



Gas  
Networks  
Ireland

[gasnetworks.ie](https://gasnetworks.ie)

2025

# Stakeholder engagement plan



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# Foreword

At Gas Networks Ireland, we are proud to be at the heart of Ireland's energy future. As custodians of the country's €3bn national gas network, we are committed to delivering a safe, reliable, and sustainable energy system to our over 720,000 customers that not only meets the needs of today but also paves the way for a cleaner, net-zero carbon future.

Our extensive 14,758km gas network plays a pivotal role in Ireland's energy ecosystem, securely supplying 40% of heating needs and providing 41% of electricity demand. In 2024, we saw gas demand in Ireland increase by 2 per cent compared to the previous year. While wind energy continues to play a growing role in the energy mix, the gas network remains a key enabler of Ireland's energy system, providing backup during periods of low wind and ensuring a secure and reliable electricity supply. During the month of January 2025, we witnessed a new record for gas demand on a single day, highlighting the critical role of the gas network in meeting peak energy requirements. This peak demand demonstrates how we are continuing

to deliver on our purpose of keeping Ireland's energy moving. As we transition towards a low-carbon future, we remain steadfast in our objective to ensure a resilient and adaptive energy network that supports Ireland's evolving energy needs while facilitating the integration of renewable gases such as biomethane and green hydrogen.

2024 was an important year for Gas Networks Ireland which saw the publication of our "Pathway to a Net Zero Carbon Network" which is an ambitious strategy to repurpose and resize our gas infrastructure, ensuring that by 2045, our network will transport 100% renewable gases. The Irish Government has ambitious climate and energy targets to successfully transition to a carbon-

neutral economy by 2050. Gas Networks Ireland's transformation pathway reflects this same imperative to reduce greenhouse gas emissions by transporting renewable gases only. This pathway underscores our dedication to delivering a modern, future-ready gas system that complements renewable electricity generation, ensures energy security, and provides a cost-effective decarbonisation route for all sectors. It will also offer significant long-term energy export opportunities.

We welcomed the Government's National Biomethane Strategy which supports Ireland's transition to a decarbonised future. We are actively investing in infrastructure innovation, including the development of biomethane grid injection points and preparing our network to be hydrogen-ready. One of our highlights of 2024 was when then Tánaiste Micheál Martin, now Taoiseach, joined us in Mitchelstown to turn the sod on our Central Grid Injection facility. This innovative €32m investment, the first of its kind in Europe, is an important step in Ireland's transition towards renewable energy, enabling the injection of 12% of the government target of 5.7TWH of biomethane into the national gas network. Our ongoing collaborations with key stakeholders across industries, government, and research institutions are critical to ensuring that our network is prepared to transport renewable gases.

We are not alone on this Pathway to a Net Zero Carbon Network. As we evolve towards an increasingly integrated energy system, ongoing and meaningful collaboration with our stakeholders – customers, policymakers, regulators, investors, and communities – is key to delivering our decarbonisation goals while continuing to meet our ever-changing customer needs. Through open dialogue and proactive engagement, we will continue to drive innovation, enhance energy resilience, and deliver solutions that benefit both current and future generations.

As we look ahead, we remain committed to harnessing our expertise, infrastructure, and partnerships to enable Ireland's transition to a net-zero energy system. We thank our stakeholders for their invaluable insights, collaboration, and action in this critical transformation. Stakeholder engagement is of paramount importance to us, as it ensures that we are aligned with the needs

and expectations of those we serve. We deeply value the contributions of our stakeholders and are dedicated to fostering open and transparent communication. As we progress, we look forward to enhancing our engagement efforts, building stronger relationships. We invite you to join us on this journey, as together, we shape the future of Ireland's energy landscape.

**Ronan Galwey**  
Acting Chief Executive Officer



## Who we are

We are Gas Networks Ireland. We operate one of Europe's most modern, renewables-ready gas networks and ensure a safe and secure supply of natural gas to meet our customers' needs.

We play an essential role in moving Ireland's energy. Now, by working to replace natural gas with renewable gases that complement intermittent renewable electricity, Gas Networks Ireland is supporting Ireland's journey to a cleaner energy future.

All of us in Gas Networks Ireland are committed to improving our customer's experience, enhancing stakeholder collaboration and repurposing our network to transport 100% renewable gases. Led by our executive team, under the leadership of Ronan Galwey, we will strive to achieve this through actively seeking stakeholder feedback and acting on it.



## Purpose of this publication

The purpose of this publication is to outline how we plan to listen to, engage, and collaborate with our stakeholders throughout 2025. We detail the engagement activities currently planned for 2025 and how our stakeholders can participate to influence and shape our thinking.

Section 1 describes our stakeholder engagement strategy and ambition.

Section 2 delves into our 2025 Stakeholder Engagement Plans and the associated targets.

The Appendices detail the timings of our proposed engagement activities planned for 2025. They include information on planned Public Consultations, Publications, and Engagement Channels.

This is Gas Networks Ireland's first Stakeholder Engagement Plan. We will publish an out-turn report for consultation, on how we performed against our plan in early 2026.

We value our Stakeholders' input, and your insights will be critical to enable Gas Networks Ireland's first Stakeholder Engagement Plan to fully decarbonise the gas network for the benefit of current and future generations.

If you would like to contact us or provide feedback on our engagement practice, please contact Avian Egan, Stakeholder Manager, email: [avian.egan@gasnetworks.ie](mailto:avian.egan@gasnetworks.ie) or [stakeholder@gasnetworks.ie](mailto:stakeholder@gasnetworks.ie).



### Ronan Galwey

Acting CEO

### Brian Sheehan

Assets and Infrastructure Director

### David Kelly

Customer and Business Development Director

### Edwina Nyhan

Strategy and Regulation Director

### Diarmuid Colins

Acting Chief Financial Officer

### Ian O'Flynn

Business Services Director

### Bobby Gleeson

Chief Operations Officer

### Emer Walsh

Chief Legal Officer

### Nicola McSweeney

People Director



# Section 1: Our stakeholder engagement strategy



Our vision for the gas network as outlined in our Pathway to a Net Zero Carbon Network sets out how we will leverage our assets and expertise to deliver a repurposed, resized and fully decarbonised network by 2045.

Today's innovations lead to tomorrow's evolution. The evolution of the gas network will take place progressively over the next 20 years, at first gradually as biomethane and hydrogen are blended with natural gas, and then more rapidly, as portions of the network are fully converted to either biomethane or hydrogen to the point of full decarbonisation. The actual basis and timing for the full decarbonisation of our network will become clearer as energy policy and new energy sources and technologies progress, but we know that by embracing innovation in these areas, leveraging our expertise, and collaborating with stakeholders, we can realise this ambition. As our network transitions to a net zero future, we recognise more than ever the importance of incorporating stakeholder voices into our current operation and future plans. We know that transitioning to a cleaner energy future will only come from a willingness to listen, learn, innovate, and collaborate widely. We are committed to working and collaborating with government, policymakers, regulators, producers and all key stakeholders to develop and invest in a greener, more integrated, resilient, and flexible Irish gas network that can continue to serve Ireland into the future.

The full Pathway to a Net Zero Carbon Network report can be found at [Pathway](#).

## Our stakeholder engagement ambition

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

To date, feedback from our various engagement channels has helped shape and plan our activities and strategic direction. In 2025 and beyond, we are fully committed to making ongoing improvements to our stakeholder engagement practice. We want to actively listen and learn from diverse views by extending our stakeholder reach and providing more opportunities to participate to influence our thinking. These insights will enable us to embed stakeholder views into our future operational and strategic plans.

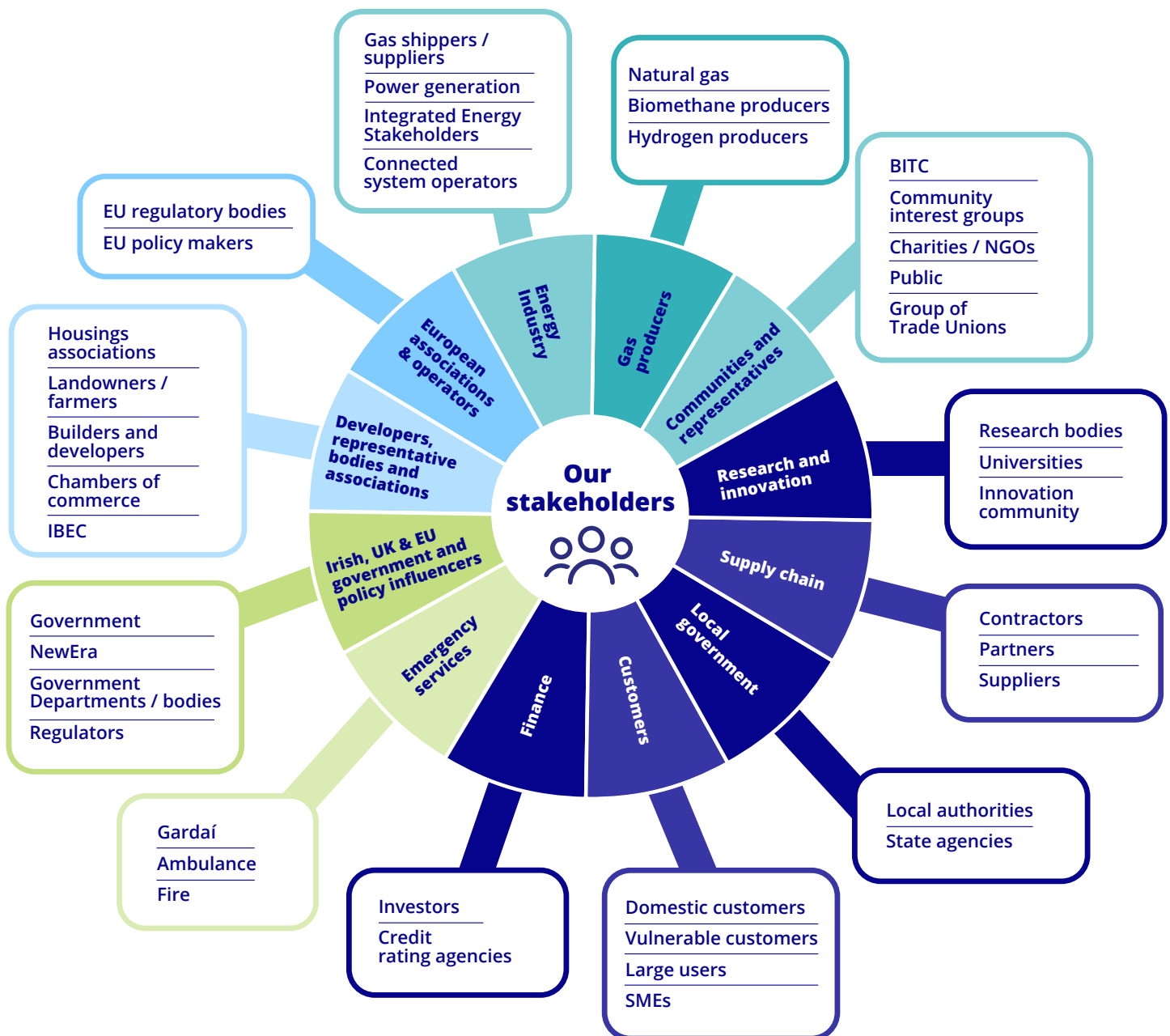
Working collaboratively with our stakeholders, together, we will travel the pathway to net zero to transform the gas network for future generations.

## Our stakeholders

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

This Stakeholder Wheel demonstrates the wide variety of the stakeholders we interact with. On an annual basis, we map our external environment to refresh our understanding of our stakeholder

landscape. This exercise ensures that we identify any emergent stakeholders, understand stakeholders' priorities and can determine how best to tailor engagement to gather insight from our stakeholders for mutual benefit. We are committed to transparent, proactive, responsive and ongoing engagement.







# Our approach to stakeholder engagement

## How we identify our stakeholders

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

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

## Stakeholder identification

National and company strategic ambitions guide our identification of Key Stakeholders Engagement Areas and the stakeholders affected by or who can affect Gas Network Ireland's performance.

1

## Engagement planning

Engagement objectives, channels and success criteria are identified in our annual stakeholder engagement plan, with stakeholders' expectations central to the planning process.

2

## Engagement execution

Throughout the engagement process, we emphasis inclusivity, ensuring that Stakeholder voices are heard. The goal is to gather feedback that better informs Gas Networks Ireland's decision-making.

3

## Integration into decision-making

Care is taken to ensure that stakeholder concerns are understood and addressed in a meaningful and sustainable way.

The results of stakeholder interaction and surveys (e.g. the Shipper and Supplier Satisfaction Survey) guide engagement planning.

4

## Monitoring and evaluation

We continually assess and improve our stakeholder engagement process. Our executive team, quarterly, oversee the review of the stakeholder plan against targets. The plan is challenged to demonstrate positive stakeholder impact, allowing adaption to address stakeholder emerging needs.

5

## Why we value engagement

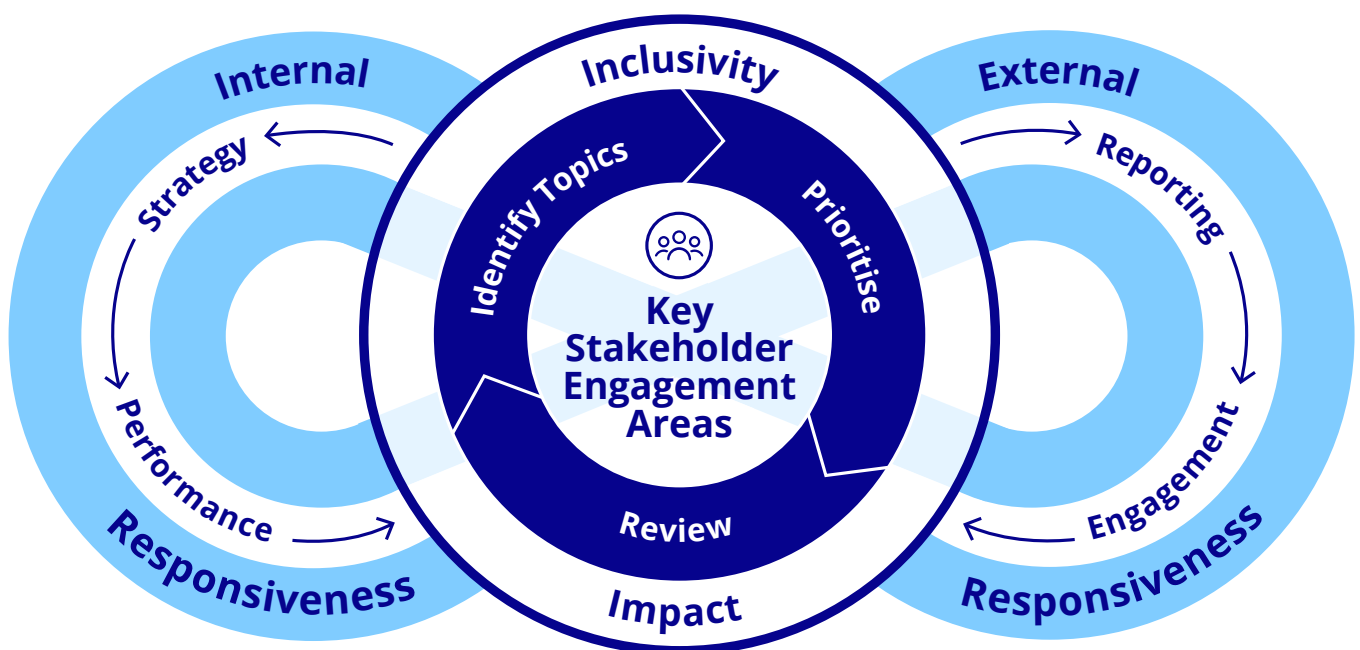
We believe meaningfully engaging with our stakeholder community is one of the crucial ingredients in effectively managing our business, particularly as we work to deliver a secure resilient network while also delivering on our transformative Pathway to a Net Zero Carbon Network. Inclusivity is important to us; by engaging our stakeholders, we can better understand their concerns and priorities. We recognise the value in sharing information and gathering fresh perspectives to develop inclusive and synergistic business initiatives.

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

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

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

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



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

We monitor and measure the stakeholder impact of our engagement initiatives. On a quarterly basis, the Stakeholder Engagement Monitoring group meets to review the progress against planned stakeholder engagement initiatives as well as the evolving stakeholder environment, ensuring that our stakeholder initiatives have the flexibility to adapt to the changing environment and the needs of all our stakeholders.



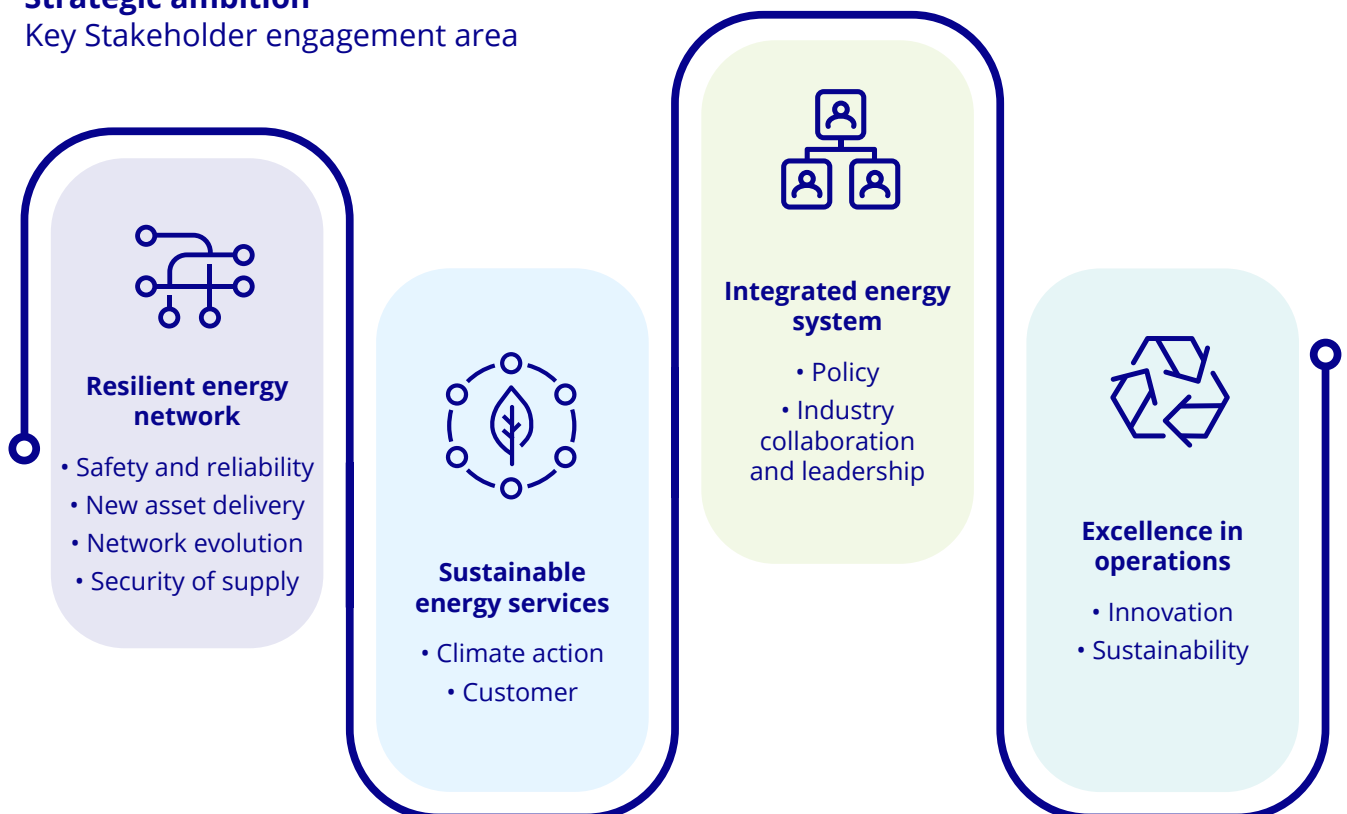
## **Section 2: Our stakeholder engagement plans for 2025**



Stakeholder engagement for 2025 will be shaped by four of our strategic objectives, closely aligned to the delivery of our Pathway to a Net Zero Carbon Network. Within each objective, we have identified key stakeholder engagement areas.

### Strategic ambition

Key Stakeholder engagement area





## Resilient energy network

This objective relates to maintaining a resilient energy network that continues to transport energy safely and securely whilst enabling Ireland's transition to a decarbonised future. Performing while transforming to deliver on Ireland's decarbonisation ambitions is a core element of our strategy.

### Safety and reliability

Throughout 2025 and beyond we will continue to put safety first in everything we do. As the network evolves to transport increasing levels of renewable gases, we will maintain a crucial focus on safety in order to uphold our impeccable safety record. Preserving the safety, operational integrity and resilience of our network is critical to underpin Ireland's energy supply security.

### New asset delivery

Efficiently connecting new gas-fired generation to the network to ensure security of supply in Ireland's energy system in the medium-to-long-term will remain a priority for Gas Networks Ireland.

We will seek to increase the transparency of the connection process and facilitate more efficient connection lead times for all connections.

We will continue to further decarbonise our network by expanding the use of renewable gas and stimulating Compressed Natural Gas using biomethane (BioCNG) demand. Delivering Ireland's first Central Grid Injection facility in Mitchelstown, Co. Cork, will be a crucial step in Ireland's transition towards renewable energy, enabling multiple producers to inject biomethane into the national gas network. This facility will have the capacity to inject up to 700 GWh of renewable gas annually, contributing approximately 12% of the Government's 2030 biomethane target of 5.7 TWh, whilst simultaneously reducing national CO<sub>2</sub> emissions by 130,000 tonnes per year. In 2025, we will aim to substantially complete the construction of this facility.

We are committed to engaging with key stakeholders in the delivery of our 2025 work programmes including, gas fired power generation, biomethane and Compressed Natural Gas (CNG). These programmes enable increased utilisation of the gas networks, continuity of gas supply, and add security to the energy system on the island of Ireland.

### Network evolution

We will proactively engage with key external stakeholders for appropriate development and evolution of the Gas Networks Ireland Network. Working together, we will deliver all programmes and committed connections including Compressed Natural Gas (CNG), Biomethane, Power Gen Development, and other large Transmission connections.

Our 2025 targets include delivering the Core Flexibility Report – a long-term adaptive planning report, which will enable us to deliver no matter what changes lie ahead. Excellent communication will be crucial to making the pivots needed in a changing world. We will engage with gas consumers and producers to ensure understanding of the issues faced and proactive and collaborative development of solutions. We will consult with national, UK, and European gas quality stakeholders to ensure gas quality risks and opportunities are fully understood and managed to maximise biomethane and hydrogen injection potential on the network.

### Security of supply

Gas Networks Ireland is working with stakeholders to mitigate Ireland's gas Security of Supply risk - based on criteria stipulated in Action 17 of DECC's 'Energy Security Review 2023'.

Our engagement objectives are to ensure statutory consultees are in position to respond positively to the planning consultation process and to de-risk the planning and consenting process through clear and transparent communications.

In 2025, we will develop a best-in-class consultation with a fully integrated and highly transparent strategy (at local and national level) to ensure public participation and stakeholder involvement. We will work to enable an implementation plan for a Strategic Gas Emergency Reserve that safeguards Ireland's energy system today to enable an energy transition for tomorrow.





## Sustainable energy services

At Gas Networks Ireland sustainable energy services is defined by our role in delivering a clean and affordable energy future through the decarbonisation of our network by delivering renewable gases at scale, enabling the reduction of emissions across all sectors of Irish society.

We will support our customers as they navigate the transition to renewable gas solutions. We will aim to continuously enhance and tailor our customer service offering.

### Climate action

We are transforming the gas network to transport renewable gases, such as biomethane and green hydrogen. Our ambitions in this space are aligned to the Government's Climate Action Plan, National Biomethane Strategy and National Hydrogen Strategy deliverables and targets.

### Customer

We are committed to ensuring our customer experience offering matches the expectations of our customers across all customer segments, from residential, small and medium businesses, larger gas consumers to new and emerging customers in the renewable gas sectors. We will strive to enhance our customer experience, drive accessibility and enhance our stakeholder reach.

We will endeavour to have the customer and stakeholder voice heard more loudly in the development and evolution of the gas network. We will support our customers to understand their current requirements and address their future energy needs. We will engage to aid our customers in their decarbonisation journey and decision-making processes.



## Integrated energy system

Gas Networks Ireland is preparing for a future in which networked gas enables an integrated energy system to achieve net zero.

Delivering a net zero energy system in Ireland by 2050, requires collaboration and cooperation across all energy systems to deliver the most efficient and effective solutions for the people of Ireland. At Gas Networks Ireland, we are proactively collaborating with stakeholders across the energy industry to develop an integrated decarbonised energy system.

### Industry collaboration and leadership

We understand that industry wide leadership, collaboration and change are required to collectively address the energy transition. We will work with key industry stakeholders to deliver decarbonisation in the most expedient fashion whilst maintaining reliability and affordability for end-users.



## Excellence in operations

Gas Networks Ireland is dedicated to innovative, efficient, and sustainable operations. We will deliver our sustainability strategy in alignment with our prioritised Sustainable Development Goals (SDGs).

### Innovation

Our innovation goal is to enhance the efficiency of the gas network while delivering improved safety, efficiency, decarbonisation, and customer service. This will lead to higher operational performance, customer satisfaction, and positive environmental outcomes.

Gas Networks Ireland is dedicated to advancing research and innovation, focusing on network-based solutions in collaboration with our innovation partners, including academic institutions, industrial partners, standards organisations, and the wider gas industry, which all make up our innovation community. Our Strategic Innovation Fund (SIF), a research funding scheme in collaboration with Research Ireland, will include research challenges related to energy integration.

Our 2025 targets include publishing an Innovation Annual Report in 2025 and to launch a new research funding scheme in collaboration with Research Ireland.

### Sustainability

Our sustainability strategy has three pillars, Environment, Social, and Governance (ESG) and is aligned with the United Nations' SDGs.

We aim to deliver our services in a sustainable manner that contributes to the protection of the environment while supporting the social and economic development of the communities we operate in, as well as the wider economy.

Environmental protection and enhancement are integral to our operations, in addition to transporting renewable gases at scale as outlined in our Pathway to a Net Zero Carbon Network we are focused on decarbonising our own operations. We have developed objectives in several areas including climate action, greenhouse gas (GHG) emissions reduction, energy use, water use, and waste generation all of which are verifiable within our certified Environmental Management System ISO14001 and Energy Management System ISO50001.

A key focus of our social programmes is on our communities and our customers.

We are proud to be one of only 40 companies in Ireland to hold the prestigious Business Working Responsibly mark. We are committed to helping Ireland achieve its carbon emissions reduction targets and driving meaningful progress toward a sustainable future.

Gas Networks Ireland is committed to keeping our customers and the wider industry informed about ongoing and planned works across the network that may impact them.

We also continue to invest in biodiversity initiatives as part of our capital projects, ensuring our work leaves a positive legacy. We will continue to report to the All-Ireland Pollinator Plan as part of our commitment to No Net Loss to Biodiversity. Gas Networks Ireland is a signatory of the government's biodiversity "Seeds for Nature" charter. We pledge to adhere to this charter to support the National Biodiversity Action Plan.

We take pride in acting responsibly and fostering strong relationships within the communities where we operate. We are a member at Leader level within Business in the Community (BITC). In 2024, we supported 90 community initiatives with either financial assistance or volunteering. We provided €220,000 in financial support to local organisations, including €18,803 fundraised by our own employees. We contributed 799 volunteering hours across 70 Corporate Social Responsibility (CSR) events in communities where we operate. Our Charity Partners include Age Action, Merchants Quay, and Pieta House. A highlight in 2024 was launching our Age Friendly Line, a dedicated line for our older customers.

Our 2025 targets include delivering the Gas Networks Ireland Climate Change Adaptation Plan, reducing Green House Gas Emissions and publishing the 2025 Sustainability Report with our biodiversity performance. We will deliver the 2025 Community Programme and report progress in the annual sustainability report.

# Measuring engagement success

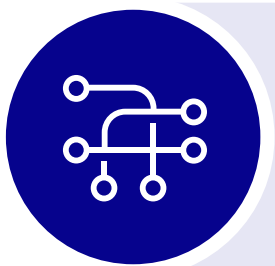
In this section we set out our proposed engagement framework describing how we plan to engage and collaborate with our stakeholders over the course of 2025.

We have presented our framework in terms of our four strategic objectives – resilient energy network; sustainable energy services; integrated energy system; and excellence in operations – and identified for each focus area our engagement objectives, our planned engagement channels and initiatives, and the required outcomes and targeted measures of success.

We have also included in the Appendix three tables providing details and timings of our proposed engagement mechanisms (i.e. consultations, publications, meetings, forums, working groups, events, and webinars) which are planned for 2025. These tables will be published on our website to allow regular updates to be made to our plans ensuring they meet all our business, regulatory, stakeholder, and customer needs in an ever-changing industry landscape.

## Four strategic objectives focus

Our targets for each of the four pillars are outlined in the following pages.



### Resilient energy network

#### Focus areas

- Safety and reliability
- New asset delivery
- Network evolution
- Security of supply



### Sustainable energy services

#### Focus areas

- Climate action
- Customer



### Integrated energy system

#### Focus areas

- Policy
- Industry collaboration and leadership



### Excellence in operations

#### Focus areas

- Innovation
- Sustainability





## Resilient energy network

### Key stakeholder engagement area: Safety and reliability

<b>Our priorities</b>	<p>Protect the safety, health and welfare of our employees, contractors, customers and the public and drive safer interactions with the gas network.</p> <p>Prevent third party damage to gas pipelines</p>	
<b>Desired engagement outcomes</b>	<p>Improve public understanding of gas safety to reduce the likelihood and severity of gas related incidents and injuries.</p> <p>Improve awareness of gas network and damage prevention measures amongst the construction industry, allied professionals, and landowners/farmers.</p> <p>Agree and implement gas safety improvements,</p>	<p>and communication/engagement initiatives with the gas and wider energy industries.</p> <p>Agree and implement safety requirements and improvement initiatives in relation to Gas Networks Ireland works in the public domain.</p> <p>Ongoing awareness of gas emergency safety information, support, and services (e.g. 24/7 call centre)</p>
<b>Planned engagements</b>	<p>Deliver multimedia public safety advertising campaigns:</p> <ul style="list-style-type: none"> <li>• Gas Escapes</li> <li>• Carbon Monoxide</li> <li>• Registered Gas Installers</li> <li>• Dial Before You Dig</li> <li>• Meter Tampering</li> </ul> <p>Consumer safety research (on main TV-based advertising campaigns and allied topics).</p> <p>Provide gas and allied safety information via publications (directly and indirectly), website(s), email and telephone helplines directly and indirectly, (e.g. Annual domestic and industrial/commercial gas safety leaflets (via gas suppliers), Gas Networks Ireland website, carbonmonoxide.ie and Carbon Monoxide helpline, Gas Networks Ireland Call Centre).</p>	<p>Provide gas network maps and associated safety information via websites, email, and telephone helplines (“Dial Before You Dig” service).</p> <p>Provide direct engagement and interaction with farmers, landowners, the construction industry, and emergency services (e.g.: Agricultural Liaison Officer visits to farmers and landowners, on-site interaction with, and safety supervision of, third party contractors working in the vicinity of critical network assets).</p> <p>Provide gas network safety training to construction companies, utilities, local authorities, emergency services etc.</p> <p>Liaise with other utilities via the Joint Utilities Safety Forum and associated working groups.</p> <p>Conduct customer experience surveys of gas emergency service users.</p>
<b>Measures of success</b>	<p>Consumer awareness metrics reflecting the effectiveness of key safety campaigns and associated messages.</p> <p>Gas safety improvements, and communication/engagement initiatives with the gas and wider energy industries agreed and implemented.</p> <p>Safety requirements and improvement initiatives in relation to Gas Networks Ireland works in the public domain agreed and implemented.</p> <p>Number of registered users of the online Dial Before You Dig service.</p>	<p>Number of Agricultural Liaison Officers landowner visits.</p> <p>Third-party damage prevention and gas safety awareness training sessions delivered to key stakeholders.</p> <p>Publicly reported escapes responded to within the 1-hour criteria.</p> <p>Results of customer experience surveys of gas emergency service users.</p>



## Resilient energy network

### Key stakeholder engagement area: Safety and reliability

<b>Our priorities</b>	<p>Maintain network reliability.</p> <p>Prevent interruption to gas supply for all users and ensure that effective arrangements are in place if such an event were to happen.</p>	
<b>Desired engagement outcomes</b>	<p>Ensure Gas Networks Ireland's installations and assets are resilient in line with the requirements of the Critical Entities Resilience directive.</p> <p>Effective and fully integrated gas supply emergency plans in place aligned across our connected system operators in Ireland, Great Britain and Northern Ireland, indigenous gas producers and all categories of end users especially gas-fired electricity generators.</p> <p>Ensure effective communication channels in place in event of gas disruption.</p>	<p>Develop and improve protection and response arrangements for our critical subsea gas interconnectors.</p> <p>Engage with all Daily Metered (DM) and Large Daily Metered (LDM) on requirements for demand reduction during a gas supply emergency and assist with their business continuity plans alignment.</p>
<b>Planned engagements</b>	<p>Engage with government and industry partners to continually improve overall energy system resilience on the Island of Ireland.</p> <p>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-</p>	<p>ordinator and with the European Network of Transmission System Operators for Regional Coordination Group across Europe.</p> <p>Provide clear information and guidance to our customers and stakeholders in relation to what to do in a gas supply disruption scenario.</p> <p>Continue to improve subsea infrastructure monitoring/detection arrangements through engagement with the Irish and British Navies.</p>
<b>Measures of success</b>	<p>Compliance with the requirements of the Critical Entities Resilience directive.</p> <p>A completed annual integrated energy system emergency exercise in partnership with the Electricity Transmission System Operator and Distribution System Operator as well as Government Departments/Agencies including the National Emergency Coordination Group.</p> <p>Conduct an annual supply emergency exercise with large end users (Power Gen/Shippers) and indigenous gas producers (Corrib/Biomethane) included in the Gas Networks Ireland led gas supply emergency exercise. Lessons learned</p>	<p>determined and an exercise report published.</p> <p>Delivery of lessons learned from all gas supply emergency exercises, including cross border emergency simulations.</p> <p>Annual test conducted of emergency communication channels for all large customers and shippers.</p> <p>Support our customers and stakeholders with clear information and guidance in relation to what to do in a gas supply disruption scenario.</p> <p>Undertake an annual test of all LDM, DM and Shippers emergency contacts ensuring effective communication channels are in place.</p>



## Resilient energy network

### Key stakeholder engagement area: Safety and reliability

<b>Our priorities</b>	Emergency response service.	
<b>Desired engagement outcomes</b>	Respond to carbon monoxide and No gas calls.	
<b>Planned engagements</b>	Provision of safety information, support, and services via the gas emergency service: <ul style="list-style-type: none"> <li>• 24/7 call centre</li> <li>• First Response Fitters and associated supervisors attending callouts.</li> </ul>	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.
<b>Measures of success</b>	Respond to publicly reported escapes within the 1-hour criteria.  Gas Emergency Service Customer Experience results.  Notices of Hazard issued as required to address safety issues.	

### Key stakeholder engagement area: New asset delivery

<b>Our priorities</b>	Continue to efficiently connect gas-fired generation to the gas network to facilitate the integration of further renewables and support the energy transition.	
<b>Desired engagement outcomes</b>	Improve levels of engagement with landowners, local stakeholders, local authorities, and state bodies.  Enhance transparency for stakeholders on the connection process.  Strive to continuously improve the connection journey via customer feedback and project delivery lessons learned.	
<b>Planned engagements</b>	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, CRU and EirGrid.  Meet with Landowners, Local Authorities, and the relevant Statutory bodies and consider their feedback in the pipeline design process.  Ensure good social media engagement.  Where feasible engage with the local communities for each power station connection (e.g. town halls or one to ones as appropriate).	
<b>Measures of success</b>	Monthly project programmes and connection milestones developed and agreed with customers.  Project reports issued every 6 weeks reporting against milestones.  Customer feedback and lessons learned utilised to enhance customer experience and project delivery.  Increased levels of landowner wayleave cooperation demonstrated by no issue wayleave consents.	



## Resilient energy network

### Key stakeholder engagement area: New asset delivery

<b>Our priorities</b>	<p>Efficiently connect all contracted biomethane connections.</p> <p>Close out the delivery of the eight planned CNG connections.</p>
<b>Desired engagement outcomes</b>	<p>Delivery of contracted biomethane network connections.</p> <p>Progress the construction of Ireland's first biomethane central grid injection facility in Mitchelstown.</p> <p>Continue to engage with regulatory bodies, local authorities, and other state bodies to support the development of the biomethane industry.</p>
<b>Planned engagements</b>	<p>Engage with regular updates with customers wishing to connect to the network or use Central Grid Injection facilities.</p> <p>Continue to engage with key stakeholders across the industry, hosting webinars and presentations at conferences where appropriate.</p>
<b>Measures of success</b>	<p>Project programmes developed and agreed with all customers.</p> <p>Reporting established against the connection programme milestones.</p> <p>Regular meetings held with new connection customers to update on progress against schedule.</p> <p>Customer feedback and lessons learned gathered and actioned to improve the customer service and delivery.</p> <p>Gas Networks Ireland will work collaboratively with local communities and landowners to ensure that any concerns are understood, and that this cooperation is reflected in elevated levels of no issue connection progression.</p>





## Resilient energy network

### Key stakeholder engagement area: Network evolution

<b>Our priorities</b>	Deliver the Core Flexibility Report – to deliver long-term adaptive Gas Network planning.
<b>Desired engagement outcomes</b>	Provide an opportunity for stakeholders to provide input for the development of the Core Flexibility Report. Feedback on Gas Networks Ireland's work on the Core Flexibility Report might affect how Ireland's future gas infrastructure is developed and how the stakeholders will use the gas network.
<b>Planned engagements</b>	Engage via meetings, questionnaires, and information seminars to gather stakeholder, (including Large Gas consumers, Powergen and Industry) insights.  Collaborate with EirGrid on the development of the plan.  Appraise DECC and CRU on the proposed approach.
<b>Measures of success</b>	Publish the Core Flexibility Report for public consultation.

<b>Our priorities</b>	Manage conformance with gas quality specifications arising from the introduction and scaling of renewable gases to the gas network.
<b>Desired engagement outcomes</b>	Inform and liaise with gas consumers and producers on potential operational impacts on end user equipment.  Collaborate and knowledge share with national, UK, and European gas quality stakeholders to ensure gas quality risks and opportunities are fully understood and managed to maximise biomethane and hydrogen injection potential on the network.
<b>Planned engagements</b>	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 UK system.
<b>Measures of success</b>	We will ensure that Ireland's gas quality standards are developed in conjunction with industry through the alignment of the Code of Operations WOBBE limits with planned changes to the corresponding Gas Safety Management Regulations (GSMR) limits.



## Sustainable energy services

### Key stakeholder engagement area: Climate action

<b>Our priorities</b>	<p>Biomethane Implementation programme.</p> <p>Advance the National Biomethane Strategy Actions applicable to Gas Networks Ireland.</p>	
<b>Desired engagement outcomes</b>	<p>Support the delivery of the National Biomethane Programme which set out an ambition to have 5.7Twh of renewable gas developed by 2030.</p>	
<b>Planned engagements</b>	<p>Collaborative biomethane connections process review.</p> <p>Advocate and engage with policy stakeholders to support the delivery of key policy decisions to support the delivery and use of biomethane.</p>	<p>Engage with large energy users and shippers regarding the Green Certificate system and its robustness in managing the flow from generation to final user.</p>
<b>Measures of success</b>	<p>Improved biomethane developer customer experience through the simplification of the connections process and development of standard designs.</p> <p>Advancement of National Biomethane Strategy Actions to support the delivery and use of biomethane.</p>	<p>Increased knowledge of the Green Certificates process amongst large energy users and shippers.</p> <p>Progress the certification process of non-grid transported renewable gas certification with the Sustainable Energy Authority of Ireland.</p>



## Sustainable energy services

### Key stakeholder engagement area: Climate action

<b>Our priorities</b>	<p>Ready the network for 2% hydrogen blend to meet EU Hydrogen and Decarbonised Gas Market Package requirements and enabling Ireland's decarbonisation pathway.</p> <p>Support the Government's National Hydrogen Strategy by advancing the action plan.</p>	
<b>Desired engagement outcomes</b>	<p>Progression of technical and regulatory due diligence for a 2% hydrogen blend in line with EU regulatory requirements and dissemination of this to stakeholders as required.</p> <p>Progression of industrial hydrogen cluster opportunities in line with the objectives of the National Hydrogen Strategy and delivery of stakeholder engagement plans for same.</p>	<p>Play prominent role in the delivery of the National Hydrogen Strategy action plan.</p> <p>Collaborate with various industry stakeholders on the delivery of a future integrated energy system and establish the role the gas network in the production and transportation of hydrogen.</p> <p>Continue to influence the shape and nature of European developments relating to hydrogen.</p>
<b>Planned engagements</b>	<p>Work closely with the UK gas transmission operator (National Gas) to confirm workplan for the commencement of a 2% blend from Scotland and implications of blending decisions in the UK.</p> <p>Consult with industry, on the nature/ location feasibility to of potential industrial hydrogen clusters.</p> <p>Ensure shippers/ large customers on the Gas Networks Ireland network are kept apprised of developments and brought along the journey to prepare for hydrogen blends.</p> <p>Progress engagement with industrial cluster stakeholders as required and progress feasibility studies of the development of industrial hydrogen clusters that would include</p>	<p>the use of the gas network. Engage with local stakeholders as required/appropriate.</p> <p>Actively participate in the interdepartmental Hydrogen Working Group.</p> <p>Work closely with DECC and other relevant stakeholders in the delivery of gas network related actions as set out in the National Hydrogen Strategy.</p> <p>Collaborate with EirGrid and other energy stakeholders in the development of plans and proposals for an integrated energy system.</p> <p>Continue to represent Ireland as part of the development/mobilisation of the European Network of Network operators for Hydrogen (ENNOH).</p>
<b>Measures of success</b>	<p>Enhance two-way communications on hydrogen development across all relevant stakeholders through the Code modification Forum and online seminar engagement.</p> <p>Feasibility consultation progressed/ concluded to identify the nature/location of industrial hydrogen clusters.</p> <p>Hydrogen Development Stakeholder plans developed and mobilised where required.</p>	<p>Advancement of National Hydrogen Strategy action plans.</p> <p>Progression of collaboration opportunities and establish if there is merit in a joint Project of Common Interest/Project of Mutual Interest application.</p>



## Sustainable energy services

### Key stakeholder engagement area: Customer

<b>Our priorities</b>	<p>Deliver excellent customer service.</p> <p>Strive to foster a positive customer experience at every stage of the customer journey.</p>	
<b>Desired engagement outcomes</b>	<p>Engage with our customers to capture feedback and insights of our customer service performance.</p> <p>Identify and address customer pain points.</p>	<p>Assist power generators and large customers in their operations and inform and empower large customers to facilitate their transition to renewable gas solutions.</p> <p>Develop a more customer centric website.</p>
<b>Planned engagements</b>	<p>Engage directly with gas customers through home visits as appropriate.</p> <p>Undertake customer satisfaction surveys following the completion of a customer journey to pinpoint areas for improvement.</p>	<p>Engage with our largest customers via online surveys and meetings to raise awareness of renewable gases and support them on their journey to net zero.</p> <p>Optimise our website to be more user friendly and easier to navigate.</p>
<b>Measures of success</b>	<p>Service levels for key Customer Performance Indicators reported on and published annually to ensure transparency and commitment to customer service.</p> <ul style="list-style-type: none"> <li>• Call response: 92% answered within 20 seconds</li> <li>• Complaints: 96% resolved within 10-days</li> <li>• Quotations: 97% turnaround time of 7 days</li> </ul> <p>To ensure that we understand our customers experience of Gas Networks Ireland and their priorities, we will conduct online surveys and in-depth interviews conducted quarterly, biannually, and annually,</p>	<p>depending on the customer type and journey. We will be incorporate feedback into our regular customer journey reviews and continuous improvements initiatives.</p> <p>We will have a dedicated Gas Networks Ireland team to provide a key support to our largest customers. This will facilitate proactive, regular, collaborative engagement with the largest customers on our network.</p> <p>We will update our website, with clear communications, streamlined customer journeys, and to ensure increased accessibility to key publications.</p>





## Sustainable energy services

### Key stakeholder engagement area: Customer

<b>Our priorities</b>	Provide the best customer service possible for all our customers, and in particular, specific provisions for those who require special services.	Complaint Handling.
<b>Desired engagement outcomes</b>	All eligible customers made aware of and supported in joining the Special Services Register.	Gas Networks Ireland endeavours to resolve all complaints within 10 working days.  However, if your complaint relates to damage to your property or a meter mix up it may take up to 30 working days from notification of the problem to resolve the issue.
<b>Planned engagements</b>	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.	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 4 working days registering a complaint to check on the progress of the issue.
<b>Measures of success</b>	We will never disconnect during winter months, the gas supply of a customer registered on the Special Services Register unless it is for a specific safety reason.  We will contact these customers or a nominated contact in advance of a planned interruption to their gas supply.	Commitments set out in the Customer Charter and the CRU Customer Performance metrics for complaint handling are either met or exceeded.

<b>Our priorities</b>	Continue to progress the delivery of a new Pay as You Go (PAYG) metering solution by 2027.	Tariff Development.
<b>Desired engagement outcomes</b>	Reflect the needs and priorities of the CRU and gas suppliers / customers and in the design and roll-out of the PAYG solution.	Engage with customers regarding proposed tariffs.  In calculating Tariffs Gas Networks Ireland considers affordability and business competitiveness and seeks to get the right balance between its tariff requirements and its customers.
<b>Planned engagements</b>	Engage with gas suppliers to develop new market processes.  Engage with the CRU regarding project progress and to troubleshoot any issues.	Engage with the CRU and customers in relation to tariff development.
<b>Measures of success</b>	Suite of market processes agreed with industry and approved by the CRU.  Project solution agreed by relevant parties.	Gas Networks Ireland will promote transparent and collaborative development of tariffs through input into the tariff consultation document identifying aspects of tariffs requiring review.



## Integrated energy system

### Key stakeholder engagement area: Policy

<b>Our priorities</b>	EU and National Energy Security, and Climate Targets.
<b>Desired engagement outcomes</b>	Advocate for the right energy policies at a national and EU level that reflect the interests of energy customers.
<b>Planned engagements</b>	Respond to National and European energy policy consultation through national energy associations and forums.
<b>Measures of success</b>	Though timely submissions to EU and National energy policy consultations, Gas Networks Ireland will contribute to energy policy development to ensure best use of Ireland's assets for energy customers.

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

<b>Our priorities</b>	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.
<b>Desired engagement outcomes</b>	Tailor our service and engagement by responding to matters identified in the 2024 Gas Shipper and Supplier customer survey.  Actively listen to shippers and suppliers via the annual Gas Shipper and Supplier customer survey in 2025.
<b>Planned engagements</b>	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 the established industry fora, including the Code Modification forum and the Gas Market Arrangements Group.  Engagement to review the 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.
<b>Measures of success</b>	Gas Networks Ireland engagement, relationship and service building reflected in a 2025 Gas Shipper / Supplier survey satisfaction score of 8.2.



## Excellence in operations

### Focus area: Innovation

<b>Our priorities</b>	Operate a future-ready, more sustainable gas network driven by innovative practices.	
<b>Desired engagement outcomes</b>	<p>Build a robust portfolio of innovation initiatives to enhance network efficiency and sustainability.</p> <p>Advance, using research and innovation, the role of the gas network in delivering renewable gases within an integrated energy system.</p>	<p>Transparency of governance arrangements for the innovation fund and appointment of two independent members to our Innovation Steering Group.</p>
<b>Planned engagements</b>	<p>Work closely with our key innovation stakeholders including academia, our supply chain, innovation organisations, other gas utilities, and the wider innovation community to identify innovation initiatives.</p> <p>Seek applications for the role of Independent Member of our Innovation Steering Group (ISG). The ISG acts as the governance board for the</p>	<p>innovation funding provided to Gas Networks Ireland by the Commission for Regulation of Utilities (CRU) under regulated allowances.</p> <p>Engage with Research Ireland to collaborate on a new research grant scheme to address the challenges in renewable gas production and energy systems integration.</p>
<b>Required Outcome / Metric</b>	<p>An Innovation Annual Report will be published in 2025.</p> <p>Engagement on the governance arrangements for the innovation fund.</p>	<p>Two independent members will be appointed to our Innovation Steering Group.</p> <p>In collaboration with Research Ireland, we will launch a new research funding scheme.</p>



## Excellence in operations

### Key stakeholder engagement area: Sustainability

<b>Our priorities</b>	Promote and raise awareness of the United Nations Sustainability Development Goals.
<b>Desired engagement outcomes</b>	Promote sustainability awareness in the community in which we operate including our own sustainability performance and our role in acting as an advocate for the United Nations Sustainable Development Goals (UNSDGs).
<b>Planned engagements</b>	As appointed 2024/2025 Sustainable Development Goal Champion by Department of Climate, Environment and Energy, our role is to raise awareness and promote the United Nations Sustainable Development Goals via engagement with DECC and with all appointed SDG champions.
<b>Measures of success</b>	Gas Networks Ireland to provide quarterly report to DECC demonstrating how we have delivered in our role as an SDG champion.

<b>Our priorities</b>	Conserve and enhance biodiversity.
<b>Desired engagement outcomes</b>	Promote biodiversity awareness in the community through education and other initiatives.
<b>Planned engagements</b>	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.
<b>Required Outcome / Metric</b>	<p>Deliver our 2025 Biodiversity commitments and communicate progress to the National Biodiversity Data of Ireland.</p> <p>Annual sponsorship of the Irish Examiner Biodiversity Awareness booklet which is published.</p>

<b>Our priorities</b>	Promote sustainability awareness through enhanced community engagement.
<b>Desired engagement outcomes</b>	Build relationships across educational and social groups to boost sustainability awareness.
<b>Planned engagements</b>	<p>Coordinate with and support our charity partners including Age Action, Merchants Quay, Pieta House, and Businesses In The Community to deliver community programmes.</p> <p>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.</p>
<b>Required Outcome / Metric</b>	Deliver the Gas Networks Ireland Community Programmes.



## Appendix 1: Public consultations 2025

### A1.1 Planned Gas Networks Ireland consultations for 2025

Consultation	Purpose	Method	Timing
Core Flexibility Report	Requirement under PC5 Flexibility and Adaptability Incentive with €500k annual incentive. 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 in Nov or Dec. Document targeted to be published January 2026.
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.	Bi-monthly
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.	Quarterly, biannually, and annually, depending on the customer type and journey
Hydrogen Programme and Industrial Cluster Feasibility Consultation	Assess feasibility and stakeholder interest in industrial hydrogen clusters and collaborative opportunities. Align with the National Hydrogen Strategy.	Online seminar, stakeholder meetings, and progress tracker reports.	Q4 2025
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 Money Advice and Budgeting Service/ St Vincent De Paul Quarterly, Age Action, Age Friendly Ireland, Irish Red Cross, National Council for the Blind of Ireland and the Irish Deaf Society.	Q4 2025
Tariff Development Consultation	Engage with customers on proposed tariff structures, ensuring alignment with regulatory frameworks and customer needs.	Gas Networks Ireland will work with CRU on the Tariff Methodology Review.  The CRU will publish the tariff document for consultation.	Q3
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.	Ongoing

## Appendix 2: Publications 2025

### A2.1 Planned Gas Networks Ireland publications for 2025

Consultation	Purpose	Method	Timing
Vulnerable customer guides	Provide support to vulnerable customers.	Published on Gas Networks Ireland website	As required
Customer Charter	Communicate our commitments to customers.	Published on Gas Networks Ireland website	Annual review
Gender Pay Report	Transparency/legal obligation.	Published on Gas Networks Ireland website	December 2025
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	Q4 Consultation
Gas Report 2024	Sharing of the key data relating to Ireland's gas network.	Published on Gas Networks Ireland website	Q2 2025
Customer Performance Report	The Customer Performance Report is produced to share overall standards and performance.	Published on Gas Networks Ireland website	Q4 2025
System Performance	Transparency and compliance with the licence conditions pertaining to "Overall standards and performance."	Published on Gas Networks Ireland website	Q4 2025
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	Q4 2025
Summer outlook	Communicate a short-term forecast of gas demand and supply to shippers.	Published on Gas Networks Ireland website	Q2 2025
Winter outlook	Communicate a short-term forecast of gas demand and supply to shippers.	Published on Gas Networks Ireland website	Q4 2025
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	Q3 2025
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	Q4 2025

## Appendix 3: Engagement channels 2025

### A3.1 Planned Gas Networks Ireland meetings, working groups, events, and webinars for 2025

Consultation	Purpose	Method	Timing
Updates to Gas Shippers on Hydrogen programme	Appraise shipping community of Hydrogen developments.	Periodic updates to Code Mod Forum	Q3
Code Mod Forum	Discuss proposed modifications to the Code of Operations, which governs the relationship between Gas Networks Ireland and the shippers on the transmission and distribution network.	Teams/in person	Every two months: (three in person, three online)
Customer Experience Survey monitoring programme	Gain insight and feedback on customer service we deliver to our domestic and commercial customers/stakeholders/business partners.	Customer online surveys/face to face interviews	Varies from quarterly to annual, biannual
Meetings with vulnerable groups	Gain an understanding on requirements and challenges faced by vulnerable customers and groups and how we can best tailor our services to support them.	Meetings with Money Advice and Budgeting Service/St. Vincent De Paul Quarterly. Regular engagement with Age Action, Age Friendly Ireland, Irish Red Cross, the National Council for the Blind of Ireland and the Irish Deaf Society.	Quarterly, annually
Customer metrics	To better understand how customers and stakeholders experience our services.	Measured via customer experience monitoring programme.	Quarterly/annually
Industrial and Commercial customer engagement	Engage and support customers re ongoing service provision and sustainable energy solutions.	Face to face meetings/attendance at conferences/industry expo's.	Varies from monthly/quarterly
Engagement with Energy Retrofit Organisations to support and enhance relationships around gas connections/alteration process and warm home programme incentives	Streamline processes for gas connection and alterations in support of industry and the Sustainable Energy Authority of Ireland programme.	Face to face meetings, interviews with stakeholder experience journey mapping between Gas Networks Ireland and SEAI and Energy retrofit organisations.	Ongoing
Energy Security Group	To review and drive the action plan that came out of the energy security report 2023.	Face-to-face meetings.	Quarterly

Consultation	Purpose	Method	Timing
Energy Security Comms Subgroup	Building relationships and sharing best practice with government and fellow state agencies re energy security.	Online meetings	Bi-monthly
Annual Performance Reports for CRU	Provide CRU with overview of Gas Network Ireland's customers and systems performance.	Annual report	Annually
Annual Revenue Protection Report	Provide CRU and suppliers with overview of Revenue Protection activity.	Annual report	Annually
Annual Consumer Safety Research	Inform public safety advertising campaigns.	Face-to-face consumer surveys for the three main safety advertising campaigns (gas escapes, Registered Gas Installers (RGI), carbon monoxide)	Annually
CRU PAPA (Safety Promotion and Public Awareness) Committee	Inform CRU, gas suppliers and related industry stakeholders of Gas Networks Ireland safety advertising plans and performance. Solicit feedback where appropriate.	Hybrid meetings	Twice annually
Gas Safety	Engage with the public on gas safety.	<p>Deliver multimedia public safety advertising campaigns:</p> <ul style="list-style-type: none"> <li>• Gas Escapes</li> <li>• Carbon Monoxide</li> <li>• Registered Gas Installers</li> <li>• Dial Before You Dig</li> <li>• Meter Tampering</li> </ul> <p>Consumer safety research (on main TV-based advertising campaigns and allied topics)</p> <p>Provide gas network maps and associated safety information via websites, email, and telephone helplines ("Dial Before You Dig" service)</p> <p>Provide direct engagement and interaction with farmers, landowners, the construction industry, and emergency services (e.g.: Agricultural Liaison Officer visits to farmers and landowners, on-site interaction with, and safety supervision of, third party contractors working in the vicinity of critical network assets)</p> <p>Provide gas network safety training to construction companies, utilities, local authorities, emergency services etc.</p> <p>Liaise with other utilities via the Joint Utilities Safety Forum and associated working groups.</p> <p>Conduct customer experience surveys of gas emergency service users.</p>	On-going
Supplier Webinars	To share knowledge and best practice on retail market processes.	Webinars	Twice annually

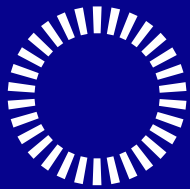


Consultation	Purpose	Method	Timing
Pay As You Go Working Group with gas suppliers	Collaborate with gas suppliers in making design decisions and documenting market processes for the new Pay As You Go system.	Teams	Every six-weeks
DECC Renewable Heat Division	General review of ongoing matters in relation to renewable heat ([Renewable Heat Obligation [RHO], National Biomethane Strategy etc.).	Teams	6-weekly
Biomethane Implementation Group	Collaborate with Government departments and key industry stakeholder on the implementation of biomethane.	Teams	Quarterly
Interdepartmental Hydrogen Working Group	Facilitate the sharing of information between Government departments and state-owned bodies on various hydrogen related topics.	Teams	Quarterly
CRU – EU Hydrogen and Decarbonised Gas Market Package	Operational engagement of implementation of the EU Gas/Hydrogen 4th Package.	Teams	2-weekly
CRU – Biomethane Engagement	Regular engagement with the CRU's Gas team on biomethane developments incl. CGI, Shrinkage etc.	Teams/in person	Monthly
CRU Commissioner meeting	Meetings with CRU Commissioner and Directors – high priority & escalated topics.	Teams/in person	Quarterly
CRU engagement	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.	Teams/in person	Bi-weekly, monthly, quarterly
EirGrid Policy Team	Information sharing on gas/ electricity/wider energy policy developments.	Teams	Six-weekly
The European Network of Transmission System Operators for Gas (ENTSOG)	Regular meetings on various working groups.	Teams/in person	Ongoing
Gas Distributors for Sustainability (GD4S)	Regular meetings on various working groups.	Teams/in person	Ongoing

Consultation	Purpose	Method	Timing
Gas Infrastructure Europe (GIE)	Regular meetings on various working groups.	Teams/in person	Ongoing
Eurogas	Regular meetings on various WGs, Distribution Committee.	Teams/in person	Ongoing
The European Network of Network Operators for Hydrogen	Cooperation with EU Hydrogen Transmission Network Operators to fulfil the expectations of EU Hydrogen and Decarbonised Gas Market Package.	Teams/in person	Ongoing
Core Flexibility Report engagement	To engage on the development of the Core Flexibility Report – a long-term adaptive planning report.	Workshops, meetings, webinars, consultation documents	Ongoing throughout 2025
Joint Utilities Safety Forum	To share safety best practice and learnings from across utilities.	Liaise with other utilities via the Joint Utilities Safety Forum and associated working groups.	As required
Shipper / Supplier Survey	To seek feedback, from our Shippers and suppliers on our performance: what is going well and what we need to improve on.	In person interview and online surveys	Q4
Energy system resilience	Ensure Gas Networks Ireland's installations and assets are resilient in line with the requirements of the Critical Entities Resilience directive.	<p>Engage with government and industry partners to continually improve overall energy system resilience on the Island of Ireland.</p> <p>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.</p> <p>Provide clear information and guidance to our customers and stakeholders in relation to what to do in a gas supply disruption scenario.</p> <p>Continue to improve subsea infrastructure monitoring/detection arrangements through engagement with the Irish and British Navies.</p>	On-going

# Glossary

<b>"AA1000"</b>	means AA1000 Stakeholder Engagement Standard, AccountAbility, 2015.	<b>"GMARG"</b>	means Gas Market Arrangements Retail Group.
<b>"AD"</b>	means Anaerobic Digestors.	<b>"GSMR"</b>	means Gas Safety Management Regulation.
<b>"ALO"</b>	means Agricultural Liaison Officer.	<b>"IDS"</b>	means Irish Deaf Society.
<b>"BITC"</b>	means Business in the Community.	<b>"LDM"</b>	means Large Daily Metered.
<b>"BioCNG"</b>	means Compressed Natural Gas produced through anaerobic digestion of organic waste.	<b>"MABS"</b>	means Money Advice and Budgeting Service.
<b>"CGI"</b>	means Central Grid Injection.	<b>"NBS"</b>	means National Biomethane Strategy.
<b>"CNG"</b>	means Compressed Natural Gas.	<b>"NCBI"</b>	means National Council for the Blind of Ireland.
<b>"CRU"</b>	means Commission for the Regulation of Utilities.	<b>"NEC"</b>	means Network Emergency Coordinator.
<b>"CSR"</b>	means Corporate Social Responsibility.	<b>"NGEP"</b>	means Natural Gas Emergency Plan.
<b>"CSRD"</b>	means Corporate Sustainability Reporting Directive.	<b>"NGT"</b>	means National Gas Transmission.
<b>"DBYD"</b>	means Dial Before You Dig.	<b>"NI"</b>	means Northern Ireland.
<b>"DECC"</b>	means Department of the Environment, Climate and Communications.	<b>"NINEC"</b>	means Northern Ireland Network Emergency Co-ordinator.
<b>"DM"</b>	means Daily Metered.	<b>"PAPA"</b>	means Promotion and Public Awareness.
<b>"DSO"</b>	means Distribution System Operator.	<b>"PAYG"</b>	means Pay As You Go.
<b>"EAI"</b>	means Electricity Association of Ireland.	<b>"PC5"</b>	means Price Control 5.
<b>"ENNOH"</b>	means European Network of Network Operators for Hydrogen.	<b>"RGI"</b>	means Registered Gas Installers.
<b>"ENTSOG"</b>	means European Network of Transmission System Operators for Gas.	<b>"RHO"</b>	means Renewable Heat Obligation.
<b>"ESG"</b>	means Environmental, Social and Governance.	<b>"ROI"</b>	means Ireland.
<b>"EU"</b>	means European Union.	<b>"SDGs"</b>	means Sustainable Development Goals.
<b>"GB"</b>	means Great Britain.	<b>"SEAI"</b>	means Sustainable Energy Authority of Ireland.
<b>"GD4S"</b>	means Gas Distributors for Sustainability.	<b>"SGER"</b>	means Strategic Gas Energy Reserve.
<b>"GHP"</b>	means Geothermal Heat Pumps.	<b>"SIF"</b>	means Strategic Innovation Fund.
<b>"GIE"</b>	means Gas Infrastructure Europe.	<b>"TSO"</b>	means Transmission System Operator.
		<b>"WGs"</b>	means Working Groups.



Gas  
Networks  
Ireland

The main contact details for  
Gas Networks Ireland are:

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**General Enquiries**

**1800 464 464**

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

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**24 Hour Emergency Service**

**1800 20 50 50**

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**@GasNetIRL**

**[gasnetworks.ie](https://www.gasnetworks.ie)**

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