	Shipper / supplier survey
<b>PURPOSE</b>	Regular meetings on various working groups.	To seek feedback, from our shippers and suppliers on our performance: what is going well and what we need to improve on.
<b>METHOD</b>	Teams/in person.	In person interview and online surveys.
<b>UPDATE</b>	In person meeting in Brussels in May. GIE conference in Athens in June.	Operational Survey completed. Qualitative Interviews completed in Q4 2025.

### Eurogas

### Shipper / supplier survey

### Energy system resilience

<b>PURPOSE</b>	Ensure Gas Networks Ireland’s installations and assets are resilient in line with the requirements of the Critical Entities Resilience (CER) directive.
<b>METHOD</b>	Engage with government and industry partners to continually improve overall energy system resilience on the Island of Ireland. Regular tests of gas supply emergency plans in conjunction with the Electricity Transmission System Operator and Distribution System Operator in Ireland, with the Network Emergency Coordinator in Great Britain, with the Northern Ireland Network Emergency Co-ordinator and with the European Network of Transmission System Operators for Regional Coordination Group across Europe. Provide clear information and guidance to our customers and stakeholders in relation to what to do in a gas supply disruption scenario. Continue to improve subsea infrastructure monitoring/detection arrangements through engagement with the Irish and British Navies.
<b>UPDATE</b>	Full participation in the CER and Energy Security Group fora with sectoral partners lead by state agencies such as the Office of Emergency Planning (OEP) and DCEE. Continue to deliver project milestones and enabling delivery of our capital ambitions as a practical illustration of bringing this to life daily. Attained membership of the Public Resources and Strategy Implementation (PRSI) panel in August and engaged with the development of a maritime security strategy for the Irish state with Department of Defence and DCEE. Updated the NGEP, participation in EirGrid exercise Atlantic and Northern Ireland Network Emergency Coordinator (NINEC) exercise in NI for example.

### Annual consumer safety research

<b>PURPOSE</b>	Inform CRU, gas suppliers and related industry stakeholders of Gas Networks Ireland safety advertising plans and performance. Solicit feedback where appropriate.	Collaborate with gas suppliers in making design decisions and documenting market processes for the new Pay As You Go system.	General review of ongoing matters in relation to renewable heat ([Renewable Heat Obligation [RHO], National Biomethane Strategy etc.).
<b>METHOD</b>	Hybrid meetings.	Teams.	Teams.
<b>UPDATE</b>	Progress will be defined in early 2026 when research is completed.	20+ working group meetings and workshops held with suppliers in 2025 across Market Design, IT Integrations, Data Protection.	All scheduled 6-weekly meetings held with DCEE Renewable Heat team, at Principal Officer level.

### Pay As You Go working group with gas suppliers

### DCEE renewable heat division

### Energy security group

<b>PURPOSE</b>	To review and drive the action plan that came out of the energy security report 2023.	Cooperation with EU Hydrogen Transmission Network Operators to fulfil the expectations of EU Hydrogen and Decarbonised Gas Market Package.	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.
<b>METHOD</b>	Face-to-face meetings.	Teams/in person.	Teams/in person.
<b>UPDATE</b>	Gas Networks Ireland active participation. A joint action 17 project team has been set-up to drive the delivery of the strategic gas emergency reserve project.	Gas Networks Ireland are now participating in four ongoing Working Groups. A member of Gas Networks Ireland’s Executive team sits on the board.	All Code Modification fora have taken place as scheduled with all proposals progressed.

### The European Network of Network Operators for Hydrogen (ENNOH)

### Code modification forum

### CRU engagement

<b>PURPOSE</b>	To engage re 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.
<b>METHOD</b>	Teams/in person.
<b>UPDATE</b>	Engaged regularly with the CRU across many functions.

### Industrial and commercial customer engagement

<b>PURPOSE</b>	Engage and support customers re ongoing service provision and sustainable energy solutions.
<b>METHOD</b>	Face to face meetings/attendance at conferences.
<b>UPDATE</b>	Established in 2024 to support our largest customers in their transition to net zero, the Customer Solutions Team continued proactive engagement with large energy users across the network. In Q4, we published step-by-step guidelines to help EU Emissions Trading System (ETS) sector organisations integrate biomethane into their emissions reporting, giving them a clear roadmap for adopting renewable gas on site. Our outreach to high-heat, hard-to-abate sectors increased industry understanding of biomethane’s benefits and prompted several customers to begin exploring it as a decarbonisation solution. In 2026, the team will continue rolling out these guidelines to all EU ETS customers while also supporting non-EU ETS customers in identifying pathways for renewable gas to advance their climate targets.

### The European Network of Transmission System Operators for Gas (ENTSOG)

<b>PURPOSE</b>	Regular meetings on various working groups.
<b>METHOD</b>	Teams/in person.
<b>UPDATE</b>	Engagement across Board, Working Groups, General Assembly, Annual Conference, EU Sustainability Week etc.

### Engagement with energy retrofit organisations to support and enhance relationships around gas connections/ alteration process and warm home programme incentives

<b>PURPOSE</b>	Streamline processes for gas connection and alterations in support of industry and the Sustainable Energy Authority of Ireland (SEAI) programme.
<b>METHOD</b>	Face to face meetings, interviews with stakeholder experience journey mapping between Gas Networks Ireland and SEAI and Energy retrofit organisations.
<b>UPDATE</b>	In May 2025, Gas Networks Ireland engaged with key SEAI Home Energy Retrofit Service Providers, including SE Systems, Hometherm, Churchfield and GMC, to strengthen collaboration and improve the delivery of gas connection, alteration and disconnection works under SEAI schemes. In the context of SEAI’s decision not to fund fossil fuel conversions, the engagement focused primarily on alterations and siteworks. Updates from Gas Networks Ireland included the introduction of fireproof board installation, improved scheduling arrangements, clearer reinstatement timelines, and more streamlined communication and invoicing processes. The establishment of a clear point of contact for retrofit-related connection and alteration queries was welcomed by participants.

### Joint utilities safety forum

<b>PURPOSE</b>	To share safety best practice and learnings from across utilities.
<b>METHOD</b>	Liaise with other utilities via the Joint Utilities Safety Forum and associated working groups.
<b>UPDATE</b>	Active participant at all meetings in 2025 and shared Gas Networks Ireland’s opportunities for improvement (OFIs), taken back broader opportunities for learnings.

### EirGrid policy team

<b>PURPOSE</b>	Information sharing on gas/ electricity/wider energy policy developments.
<b>METHOD</b>	Teams.
<b>UPDATE</b>	Regular meetings have continued in 2025.

### Gas Distributors for Sustainability (GD4S)

<b>PURPOSE</b>	Regular meetings on various working groups.
<b>METHOD</b>	Teams/in person.
<b>UPDATE</b>	Ran several successful engagement events incl. Biomethane Connect in Paris, Breakfast Briefing with Permanent Representatives in May.

### Energy security comms subgroup

<b>PURPOSE</b>	Building relationships and sharing best practice with government and fellow state agencies re energy security.
<b>METHOD</b>	Online meetings.
<b>UPDATE</b>	The energy security group comms team continue to meet regularly to support the Energy Security Group.

### Gas safety

<b>PURPOSE</b>	Engage with the public on gas safety.
<b>METHOD</b>	Deliver multimedia public safety advertising campaigns: • Gas Escapes • Carbon Monoxide • Registered Gas Installers • Dial Before You Dig • Meter Tampering Consumer safety research (on main TV-based advertising campaigns and allied topics) Provide gas network maps and associated safety information via websites, email, and telephone helplines (“Dial Before You Dig” service) 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) Provide gas network safety training to construction companies, utilities, local authorities, emergency services etc. Liaise with other utilities via the Joint Utilities Safety Forum and associated working groups. Conduct customer experience surveys of gas emergency service users.
<b>UPDATE</b>	Multimedia Campaigns delivered as per plan.

# 5. Section 2 - extended initiatives

Appendix 5 presents a comprehensive overview of Gas Networks Ireland’s stakeholder engagement performance in 2025, outlining the objectives we set, the engagements delivered, and the measures of success achieved across each of our key stakeholder engagement areas. This appendix consolidates the detailed activities undertaken throughout the year into a clear and structured reference table. By mapping each engagement back to its intended purpose and associated outcomes, this appendix demonstrates how our stakeholder-centred approach supported operational excellence, regulatory compliance, and Ireland’s broader energy transition. It also highlights the breadth of collaboration across government, industry, communities, and customers, reinforcing our commitment to transparency, accountability, and continuous improvement.

## Strategic ambitions



### Resilient energy network initiatives

**Key stakeholder engagement area: safety and reliability, new asset delivery, network evolution**



### Sustainable energy services initiatives

**Key stakeholder engagement area: climate action, customer, innovation**



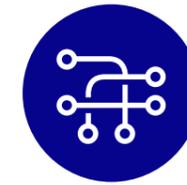
### Integrated energy system initiatives

**Key stakeholder engagement area: policy, industry collaboration and leadership**



### Excellence in operations initiatives

**Key stakeholder engagement area: innovation, sustainability**



## Strategic ambition:

# Resilient energy network initiatives

**Key stakeholder engagement area: safety and reliability, new asset delivery, network evolution**

**Key stakeholder engagement area: Safety and reliability**

**Our priorities: Emergency response**

### Engagement objectives

Respond to Carbon Monoxide and “No Gas” calls in line with required timelines to protect public safety and maintain confidence in essential gas services.

### Planned engagements

Provision of safety information, support, and services via the gas emergency service:

- 24/7 call centre
- First Response Fitters and associated supervisors attending callouts.

Ongoing Customer Experience surveys of gas emergency service users.

Provision of safety information and support via planned and reactive works at domestic and industrial/commercial properties.

### Delivered engagements

#### Emergency service delivery

- Operated a 24/7 Gas Emergency Call Centre.
- First Response Fitters and associated supervisors attended emergency callouts.

#### Customer experience and feedback

- Customer Experience surveys conducted with gas emergency service users.

#### Safety information and onsite support

- Safety information and support provided through planned and reactive works at domestic and industrial/commercial properties.

### Measures of success

#### Response volumes and timeliness

- 11,229 publicly reported escapes responded to within the 1 hour criterion.
- 5,174 “No Gas” calls responded to within required timelines.

#### Safety actions taken

- 15,783 Hazard Notices issued to address safety issues.

#### Regulatory transparency

- CRU informed of four escapes attended outside the 1 hour criterion (all traffic related).

#### Customer experience

- Overall satisfaction score of 97% (target 95%).

#### Performance indicators

- 99.94% compliance on PRER (includes calls).
- 100% compliance on gas restoration.

## Key stakeholder engagement area: Safety and reliability

**Our priorities:** Maintain network reliability and prevent interruption to gas supply for all users and ensure that effective arrangements are in place if such an event were to happen.

### Engagement objectives

Ensure Gas Networks Ireland's installations and assets are resilient in line with the requirements of the Critical Entities Resilience Directive.

Maintain effective and fully integrated gas supply emergency plans aligned across connected system operators in Ireland, Great Britain and Northern Ireland, indigenous gas producers and all categories of end users, particularly gas fired electricity generators.

Ensure effective communication channels are in place in the event of a gas disruption.

Develop and improve protection and response arrangements for critical subsea gas interconnectors.

Engage with all Daily Metered (DM) and Large Daily Metered (LDM) customers on demand reduction requirements during a gas supply emergency and support alignment with their business continuity plans.

### Planned engagements

**Engage with government and industry partners to continually improve overall energy system resilience on the Island of Ireland.**

Regular tests of gas supply emergency plans in conjunction with the Electricity Transmission System Operator and Distribution System Operator in Ireland, with the Network Emergency Coordinator 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.

Provide clear information and guidance to customers and stakeholders on actions to take in a gas supply disruption scenario.

Continue to improve subsea infrastructure monitoring and detection arrangements through engagement with the Irish and British Navies.

### Delivered engagements

#### Government and industry engagement:

- Engagement with government and industry partners through forums, emergency planning sessions and participation in sub groups to improve overall energy system resilience on the Island of Ireland.

#### Emergency planning and testing:

- Regular gas supply emergency plan tests conducted in collaboration with:
  - Electricity TSO and DSO in Ireland
  - Network Emergency Coordinators in Great Britain and Northern Ireland
  - ENTSOG Regional Coordination Group

#### Customer and stakeholder communications:

- Clear guidance provided to customers and stakeholders on actions to take during a gas supply disruption via direct engagement and public information campaigns.

#### Critical infrastructure protection:

- Drafted a response procedure for a marine security incident (e.g. Yantar type scenario) for DCEE, used in inter departmental discussions on Ireland's marine security strategy.
- Continued engagement with the Irish and British Navies on subsea infrastructure monitoring and detection.

#### Operational coordination:

- Quarterly meetings and Fortnightly Winter Operations meetings held with National Gas Transmission (NGT) to ensure operational readiness.
- Engagement with NGT and Vermillion to facilitate resilience improvement works at Moffat and Corrib.

#### Regulatory engagement:

- Worked with the CRU on draft revisions to emergency response procedures for review and approval.
- Consulted and provided material for the DCEE presentation to the Government Energy Security Task Force, received favourably by the Tánaiste.

### Measures of success

#### Regulatory and governance outcomes:

- Compliance achieved with the Critical Entities Resilience Directive.

#### Emergency preparedness and testing:

- Annual integrated energy system emergency exercise completed with TSO, DSO and government agencies, including the National Emergency Coordination Group.
- Annual gas supply emergency exercise conducted involving large end users (Power Generation / Shippers) and indigenous producers (Corrib/Biomethane), with lessons learned documented and an exercise report published.
- Lessons learned delivered from all gas supply emergency exercises, including cross border simulations.

#### Communications readiness:

- Annual testing of emergency communication channels completed for large customers and shippers.
- Emergency readiness verified through annual testing of all LDM, DM and shipper emergency contacts.

#### System resilience indicators:

- Increased available system capacity from 35,000 KCMS to 39,000 KCMS.
- Strengthened resilience measures implemented across the network.

## Key stakeholder engagement area: Safety and reliability

**Our priorities:** Protect the safety, health and welfare of our employees, contractors, customers and the public and drive safer interactions with the gas network. Prevent third party damage to gas pipelines.

### Engagement objectives

To strengthen public and industry understanding of gas safety, damage prevention and emergency procedures, reducing third party incidents and protecting customers, communities and the gas network through targeted campaigns, information provision, training, and direct engagement.

### Planned engagements

#### Campaigns and communications

- Deliver multimedia public safety campaigns (Gas Escapes, CO, RGI, DBYD, Meter Tampering)
- Conduct consumer safety research on TV based campaigns

#### Information and tools

- Provide gas safety information via publications, websites, email and helplines
- Provide network maps and safety guidance through the DBYD service

#### Direct engagement and training

- ALO visits to farmers and landowners
- On site supervision of third-party works
- Safety training for construction companies, utilities, local authorities and emergency services
- Liaison through the Joint Utilities Safety Forum

#### Feedback

- Positive feedback from customer experience

### Delivered engagements

#### Public Safety Campaigns

Gas Networks Ireland delivered a comprehensive suite of national multimedia public safety campaigns designed to maintain high awareness of gas risks and promote safe behaviours, including:

- Gas Escapes
- CO
- RGI
- DBYD
- Meter Tampering

These campaigns were supported by consumer research on TV based safety advertising to assess reach,

understanding and behavioural impact, ensuring messaging remained effective and evidence led.

### Information and channels

#### To support ongoing, "always on" access to gas safety information:

- Gas Networks Ireland Issued annual domestic and industrial/commercial gas safety leaflets.
- Provided safety information via: Gas Networks Ireland website, [carbonmonoxide.ie](https://www.carbonmonoxide.ie), Email and telephone helplines.
- Maintained the **DBYD online portal and helpline**, providing:
  - Gas network maps
  - Excavation safety guidance
  - Timely responses to planned works queries

#### Direct engagement

- ALO conducted proactive and reactive engagement with farmers and landowners, including Planned landowner visits, Reactive visits following works or incidents, Onsite supervision of third-party activities near gas assets
- Delivered damage prevention and gas safety training to: Construction companies, Utilities and contractors, Local authorities, Emergency services
- Ran targeted local authority safety training sessions, addressing higher risk excavation activities.
- Maintained engagement through the Joint Utilities Safety Forum, supporting cross utility coordination and shared learning.

#### Regulatory and governance

- Participated in the CRU PAPA meeting.
- Ongoing correspondence and engagement with the CRU on safety-advertising KPIs.
- Reconciled and submitted 2023/24 safety pass-through costs to the CRU.
- Compiled 2025/26 supplementary safety costs for CRU engagement.

#### Regulatory and governance

- CRU PAPA meeting held (April)
- Correspondence and meetings with CRU on safety advertising KPIs

- 23/24 safety pass through costs reconciled and submitted to CRU
- 25/26 supplementary costs compiled and provided to Finance for CRU engagement

### Measures of success

#### Engagement reach

##### Dial Before You Dig (DBYD)

- 10,398 registered users (up from 8,752 at end 2024)
- 36,811 online responses issued in 2025
- 848 inbound DBYD calls handled

#### Training

- 18+ local authority safety training sessions delivered
- 573 attendees

#### ALO Engagement

- 4,232 reactive landowner visits
- 366 planned landowner visits

#### Emergency response performance

- All publicly reported gas escapes responded to within the 1 hour criterion, supporting public safety and regulatory compliance.

#### Impact and Effectiveness

##### Safety and Network Protection

- Increased awareness and correct use of DBYD reduced accidental third-party strikes, protecting community safety and avoiding costly service disruptions.
- Strengthened safety culture and competency among workers operating near gas assets, lowering risks to both workers and the public.
- Reduced third party incident risk through early intervention, consistent messaging and targeted engagement.

#### Stakeholder Outcomes

- Tailored guidance and proactive landowner engagement reduced excavation related risks and improved relationships with rural stakeholders.
- High local authority training completion rates, increased DBYD adoption and proactive ALO visits demonstrate effective uptake among those most exposed to risk.

## Key stakeholder engagement area 12: New asset delivery

**Our priorities:** Continue to efficiently connect gas-fired generation to the gas network to facilitate the integration of further renewables and support the energy transition.

### Engagement objectives

Improve levels of engagement with landowners, local stakeholders, local authorities and state bodies.

Enhance transparency for stakeholders on the gas connection process.

Continuously improve the connection journey through customer feedback and project delivery lessons learned.

### Planned engagements

Undertake meetings with each customer in respect of meeting the connection delivery milestones.

Report bi monthly on progress against project programme milestones to the customer, the Department of Climate, Environment and Energy, the CRU and EirGrid.

Meet with landowners, local authorities and relevant statutory bodies and consider their feedback in the pipeline design process.

Ensure good social media engagement.

Where feasible, engage with local communities for each power station connection (e.g. town halls or one-to-one engagement as appropriate).

### Delivered engagements

#### Customer and stakeholder engagement

- Individual meetings held with each customer to review and agree connection delivery milestones.
- Bi monthly reporting provided on progress against project programme milestones to customers, DCEE, the CRU and EirGrid.

- Timely and transparent communication of project adjustments

#### Landowner and authority engagement

- Meetings held with landowners, local authorities and relevant statutory bodies, with feedback considered in pipeline design.
- Project reports issued every six weeks reporting progress against milestones.

#### Regulatory and government engagement

- Constructive engagement maintained with the CRU, including correspondence and follow-up meetings.
- CRU public consultation undertaken on the hot tap change for the GIL Profile Park project, resulting in an additional two-month timeline extension.
- Positive CRU decision issued for GIL Athlone in March, with pre construction conditions applied to ensure compliance.

#### Programme alignment and escalation

- Engagement with DCEE and the CRU to review project timelines for projects, including a high-level alignment meeting attended by the DCEE Secretary General, CRU Commissioners and Gas Networks Ireland Directors.

#### Delivery actions

- Final documentation for Athlone submitted to address consent conditions, with CRU confirmation that requirements were satisfactorily met.

- Ongoing stakeholder management with relevant local authorities and statutory bodies.

### Measures of success

#### Programme and milestone management

- Monthly project programmes and connection milestones developed and agreed with customers.

#### Customer experience and learning

- Customer feedback and lessons learned utilised to enhance customer experience and project delivery.

#### Land and stakeholder cooperation

- Increased landowner wayleave cooperation demonstrated by the absence of issues with wayleave consents.
- Positive engagement maintained with local authorities and the public during pipeline construction on public roads.

#### Regulatory engagement outcomes

- Good engagement with the CRU on Section 39A matters.

#### Delivery progress

- Abbotstown Upgrade completed.
- Grange BUP commissioning progressed, targeted for April 2026.
- Lumcloon delivered in October.
- GIL Athlone delivered in December.
- GIL Profile Park mobilisation commenced, with completion targeted for January 2026.

#### Relationship management

- Positive customer relationships preserved, through proactive communication and alignment on Athlone and Profile Park projects.



## Key stakeholder engagement area: New asset delivery

**Our priorities:** Efficiently connect all contracted biomethane connections. Close out the delivery of the eight planned CNG connections.

### Engagement objectives

Deliver contracted biomethane network connections.

Progress the construction of Ireland's first biomethane Central Grid Injection (CGI) facility in Mitchelstown.

Continue engagement with regulatory bodies, local authorities and other state bodies to support the development of the biomethane industry.

### Planned engagements

Engage with regular updates with customers wishing to connect to the network or use the Central Grid Injection facilities.

Continue to engage with key stakeholders across the industry, hosting webinars and presentations at conferences where appropriate.

### Delivered engagements

#### Customer and developer engagement pre connection

- Regular updates provided to customers seeking network connections or access to CGI facilities, supporting transparency and progress tracking.

#### Industry engagement and communications

- Webinars and conference presentations hosted to share industry developments and support stakeholder awareness.

#### Regulatory engagement

- Monthly meetings held with the CRU, including additional sessions focused on Biomethane Section 39A issues), reinforcing regulatory alignment.

#### Government engagement and reporting

- Project reports and updates submitted to DCEE on the GRAZE programme, securing approval for State Aid changes to vehicle grants.

#### Programme delivery and coordination

- Regular meetings held with new connection customers to update progress against agreed schedules.
- Good engagement maintained with suppliers and customers across all contracted biomethane connections.
- Monthly meetings completed with biomethane producers (excluding Little Island, where the project remains on hold).

#### CNG delivery milestones

- Causeway Project Close-out Report completed and issued to the CRU in March 2025.
- Extensive engagement with CNG Fleet Operators, Forecourt developers and Policymakers, supporting the development of CNG and BioCNG.
- Majority of biomethane project equipment successfully ordered in Q1, with customers proactively informed of revised delivery timelines where applicable.

### Measures of success

#### Programme governance and transparency

- Project programmes developed and agreed with all customers.
- Reporting established and maintained against connection programme milestones.

#### Customer experience and learning

- Customer feedback and lessons learned gathered and actioned to improve service and delivery outcomes.

#### Community and stakeholder cooperation

- Collaborative working with local communities and landowners reflected in elevated levels of no issue connection progression.

#### Policy and funding outcomes

- DCEE approval secured for State Aid changes to vehicle grants, supporting the GRAZE programme.

#### Delivery outcomes

- Mitchelstown CGI construction commenced.
- All planned CNG projects completed, with the Causeway Programme delivering the eighth public CNG station.

#### Issue management

- Section 39A consent challenges managed effectively through additional CRU engagement and meetings.



Customer



Governing bodies and agencies



General public



Landowners



Local authorities and utilities



## Key stakeholder engagement area: Network evolution

**Our priorities:** Deliver the core flexibility report – to deliver long-term adaptive gas network planning.

### Engagement objectives

Provide opportunities for stakeholders to input into the development of the CFR.

Ensure stakeholder feedback on Gas Networks Ireland's long-term planning informs how Ireland's future gas infrastructure is developed and how stakeholders will use the gas network.

### Planned engagements

Engage via meetings, questionnaires and information seminars to gather stakeholder insights, including from large gas consumers, power generators and industry representatives.

Collaborate with EirGrid on the development of the plan.

Appraise DCEE and the CRU on the proposed approach.

### Delivered engagements

#### Stakeholder engagement and consultation

- Engagement undertaken through meetings, questionnaires and information seminars to gather insights from key stakeholders, including large gas consumers, power generation companies and industry representatives.

#### Cross system collaboration

- Collaboration with EirGrid through regular information sharing sessions and workshops focused on longer-term PLEXOS modelling approaches, supporting integrated energy planning.

#### Government and regulatory engagement

- Briefing note issued to DCEE in May ("Gas Networks Ireland update to DCEE on long-term gas network planning") covering the CFR alongside other long-term planning requirements.
- Workshops held with the CRU in May and November to clarify scope, expectations and timelines.

#### Formal consultation activity

- Stakeholder webinar hosted on 14 January following circulation of CFR consultation material.

#### Targeted engagement

- One-to-one meetings conducted with key stakeholders, ensuring tailored engagement and incorporation of feedback.

### Measures of success

#### Programme status and timelines

- Core Flexibility Report scheduled for public consultation in Q2 2026.

#### Regulatory alignment

- CFR timeline revised to align with delivery of the Network Development Plan (NDP) 2025 in Q1 2026, reflecting the requirement to publish both documents in the same year.
- Alignment achieved with the Fourth Gas Directive intent, recognising the shift to a biennial NDP/CFR cycle, while continuing to meet current annual NDP obligations pending transposition.

#### Governance and assurance

- Revised CFR timelines agreed with the CRU following workshops and ongoing engagement.

#### Stakeholder influence

- Stakeholder and CRU feedback incorporated into ongoing CFR development work, demonstrating that consulted material has directly influenced Gas Networks Ireland's approach.

#### Transparency and collaboration

- Regular engagement maintained with external stakeholders throughout the year, reinforcing confidence in long term planning governance.

## Key stakeholder engagement area: Network evolution

**Our priorities:** Manage conformance with gas quality specifications arising from the introduction and scaling of renewable gases to the gas network.

### Engagement objectives

Inform and liaise with gas consumers and producers on potential operational impacts on end user equipment arising from gas quality changes.

Collaborate and share knowledge with national, UK and European gas quality stakeholders to ensure risks and opportunities associated with renewable gas integration are fully understood and managed, maximising biomethane and hydrogen injection potential.

### Planned engagements

Work with key stakeholders including the Code Modification Forum, members of the Electricity Association of Ireland, EirGrid and the CRU in relation to gas quality changes related to renewable gases and interconnectivity with the UK system.

### Delivered engagements

#### Stakeholder collaboration and engagement

- Engagement maintained with key stakeholders including the Code Modification Forum, the Electricity Association of Ireland, EirGrid and the CRU on gas quality changes related to renewable gases and UK interconnectivity.

#### Regulatory and code development

- CRU approval secured for a Code Modification to realign gas quality specifications in the Code of Operations with GSMR, ensuring regulatory consistency and operational security.
- Progressed a further Code Modification to increase the Oxygen (O<sub>2</sub>) limit at renewable transmission entry points from 0.2% to 0.5% to support renewable gas integration.

#### Targeted stakeholder engagement

- Direct engagement with ESB Power Generation to address concerns regarding turbine performance.
- Virtual meetings held with National Gas (UK) regarding their plans to increase O<sub>2</sub> limits on the National Transmission System (NTS).

#### Industry and cross border knowledge sharing

- Presentation delivered at the April Code Modification Forum on European and GB gas quality developments, including revisions to EN 16726 (wider Wobbe index range and classification system) and National Gas proposals to increase O<sub>2</sub> limits to 1.0% at specific NTS locations.
- Participation in meetings of the Uniform Network Code (UNC) Gas Quality Working Group in Great Britain, advocating for timely gas quality information to protect Irish and GB shippers from low Wobbe gas risks.

#### Operational data and communications

- National Gas portal updated to provide near real time (15 minute) gas quality data, including Wobbe Index, Calorific Value and CO<sub>2</sub>.
- One to one Teams meetings held with the Electricity Association of Ireland and ESB Power Generation to provide updates on gas quality developments and Code Modifications.
- Email alert system implemented for subscribing Gas Networks Ireland shippers to provide advance warning if low Wobbe Index gas reaches Moffat, enabling mitigation by sensitive users.

#### Regulatory reporting

- Regular updates on the status of Gas Networks Ireland gas quality Code Modifications provided to the CRU through quarterly CRU/Gas Networks Ireland Interface meetings.

### Measures of success

#### Regulatory alignment and security of supply

- Alignment of Code of Operations Wobbe limits with GSMR regulations achieved, ensuring harmonisation with GB standards and safeguarding continuity of gas imports.

#### Renewable gas enablement

- CRU approval progressed for the Code Modification increasing O<sub>2</sub> limits from 0.2% to 0.5%, facilitating greater biomethane integration (subject to safety case approval).
- Approval pathway supports increased renewable gas penetration while maintaining system integrity.

#### Operational certainty for customers

- Real time gas quality monitoring and shipper email alerts implemented, improving advance warning and mitigation for sensitive users.

#### Cross border coordination

- Harmonisation of Irish and GB gas quality specifications reduced operational risk and strengthened overall security of supply.

#### Governance outcome

- Successful implementation of Code Modifications reducing the lower Wobbe Index limit and improving transparency and coordination across the IE/GB system.



**Strategic ambition:**

# Sustainable energy services initiatives

**Key stakeholder engagement area: climate action, customer, innovation**

**Key stakeholder engagement area:** Climate action

**Our priorities:** Biomethane implementation programme. advance the national biomethane strategy actions applicable to Gas Networks Ireland.

**Engagement objectives**

Support delivery of the National Biomethane Strategy, which sets an ambition for 5.7 TWh of renewable gas to be developed by 2030.

**Planned engagements**

Collaborative biomethane connections process review.

Advocate and engage with policy stakeholders to support delivery of key policy decisions to support the delivery and use of biomethane.

Engage with large energy users and shippers regarding the Green Certificate system and its robustness in managing the flow from generation to final user.

**Delivered engagements**

**Connections process and industry engagement**

- Collaborative biomethane connections process reviewed to support more efficient delivery.

**Policy and regulatory engagement**

- Advocacy and engagement undertaken with policy stakeholders to support delivery of key policy decisions required for biomethane deployment.
- Information provided to DCEE in support of the Renewable Heat Obligation (RHO).

**Stakeholder and market engagement**

- Engagement with large energy users and shippers on the Green Certificate system and its role in managing the flow from generation to end use.
- Participation in the first SEAI workshop on revision of the Heat Study.

**Market development and outreach**

- Attendance at the National Ploughing Championships, engaging with policymakers and industry players to support development of the biomethane market.
- Sponsorship of seven industry events, bringing together policymakers and key industry stakeholders to stimulate market development.
- Interviews completed with the Irish Farmers Journal, including a Tech Talk session joined by Minister Heydon.
- Interview completed with Midlands Radio at the National Ploughing Championships.
- Interview sessions hosted at the Gas Networks Ireland stand with biomethane developers (Cycle 0, Carbon AMS, Nephin Renewables and Bia Energy).

**Programme enablement**

- RHO approved in mid July, enabling projects to progress and engagement to begin with obligated parties to sell biomethane.

**Measures of success**

**Customer experience and delivery**

- Improved biomethane developer customer experience achieved through simplification of the connections process and development of standard designs.

**Policy progression**

- RHO proposal progressed through EU Commission processes.
- Information provided to SEAI positively received.

**Market and delivery indicators**

- Progress made against KPIs for new biomethane connections.
- Five active biomethane contracts in place, with 63 active leads in development.

**Certification and market confidence**

- Increased understanding of the Green Certificate process among large energy users and shippers through direct engagement.
- Progress made on certification of non grid transported renewable gas with SEAI.

**Strategic outcomes**

- National Biomethane Strategy actions advanced, supporting delivery and use of biomethane across the energy system.



**Key stakeholder engagement area:** Customer

**Our priorities:** Tariff development.

**Engagement objectives**

Engage with customers regarding proposed tariffs.

In calculating tariffs, Gas Networks Ireland considers affordability and business competitiveness and seeks to achieve the right balance between tariff requirements and customer impacts.

**Planned engagements**

Engage with the CRU and customers in relation to tariff development.

**Delivered engagements**

**Regulatory and customer engagement**

- Engagement maintained with the CRU and customers throughout tariff development via consultations and bilateral meetings.

**Industry collaboration**

- Collaboration with gas suppliers to agree and implement new market processes through structured workshops and follow up sessions.

**Governance and oversight**

- Regular engagement maintained with the CRU to monitor progress and resolve issues through scheduled review calls and formal updates.
- Close collaboration with the CRU and CEPA on the Tariff Methodology Review, including considerations relating to Renewable Natural Gas (RNG).

**Tariff development and publication**

- 2025/26 Transmission and Distribution Gas Network Tariffs calculated and published ahead of PRISMA auctions, meeting all regulatory timelines.
- Tariff Methodology Update delivered to Shippers at the Code Modification Forum to support transparency and industry alignment.
- Dedicated Tariff Workshop hosted on 15th October to provide clarity on methodology and address stakeholder queries.

**Measures of success**

**Regulatory compliance**

- Suite of market processes agreed with industry and approved by the CRU.

**Transparency and collaboration**

- Transparent and collaborative tariff development evidenced through active stakeholder input into draft consultation documents and engagement processes.

**Customer impact**

- 2025/26 Gas Network Tariffs calculated to ensure a neutral impact on residential and commercial customers.

**Timeliness and assurance**

- 2025/26 Transparency Papers completed and published in line with regulatory expectations, reinforcing openness and compliance.

**Key stakeholder engagement area:** Climate action

**Our priorities:** Ready the network for 2% hydrogen blend to meet the EU hydrogen and decarbonised gas market package requirements enabling Ireland's decarbonisation pathway. support the government's national hydrogen strategy by advancing the action plan.

**Engagement objectives**

Progress technical and regulatory due diligence for a 2% hydrogen blend in line with EU regulatory requirements and disseminate findings to stakeholders as required.

Progress industrial hydrogen cluster opportunities in line with the objectives of the National Hydrogen Strategy and deliver stakeholder engagement plans where appropriate.

Play a prominent role in delivery of the National Hydrogen Strategy action plan.

Collaborate with industry stakeholders to establish the role of the gas network in hydrogen production and transportation within an integrated energy system.

Continue to influence European developments relating to hydrogen.

**Planned engagements**

Work closely with the UK gas transmission operator (National Gas) to confirm the workplan for commencement of a 2% blend from Scotland and understand implications of UK blending decisions.

Consult with industry on the nature and location feasibility of potential industrial hydrogen clusters.

Ensure shippers and large customers on the Gas Networks Ireland network are kept appraised of developments and prepared for hydrogen blends.

Progress engagement with industrial cluster stakeholders as required and advance feasibility studies where appropriate.

Actively participate in the inter departmental Hydrogen Working Group.

Work closely with DCEE and other relevant stakeholders to deliver gas network related actions under the National Hydrogen Strategy.

Collaborate with EirGrid and other energy stakeholders on development of an integrated energy system.

Continue to represent Ireland through participation in the European Network of Network Operators for Hydrogen (ENNOH).

**Delivered engagements**

**Technical readiness and due diligence**

- Asset due diligence conducted and a technical roadmap developed with external hydrogen expertise to prepare the network for future hydrogen integration.

**Cross border coordination**

- Close collaboration with National Gas (UK) to confirm projected workplans for commencement of a 2% hydrogen blend from Scotland and assess implications for the Irish gas network.
- Comprehensive response issued to the UK DESNZ hydrogen blending consultation in September 2025, setting out impacts for customers and the network.

**Industry and customer engagement**

- Shippers on the Gas Networks Ireland network kept appraised of hydrogen developments and blend readiness through the Code Modification Forum.

**Industrial cluster development**

- Engagement progressed with industrial hydrogen cluster stakeholders and initial feasibility studies undertaken; stakeholder engagement plans not required at this stage as assessments remain pre feasibility.
- Funding application submitted in April for an East Cork hydrogen valley proposal in collaboration with regional stakeholders.

**Government and policy engagement**

- Active participation in the inter departmental Hydrogen Working Group and the National Hydrogen Taskforce and associated working groups.
- National Hydrogen Strategy implementation plan published.

**Integrated energy system collaboration**

- Collaboration maintained with EirGrid and other energy stakeholders on integrated energy system planning.

**European engagement**

- Continued participation in ENNOH working groups and Board.
- Memorandum of Understanding executed with National Gas (UK) to enhance collaboration on hydrogen and related matters.

**Regulatory delivery**

- Engagement with DCEE and CRU on transposition of the EU Gas and Hydrogen Package into Irish law, with a programme for delivery in place ahead of the August 2026 deadline.

**Measures of success**

**Stakeholder preparedness**

- Enhanced two way communication on hydrogen developments achieved through the Code Modification Forum and online seminar engagement.

**Strategic progress**

- Feasibility of industrial hydrogen clusters progressed through early stage assessments.

**Policy delivery**

- National Hydrogen Strategy action plans advanced, with implementation programme published by DCEE.

**Collaboration outcomes**

- Collaboration opportunities progressed, including exploration of joint Project of Common Interest / Project of Mutual Interest applications.

**System readiness**

- Improved clarity for customers and stakeholders on hydrogen blending implications and future network role.

**Key stakeholder engagement area:** Customer

**Priorities:** Deliver excellent customer service and strive to foster a positive customer experience at every stage of the customer journey.

**Engagement objectives**

Engage with customers to capture feedback and insights.

Identify and address customer pain points.

Assist power generators and large customers.

Inform and empower large customers in relation to renewable gas solutions.

**Planned engagements**

Engage directly with gas customers through home visits as appropriate.

Undertake customer satisfaction surveys following completion of a customer journey to pinpoint areas for improvement.

Engage with our largest customers via online surveys and meetings to raise awareness of renewable gases and support their journey to net zero.

Optimise the Gas Networks Ireland website to be more user friendly and easier to navigate.

**Delivered engagements**

**Direct customer engagement**

- Direct engagement with gas customers undertaken through home visits when carrying out gas escape checks.

**Customer insight and feedback**

- Customer satisfaction surveys undertaken following completion of customer journeys to identify areas

for improvement.

- Customer feedback gathered through online and face to face surveys and shared with internal business units to inform improvement actions.

**Large customer engagement**

- Engagement maintained with the largest customers via online surveys and meetings, raising awareness of renewable gas options and supporting their transition to net zero.

**Digital experience improvements**

- Major website upgrade delivered in June 2025, including improved search capability, simplified navigation, enhanced visibility of customer service options and Irish language translations to improve accessibility and ease of use.

**Internal governance and learning**

- Customer feedback and insights shared through customer journey mapping sessions and working groups with Operations and Commercial and Business Development teams.
- Executive and Board updates provided on customer performance, evolving strategy and continuous improvement initiatives.

**Measures of success**

**Service performance indicators**

- Customer Performance Indicators reported on and published annually to ensure transparency and accountability.

**Responsiveness and timeliness**

- 92% of calls answered within 20 seconds.
- 96% of complaints resolved within 10 days.
- 97% of quotations issued within a 7 day turnaround time.

**Customer insight coverage**

- Online surveys and in depth interviews conducted quarterly, bi annually and annually to understand customer experience and priorities.

**Continuous improvement**

- Customer feedback incorporated into regular customer journey reviews and continuous improvement initiatives.

**Large customer support**

- Dedicated Gas Networks Ireland team established to provide proactive, regular and collaborative engagement with the largest customers on the network.

**Digital outcomes**

- Website updated to provide clearer communications, streamlined journeys and improved accessibility to key publications.

**Overall performance**

- All key Gas Networks Ireland customer service metrics met or exceeded, reinforcing a continued focus on best practice customer service.



**Michael Lyons, Client Service Manager, CPM**

Great customer service is a team effort. 'Above & Beyond' is a great opportunity for us all to get together, to share best practice, to meet in an environment that is less stressful than your normal workday, so we learn from each other, and grow together when we meet, and Above & Beyond provides the platform for that.



**Key stakeholder engagement area:** Customer

**Our priorities:** Provide the best customer service possible for all our customers, and in particular, specific provisions for those who require special services.

**Engagement objectives**

Ensure all eligible customers are made aware of, and supported in joining, the Special Services Register (SSR).

**Planned engagements**

We have dedicated Access Officers whose role is to ensure that customers of Gas Networks Ireland with a disability are provided with assistance and guidance in accessing our services and information.

**Delivered engagements**

**Dedicated customer support**

- Dedicated Access Officers provided assistance and guidance to customers with disabilities, supporting access to Gas Networks Ireland services and information as required.

**Stakeholder engagement and insight**

- Regular meetings held with multiple vulnerable customer representative groups to assess the current customer environment, gather insights and ensure that Gas Networks Ireland services continue to meet evolving needs and expectations.

**Measures of success**

**Customer protection outcomes**

- Zero disconnections of customers registered on the Special Services Register during winter months, except where required for safety reasons.

**Proactive communications**

- Vulnerable customers or their nominated contacts proactively contacted in advance of any planned supply interruptions, ensuring clear communication and appropriate support.

**Regulatory compliance**

- Full delivery of commitments set out in the Customer Charter and compliance with CRU Customer Performance metrics for complaint handling.

**Service improvement**

- Insights from vulnerable customer representative groups incorporated into customer service processes to enhance support and ensure timely complaint resolution.

**Ongoing collaboration**

- Continued engagement and information sharing with vulnerable customer representative groups, reinforcing collaborative working relationships.



**Key stakeholder engagement area:** Customer

**Our priorities:** Complaint handling

**Engagement objectives**

Resolve all customer complaints within 10 working days where possible.

Where complaints relate to property damage or meter mix ups, resolve issues within up to 30 working days from notification.

**Planned engagements**

Gas Networks Ireland will contact customers by phone within one day of registering a complaint to acknowledge its receipt.

Gas Networks Ireland will also contact customers within four working days of registering a complaint to check on progress of the issue.

**Delivered engagements**

**Complaint acknowledgement and communication**

- Customers contacted by phone within one day of complaint registration to acknowledge receipt.
- Follow up contact made within four working days to provide updates and check on progress.

**Complaint management and resolution**

- Complaints managed in line with defined timelines depending on complaint type (standard complaints and more complex cases such as property damage or meter mix ups).
- Ongoing communication maintained with customers throughout the complaint lifecycle to ensure transparency and reassurance.

**Measures of success**

**Regulatory compliance**

- Complaints resolved in line with CRU defined turnaround times for both 10 day and 30 day complaint categories.

**Customer engagement standards**

- Consistent contact achieved within one day of complaint registration and follow up within four working days, demonstrating adherence to service commitments.

**Service quality**

- Professional and timely complaint resolution achieved, reflecting a strong customer focused approach and compliance with regulatory expectations.

**Key stakeholder engagement area:** Customer

**Our priorities:** Pay As You Go.

**Engagement objectives**

Continue to progress the delivery of a new Pay as You Go (PAYG) metering solution by 2027.

**Planned engagements**

Engage with gas suppliers to develop new market processes. Engage with the CRU regarding project progress and to troubleshoot any issues.

**Delivered engagements**

Undertook structured engagement with gas suppliers and the CRU to agree the PAYG technology selection and high-level system design.

Held joint working sessions with suppliers to review proposals and identify areas of concern.

Conducted bilateral meetings with individual suppliers to explore supplier-specific issues and constraints.

Maintained ongoing engagement with the CRU to ensure supplier views were transparently represented where consensus could not be reached.

Captured end-of-year supplier feedback through structured survey mechanisms.

**Tailoring**

Targeted engagement with gas suppliers and the CRU—using a mix of bilateral sessions, collective workshops, and continuous regulatory touchpoints—ensured that supplier-specific concerns were understood and addressed while maintaining transparency and regulatory oversight of PAYG technology selection, system architecture, and process design.

**Measures of success**

**Impact**

Safeguarded the PAYG service, which is critical for many vulnerable customers, through timely modernisation of legacy technology.

Reduced the risk of future service disruption by securing early alignment on technology approach and design requirements.

Built stakeholder confidence that customer needs will continue to be met through a stable, modernised PAYG solution.

Improved trust and collaboration, reflected in positive supplier sentiment and clearer alignment across industry participants.

**How engagement drove it**

Supplier concerns—including technical constraints, operational impacts, and system compatibility issues—were surfaced through bilateral meetings and joint working sessions. These insights informed refinements to proposals where feasible.

Where consensus could not be reached, Gas Networks Ireland transparently escalated the matter to the CRU, ensuring regulatory leadership had a full and fair understanding of supplier positions.

This structured approach ensured that supplier views were accurately represented, facilitated timely decision making, and kept the project on track for procurement readiness.

**Evidence**

- Agreement reached with suppliers and the CRU on PAYG high level design and technology approach.
- Procurement documentation issued in line with the agreed project timeline.
- Positive supplier feedback captured in year end survey responses, including: “There’s been good engagement... this project is good for us and for our customers.”



**Strategic ambition:**

# Integrated energy system initiatives

**Key stakeholder engagement area: policy, industry collaboration and leadership**

**Key stakeholder engagement area:** Industry collaboration and leadership

**Our priorities:** Maintain high customer satisfaction levels among gas shippers and suppliers. Demonstrate our ongoing commitment to improving service and understanding the priorities of our gas shippers and suppliers.

## Engagement objectives

Tailor Gas Networks Ireland service and engagement by responding to matters identified in the 2024 Gas Shipper and Supplier customer survey.

Actively listen to shippers and suppliers through the annual Gas Shipper and Supplier customer survey in 2025.

## Planned engagements

Develop a Supplier and Shipper Action Plan to reflect feedback from the 2024 survey, in conjunction with our supplier and shipper community.

Work with shippers and suppliers to deliver the Action Plan through established industry fora, including the Code Modification Forum and the Gas Market Arrangements Group.

Engagement to review market processes where recent reads of a gas meter are not available.

Shipper discussion on the supports available to vulnerable customers in the gas market.

## Delivered engagements

### Action planning and governance

- Comprehensive Supplier and Shipper Action Plan developed in response to feedback from the 2024 survey, in collaboration with the shipper and supplier community.
- Action Plan presented at the Customer Management Forum (CMF) and the Code Modification Forum, with delivery progressing through established industry fora, including the Gas Market Arrangements Group (GMARG).

### Market process engagement

- Engagement with GMARG undertaken to review market processes for sites where recent meter reads are not available (LTNA).
- Agreement reached to maintain existing LTNA processes, ensuring continuity and operational clarity.

### Vulnerable customer supports

- Facilitated discussions with shippers on supports available to vulnerable customers within the gas market.

### Capability building

- Supplier capability programmes delivered, including training on Gas Point Registration Office (GPRO) processes, Annual Quantity / Supply Point Category (AQ/SPC), and Revenue Protection.

## Measures of success

### Customer satisfaction

- 2025 Gas Shipper and Supplier management survey satisfaction score of 8.2, reflecting high levels of engagement and service quality (our second highest score).

### Action Plan delivery

- Supplier and Shipper Action Plan implemented, addressing key priorities including LTNA processes and vulnerable customer supports.

### Market transparency and stability

- LTNA Market Process Document agreed and supported effective management of LTNA sites.

### Capability outcomes

- Targeted GPRO and related training sessions delivered, strengthening supplier knowledge, compliance and operational performance.

### Ongoing engagement

- Continued transparency and collaboration maintained through CMF and GMARG forums.



**Key stakeholder engagement area:** Policy

**Our priorities:** EU and national energy security, and climate targets.

## Engagement objectives

Advocate for the right energy policies at national and EU level that reflect the interests of energy customers.

## Planned engagements

Respond to National and European energy policy consultation through national energy associations and forums.

## Delivered engagements

### National level engagement

- Evidence based responses delivered to relevant national consultations, over 53 in 2025, including the National Development Plan Review and the CRU's Large Energy User consultation.
- Participation in the CRU's quarterly National Energy Demand Strategy Working Group.
- Engagement with DEET on Large Energy Users and Energy Parks.
- Monthly engagement maintained with DCEE Wholesale Gas and Hydrogen teams, advocating for inclusion of indigenous biomethane in the Renewable Heat Obligation and progression of policy.
- Ongoing engagement with DCEE on EU initiatives including the Gas and Hydrogen Package transposition, REPowerEU and other EU policy developments was requested from Gas Networks Ireland.
- Engagement with DCEE and CRU on the Capacity Allocation Mechanism

Network Code (CAM NC) and its implications for Ireland. • Continued engagement with the CRU on biomethane consultation and progress on CGI, including matters relating to Large Energy Users.

- Participation in DCEE / DEET CCUS Taskforce.
- Executive level and collaboration maintained with EirGrid working group collaboration maintained with EirGrid across 2025.
- National and EU energy policy updates provided to gas shipper and suppliers at Code Modification Forum (new for 2025)
- Direct engagement with Irish elected officials.

### European level engagement

- Participation in Ibec's European Team event in Brussels (March) and the Ireland EC Presidency event in Dublin (November).
- Engagement with Irish MEPs and Permanent Representation officials, including through Dublin Chamber and Ibec events, with a focus on EU funding mechanisms and acceleration of strategic gas emergency reserve delivery.
- Chaired the GD4S Communications Working Group and organised the Biomethane Connect Europe event in Paris (March), attended by Gas Networks Ireland's Acting CEO. This event was attended by European gas distribution operators / DSOs, alongside policymakers and EU institutions.

- Active Board level participation in ENTSOG, ENNOH and GD4S, alongside working group participation across EU gas associations.
- Participation in NESO's Gas Advisory Council.

## Measures of success

### Policy influence and delivery

- Timely, high-quality submissions delivered to EU and national energy policy consultations, ensuring Ireland's energy assets and customer interests are reflected in policy development.
- Successful delivery of GD4S's Biomethane Connect Europe event, strengthening Ireland's profile and leadership in biomethane at EU level.
- Strong engagement secured with Irish MEPs at EU focused events throughout the year.

### Key policy milestones supported

- Progression of energy security and renewable gas policy priorities
- Cabinet approval of Renewable Heat Obligation Heads of Bill.
- Launch by the CRU of the Biomethane Connections Policy Review consultation.
- Launch of the Government's Hydrogen Taskforce and publication of the Hydrogen Implementation Plan (October 2025).
- Dissemination of Gas Networks Ireland's 2025 Strategic Policy Priorities to key stakeholders, reinforcing alignment and transparency.



## Strategic ambition:

# Excellence in operations initiatives

## Key stakeholder engagement area: innovation, sustainability

Key stakeholder engagement area: Sustainability

Our priorities: Conserve and enhance biodiversity.

### Engagement objectives

Promote biodiversity awareness in the community through education and other initiatives.

### Planned engagements

Independent verification of progress with regards to meeting our 2025 biodiversity commitments and engagement with the National Biodiversity Data Centre of Ireland via the All Ireland Pollinator Plan reporting our progress with regards to supporting the All Ireland Pollinator Plan.

### Delivered engagements

#### Verification and reporting

- Independent verification undertaken to confirm progress against 2025 biodiversity commitments.
- Engagement maintained with the National Biodiversity Data Centre of Ireland through reporting under the All Ireland Pollinator Plan, evidencing support for national biodiversity objectives.

### Transparency and publication

- Biodiversity performance update provided to the 2024 Gas Networks Ireland Annual Report.
- 2024 Sustainability Report published, including biodiversity performance and commitments.

### Delivery assurance

- Successful completion and independent verification of delivery against all 2025 biodiversity commitments.

### Measures of success

#### Commitment delivery

- All 2025 biodiversity commitments successfully delivered and independently verified.

#### National alignment and transparency

- Progress communicated to the National Biodiversity Data Centre of Ireland, demonstrating alignment with national biodiversity objectives.

### Public awareness and education

- Continued leadership in biodiversity awareness through annual sponsorship of the Irish Examiner Biodiversity Awareness booklet.

### Innovation and planning

- Biodiversity initiatives embedded across Gas Networks Ireland's asset base, including development of an innovative biodiversity assessment tool to quantify biodiversity net gain / no net loss within design processes.

### Reputation outcomes

- 2025 RepTrak Sustainability Index ranking improved to 21st out of 100 organisations, up from 42nd in 2024.
- Sustainability score increased from 66.9 to 71.2, reflecting strengthened stakeholder trust and recognition.

## Key stakeholder engagement area: Innovation

Our priorities: Operate a future-ready, more sustainable gas network driven by innovative practices.

### Engagement objectives

Build a robust portfolio of innovation initiatives to enhance network efficiency and sustainability.

Advance, through research and innovation, the role of the gas network in delivering renewable gases within an integrated energy system.

Ensure transparency of governance arrangements for the innovation fund, including the appointment of two independent members to the Innovation Steering Group (ISG).

### Planned engagements

Work closely with key innovation stakeholders including academia, the supply chain, innovation organisations, other gas utilities and the wider innovation community to identify innovation initiatives.

Seek applications for the role of Independent Member of the Innovation Steering Group (ISG), which acts as the governance board for innovation funding provided to Gas Networks Ireland by the CRU under regulated allowances.

Engage with Research Ireland to collaborate on a new research grant scheme to address challenges in renewable gas production and energy systems integration.

### Delivered engagements

#### Innovation portfolio development

- Close collaboration maintained with key innovation stakeholders, including academia, supply chain partners, innovation organisations, other gas utilities and the wider innovation community, to identify and advance high impact innovation initiatives.

### Governance and oversight

- Applications sought for Independent Members of the ISG, which governs allocation of innovation funding provided by the CRU under regulated allowances.

- Call for applications closed on 28 February, with applications reviewed by a Gas Networks Ireland panel and full details submitted to the CRU for consideration of appointment of two independent members.

### Research collaboration and funding

- Collaboration agreement with Research Ireland reviewed and finalised, establishing a €2.7 million research grant funding scheme focused on anaerobic digestion and energy systems integration challenges.
- Research Ireland – Gas Networks Ireland Innovation Challenge launched on 29 May, supported by a press release and social media campaign.
- Information webinar hosted on 12 June featuring Gas Networks Ireland subject matter experts in Energy Integration, Artificial Intelligence and renewable gas production.
- Open Days hosted in Dublin and Cork, generating strong engagement from the research community and a high volume of quality applications assessed by an Expert Panel.

### Programme delivery and reporting

- Innovation Steering Group meeting in December confirmed strong progress, with 39 active innovation projects under the Network Based Innovation Fund (NBIF) and €3.8 million allocated to date.
- First PC5 Annual Innovation Report submitted to the CRU in April under the PC5 reporting framework and published on the Gas Networks

Ireland website in December following publication of the CRU Information Paper.

### International collaboration

- GERG (European Gas Research Group) General Assembly hosted at the Network Innovation Centre in Citywest, Dublin on 15 May, in partnership with the AMBER research centre (Trinity College), showcasing Ireland's leadership in innovation and renewable gas research.
- Completed ISG independent members call for applications.

### Measures of success

#### Transparency and governance

- Innovation Annual Report published in 2025, enhancing transparency of regulated innovation activity.
- Governance arrangements for the innovation fund delivered, with the Independent Member application and review process completed and submitted to the CRU for decision.

#### Research and innovation outcomes

- Research Ireland – Gas Networks Ireland Innovation Challenge successfully launched with national outreach and engagement.

#### Portfolio delivery

- €2.7 million allocated to innovation projects under the Network Based Innovation Fund, with 39 active projects progressing.

#### Reputation and collaboration

- Hosting of the GERG General Assembly strengthened international collaboration and reinforced Ireland's profile in gas innovation and renewable gas research.



**Padraig Finan, Contracts Manager, Murphy International**

We're fortunate that the culture in Murphy delivering on behalf of Gas Networks Ireland is excellent. The teams on the ground go above and beyond every day in their day-to-day duties. Above & Beyond is wonderful and it's a great opportunity to meet up every quarter and showcase where the team have really gone above and beyond and really put themselves out there for the customer, on behalf of Murphy wearing the green jersey, and on behalf of Gas Networks Ireland as well. We're delighted to be invited to these events every quarter and very keen to always take part.



**Key stakeholder engagement area: Sustainability**

**Our priorities:** Promote sustainability awareness through enhanced community engagement.

**Engagement objectives**

Build relationships across educational and social groups to boost sustainability awareness.

**Planned engagements**

Coordinate with and support our charity partners including Age Action, Merchants Quay, Pieta House, and Businesses In The Community (BITC) to deliver community programmes.

Customer and Innovation teams to engage with the Irish Deaf Society (IDS) to develop a solution to enhance communication with customers who are deaf/hard of hearing.

**Delivered engagements**

**Community partnerships and programmes**

• Coordination and support provided to charity partners including Age Action and Merchants Quay, and programme partners BITC and Junior Achievement Ireland (JAI), to deliver 2025 community programmes.

**Accessibility and inclusion**

• Engagement undertaken with the Irish Deaf Society to co develop a tool enabling customers who are deaf or hard of hearing to report gas smells or carbon monoxide concerns.  
• IDS provided feedback on initial design concepts, user tested the first pilot design and committed to supporting the tool through its development lifecycle.

**Transparency and reporting**

• Community performance update provided in the 2024 Gas Networks Ireland Annual Report published in 2025.  
• 2024 "Sustainability in Action" Sustainability Report published in 2025, detailing progress on community initiatives.

**Programme delivery and support**

• 2025 Community Programme delivered and progress will be reported through sustainability and annual reporting in 2026.  
• Support provided to wider business fundraising initiatives, charity donations and complementary community activities linked to operational delivery.

**SDG leadership and advocacy**

• Position as Sustainability Champion/ Ambassador leveraged to drive awareness of the UN Sustainable Development Goals through internal and external information sessions.  
• Updated JAI Energize content delivered with refreshed focus on renewable gas and sustainability themes.

**Measures of success**

**Programme delivery outcomes**

• Gas Networks Ireland Community Programmes delivered in partnership with Age Action, Merchants Quay, BITC and JAI.

**Governance and standards**

• Recertification achieved for Business Working Responsibly Mark and retention of the Investing in Volunteers quality standard.

**Transparency and trust**

• Publication of the Gas Networks Ireland Annual Report and the 2024 "Sustainability in Action" Report demonstrated transparency and progress.

**Reputation outcomes**

• 2025 RepTRAK Sustainability Index ranking improved to 21st out of 100 organisations, up from 42nd in 2024.  
• Sustainability score increased from 66.9 to 71.2.

**Social impact metrics**

• 220 volunteers contributed 987 volunteer hours, generating 42,084 social impact hours in 2025.  
• 100% of volunteers expressed willingness to return; 85% reported a very positive impact on company pride.  
• 60 organisations supported through donations from the employee fund.

**Education outcomes**

• Enhanced educational outreach delivered through updated JAI Energize content incorporating renewable gas and sustainability themes.  
• The Energize programme reached over 3,700 students across more than 100 schools in 15+ counties. Survey results indicated a majority positive response from students to the question: "Having completed the Energize programme, are you more likely to continue to study science post-primary?" Similarly, teachers reported that students benefitted significantly from interacting with volunteers from the world of work.

**Key stakeholder engagement area: Sustainability**

**Our priorities:** Promote and raise awareness of the United Nations Sustainable Development Goals.

**Engagement objectives**

Promote sustainability awareness in the community in which we operate, including awareness of Gas Networks Ireland's own sustainability performance and its role as an advocate for the United Nations Sustainable Development Goals (UN SDGs).

**Planned engagements**

As appointed 2024/2025 Sustainable Development Goal Champion by the DCEE, our role is to raise awareness and promote the UN SDG's via engagement with DCEE and with all appointed SDG champions.

**Delivered engagements**

**SDG leadership and advocacy**

• As appointed 2024/2025 Sustainable Development Goal Champion by the DCEE, Gas Networks Ireland raised awareness and promoted the UN SDGs through engagement with DCEE and with all appointed SDG champions.

**External awareness**

• External awareness raised through delivery of community programmes, including the Age Action Gardening Blitz in August 2025, and through publication of sustainability reporting.

**Reporting and governance**

• Quarterly performance reports submitted to DCEE outlining delivery against SDG Champion commitments.  
• Presentation delivered to DCEE and SDG Champions in June 2025, setting out initiatives delivered during the Champion term.

**Evolution of role**

• In September 2025, the SDG Champion role transitioned to an enduring SDG Ambassador role, ensuring continued advocacy and promotion of the UN SDGs.

**Stakeholder engagement**

• Gas Networks Ireland representation at the National SDG Stakeholder Forum in Cork in December.

**Measures of success**

**Governance and assurance**

• Quarterly reporting to DCEE provided clear evidence of delivery against SDG Champion commitments.

**Visibility and leadership**

• Presentation to DCEE and SDG Champions (June 2025) demonstrated tangible progress and leadership in sustainability initiatives.

**Transparency**

• Publication of the 2024 "Sustainability in Action" Report in September 2025 demonstrated accountability and transparency in sustainability performance.

**Reputation outcomes**

• 2025 RepTRAK Sustainability Index ranking improved to 21st out of 100 organisations, up from 42nd in 2024.  
• Sustainability score increased from 66.9 to 71.2, reflecting enhanced stakeholder trust and recognition.

**Legacy impact**

• Transition from SDG Champion to enduring SDG Ambassador role secured continued advocacy and long term promotion of the UN SDGs within and beyond Gas Networks Ireland.



# Glossary

<b>AA1000</b>	means AA1000 Stakeholder Engagement Standard.	<b>EAI</b>	means Electricity Association of Ireland.	<b>MOU</b>	means Memorandum of Understanding.	<b>TAR NC</b>	EU Gas Tariff Network Code.
<b>AD</b>	means Anaerobic Digestors.	<b>ENNOH</b>	means European Network of Network Operators for Hydrogen.	<b>Murphy</b>	Murphy International Limited.	<b>TEN-E</b>	means Trans-European Networks for Energy.
<b>AFI</b>	means Age Friendly Ireland.	<b>ENTSOG</b>	means European Network of Transmission System Operators for Gas.	<b>NBIF</b>	means Network Based Innovation Fund.	<b>TRIS</b>	means Technical Regulations Information System.
<b>AGI</b>	means Above Ground Installation.	<b>EPRC</b>	means Energy Policy Research Centre.	<b>NDP</b>	means National Development Plan.	<b>TSO</b>	means Transmission System Operator.
<b>ALO</b>	means Agricultural Liaison Officer.	<b>ESBN</b>	means ESB Networks.	<b>NEC</b>	means Network Emergency Coordinator.	<b>Tx</b>	means Transmission.
<b>AQ/SPC</b>	means Annual Quantity/Supply Point Capacity.	<b>ESG</b>	Means Environmental, Social and Governance.	<b>NGEP</b>	means Natural Gas Emergency Plan.	<b>UNC</b>	means Uniform Network Code.
<b>BioCNG</b>	means Compressed Natural Gas produced through anaerobic digestion of organic waste.	<b>ETS</b>	means Emissions Trading System.	<b>NGO</b>	means Non-Governmental Organisation.	<b>UNSDG</b>	means United Nations Sustainable Development Goals.
<b>BITC</b>	means Business in the Community.	<b>EU</b>	means European Union.	<b>NGT</b>	means National Gas Transmission.	<b>UR</b>	means Utility Regulator (Northern Ireland).
<b>BUP</b>	means Business Upgrade Project.	<b>FTAI</b>	means Freight Transport Association Ireland.	<b>NI</b>	means Northern Ireland.	<b>VI</b>	means Vision Ireland.
<b>CER</b>	means Critical Entities Resilience.	<b>GB</b>	means Great Britain.	<b>NINEC</b>	means Northern Ireland Network Emergency Coordinator.	<b>VMS</b>	means Variable Message Sign.
<b>CEPA</b>	means Cambridge Economic Policy Associates.	<b>GD4S</b>	means Gas Distributors for Sustainability.	<b>NRG</b>	Means Nephin Renewable Gas (NRG).	<b>WGs</b>	means Working Groups.
<b>CCAC</b>	means Climate Change Advisory Council.	<b>GIE</b>	means Gas Infrastructure Europe.	<b>O2</b>	means Oxygen.	<b>WOBBE</b>	means the Wobbe index, used to compare the combustion energy output of different composition fuel gases in an appliance (fire, cooker etc.).
<b>CCUS</b>	means Carbon Capture, Utilisation and Storage.	<b>GIL</b>	means Greener Ideas Limited.	<b>OEP</b>	means Office of Emergency Planning.		
<b>CFR</b>	means Core Flexibility Report.	<b>GMARG</b>	means Gas Market Arrangements Retail Group.	<b>OFI</b>	means Opportunities for Improvement.		
<b>CGI</b>	means Central Grid Injection.	<b>GPRO</b>	means Gas Point Registration Operator.	<b>PAPA</b>	means Promotion and Public Awareness.		
<b>CNG</b>	means Compressed Natural Gas.	<b>GRAZE</b>	means Green Renewable Agricultural Zero Emissions.	<b>PAYG</b>	means Pay as You Go.		
<b>CO</b>	means Carbon Monoxide.	<b>GTMS</b>	means Gas Transmission Management (IT) System.	<b>PC5</b>	means Price Control 5.		
<b>CRU</b>	means Commission for the Regulation of Utilities.	<b>GSMR</b>	means Gas Safety Management Regulation.	<b>PRER</b>	means publicly reported gas escapes.		
<b>CSR</b>	means Corporate Social Responsibility.	<b>H2</b>	means Hydrogen.	<b>PRSI</b>	means Public Resources and Strategy Implementation.		
<b>CX</b>	means Customer experience.	<b>I/C</b>	means Industrial/Commercial.	<b>PTL</b>	means Premier Transmission Limited.		
<b>CER</b>	means Critical Entities Resilience.	<b>IBEC</b>	means Irish Business and Employers' Confederation.	<b>PMS</b>	means Project Milestones.		
<b>DBYD</b>	means Dial Before You Dig.	<b>ICBM-5</b>	means International Conference on Biogas Microbiology (5th).	<b>RGI</b>	means Registered Gas Installers.		
<b>DETE</b>	means the Department of Enterprise, Tourism and Employment.	<b>IDS</b>	means Irish Deaf Society.	<b>RHO</b>	means Renewable Heat Obligation.		
<b>DCEE</b>	means Department of Climate, Environment and Energy.	<b>ISO</b>	means International Organisation for Standardisation.	<b>RNG</b>	means Renewable Natural Gas.		
<b>DHLGH</b>	means Department of Housing, Local Government Heritage.	<b>KCMS</b>	means thousand cubic metres per second.	<b>ROI</b>	means Republic of Ireland.		
<b>DESNZ</b>	means Department for Energy Security and Net Zero.	<b>KSEA</b>	means Key Stakeholder Engagement Area.	<b>SDGs</b>	means Sustainable Development Goals.		
<b>DM</b>	means Daily Metered.	<b>LA</b>	means Local Authority.	<b>SEAI</b>	means Sustainable Energy Authority of Ireland.		
<b>DPER</b>	means the Department of Public Expenditure Infrastructure, Public Service, Reform and Digitalisation.	<b>LEUs</b>	means Large Energy Users.	<b>SGER</b>	means Strategic Gas Emergency Reserve.		
<b>DSO</b>	means Distribution System Operator.	<b>LDM</b>	means Large Daily Metered.	<b>SIF</b>	means Strategic Innovation Fund.		
<b>Dx</b>	means Distribution.	<b>LT</b>	means Long Term.	<b>SME</b>	means a Small to Medium Sized Enterprise.		
		<b>MABS</b>	means Money Advice and Budgeting Service.	<b>SSR</b>	means Special Services Register.		
				<b>STEM</b>	means Science, Technology, Engineering and Maths.		
				<b>SVP</b>	means Saint Vincent de Paul.		
				<b>SWOS</b>	means Southwest Scotland Onshore System.		



Gas  
Networks  
Ireland

The main contact details for  
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**General Enquiries**

**1800 464 464**

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Lines open Monday to Friday 8am – 8pm  
and Saturday 9am – 5.30pm

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**24 Hour Emergency Service**

**1800 20 50 50**

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