



Energy for
generations

INVESTED IN A SUSTAINABLE FUTURE

Sustainability Data Disclosures for 2024



Reporting Approach

ESB has published annually, on a voluntary basis, a Sustainability Report since 2011 to communicate both status and progress of ESB’s sustainability actions and ambitions.

As committed in the 2023 Data Disclosures report, ESB continues to progressively develop its sustainability reporting framework, using EU Corporate Sustainability Reporting Directive (CSRD) as a guiderail. The next steps in this transition include ceasing to report alignment to GRI standards in this 2024 report and continued preparation to deliver a CSRD aligned report for 2025 and 2026, maturing to a report in accordance with CSRD for 2027.

The EU's recent “Omnibus” package reduces the scope of companies to whom the CSRD reporting obligations will apply, changes the timeline for the introduction of reporting requirements, and changes the content of CSRD reporting requirements. Neither ESB nor any of ESB’s subsidiaries come within the scope of CSRD.

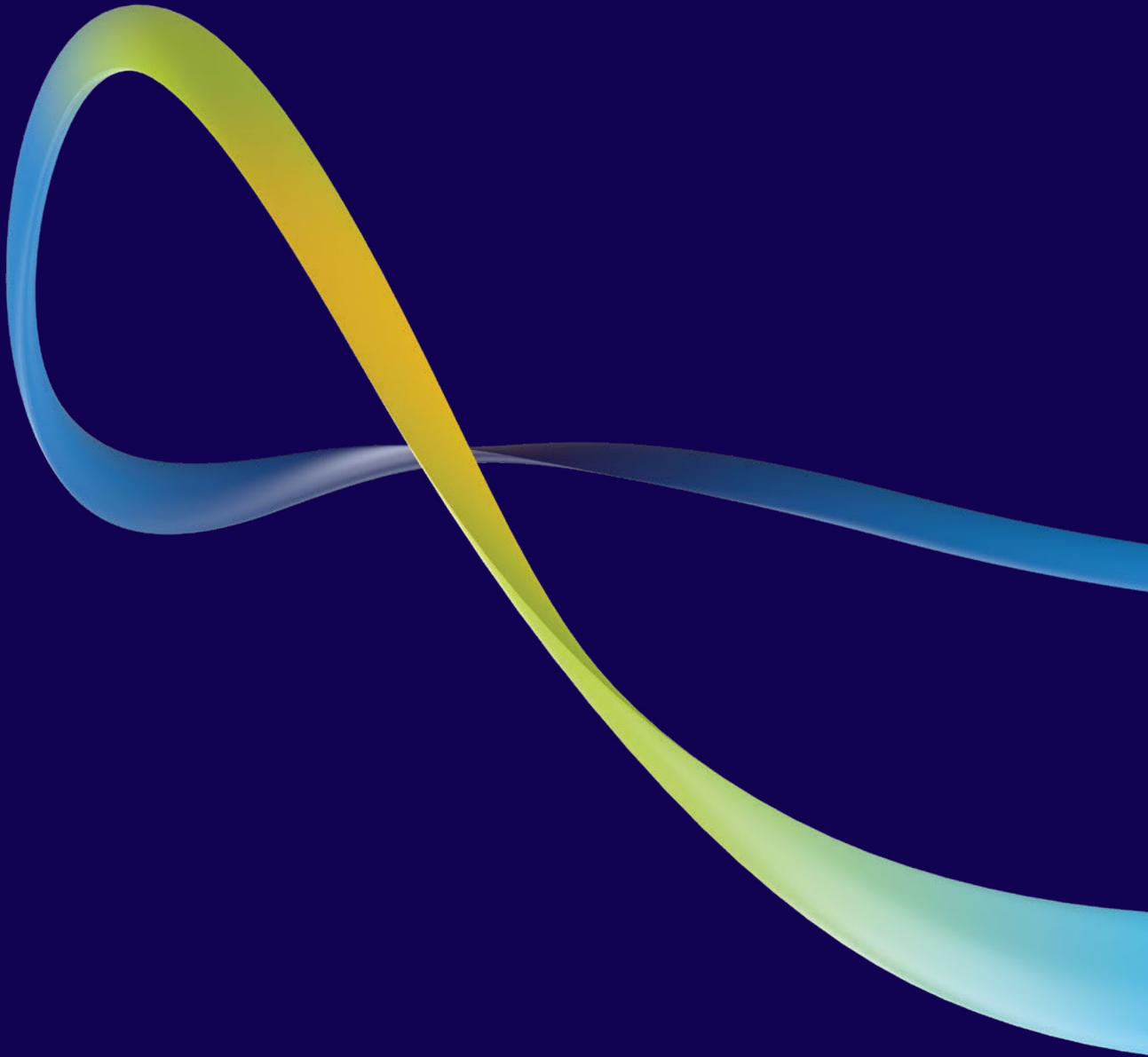
However, ESB is committed to enhancing its sustainability capability and intends to meet – on a voluntary and Group-wide basis - revised CSRD reporting requirements.

ESB has published the Sustainability Leadership Plan (SLP), which outlines how ESB is driven to make a difference for planet, place and people. The SLP sets out our key ambitions and the actions we will take, as they relate to these three pillars. We are taking a regenerative or ‘net positive’ approach to our actions as we want to restore and regenerate communities and natural ecosystems, creating the conditions for human and natural life to thrive. We will, on an ongoing basis, provide further details of our actions, targets and progress in delivering our Sustainability Leadership Plan here; [Net Zero Hub](#).

Furthermore, as we transition towards an integrated reporting approach under CSRD, the focus and extent of our non-financial disclosures in ESB’s Annual Report and Financial Statements will continue to evolve; [2024 ESB Annual Report and Financial Statements](#) (Pg. 4 Non-Financial Information).

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Chief Executive's Introduction

INVESTED IN A
SUSTAINABLE
FUTURE:
NET ZERO
BY 2040

Paddy Hayes
Chief Executive



ESB's 'Driven to make a difference' strategy sets out our ambition to achieve net zero by 2040. While much has changed in the few years since the strategy was launched in 2022, the need to act on sustainability remains as urgent and important as ever.

So, it is valuable to reflect on the positive progress delivered towards our climate goals during 2024. In Ireland, despite continued growth in electricity demand, carbon emissions from electricity have fallen to their lowest levels since records began, according to the Climate Change Advisory Council's [2024 Annual Review on electricity](#). As ESB's renewables portfolio has grown,

the carbon intensity of our generation has continued to drop, while ESB Networks has steadily increased connection of both grid-scale renewables and micro generation, and our Customer Solutions businesses continue to help individuals and organisations become more sustainable and energy-efficient.

This 2024 Sustainability Data Report is an important way of measuring our progress and identifying where we can improve and accelerate. It presents key sustainability metrics at ESB, across the three pillars of our Sustainability Leadership Plan:

- **Planet** – reinforcing our commitment to building a resilient zero-carbon energy system;
- **Place** – challenging us to enhance nature where we operate and to support our host communities to develop and thrive; and
- **People** – committing us to empowering our workforce to act sustainably, supporting our customers to reach net zero and implementing measures and controls to protect the human rights of workers in our supply chain.

The electricity sector remains a central driver for eliminating carbon from our economy and society more broadly. ESB's footprint around the island of Ireland and beyond also gives us an important duty of care to the communities and ecosystems where we

operate. As we work to decarbonise generation, build resilient infrastructure, and empower our customers, we are committed to doing so in a way that will support restoration and regeneration.

Across ESB, we are working to embed sustainability in all areas of our operations. Capturing and reporting sustainability data is an important part of this effort, and ESB has published an annual Sustainability Report since 2011. This detailed report continues our longstanding commitment to open and transparent communication in this area, setting out the position for 2024 and reflecting a solid foundation that we can continue to build on in the years ahead.

Take care,
Paddy Hayes

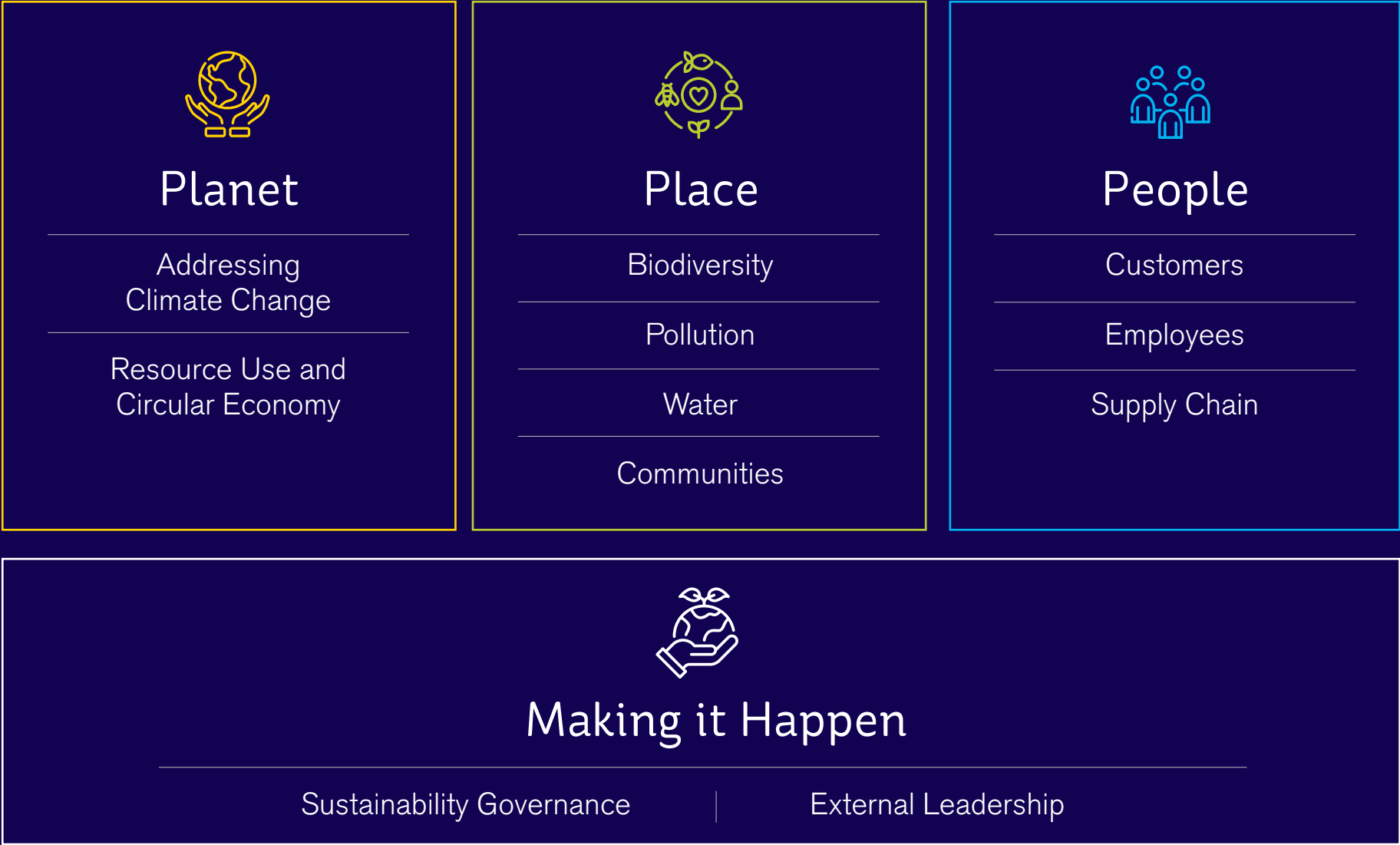


Sustainability Data Disclosures

Electricity continues to be a powerful enabler of regeneration, and ESB remains committed to making a meaningful difference for planet, place, and people. This Sustainability Data Disclosures Report presents key performance data aligned with these three pillars. Guided by a regenerative or 'net positive' philosophy, our actions aim to restore ecosystems and revitalise communities—creating the conditions for both human and natural life to thrive.

In preparation for CSRD, some emissions calculation methodologies have been improved to ensure greater accuracy. Additional work is ongoing to identify potential operational impacts which may result in further emissions categories being reported. Where this is the case, it will be stated in the comments section.

THE 11 AREAS OF FOCUS OF OUR SUSTAINABILITY LEADERSHIP PLAN





Planet

We are committed to achieving net zero emissions by 2040 through sustainable and regenerative practices. Our strategy, [Driven to Make a Difference: Achieving Net Zero by 2040](#), outlines our ambition in terms of environmental goals and broader social and economic progress. [Our Net Zero 2040 Pathway Report](#) presents the pathway to reach these goals. Across ESB Group, we are implementing wide-ranging, transformational changes to align with national climate action plans and respond to the complex, interconnected challenges of sustainability. A significant milestone towards our Net Zero commitment was achieved in June 2025, when ESB ended coal generation earlier than planned, while continuing the transformation of Moneypoint power station into a renewable energy hub.



Emissions Installed Capacity (MW) by Geography

	2024	2023	2022	Comments
Gas				
Republic of Ireland	1,986	1,588	1,588	
Northern Ireland	402	402	402	
Great Britain	1,231	1,231	1,231	
Coal				
Republic of Ireland	855	855	855	Synchronous Condenser connected to Grid via Moneypoint. ESB delivered on its stated commitment to exit the use of coal in 2025, with coal generation ceasing on 20 th of June 2025.
Northern Ireland				
Great Britain				
Oil				
Republic of Ireland	264			Increased capacity due to temporary emergency generation at the request of the Commission for Regulation of Utilities (CRU).
Northern Ireland	53	53	53	
Great Britain				
Wind				Onshore 771 MW, Offshore 156 MW
Republic of Ireland	545	491	501	Generation Capacity from Joint Ventures is included based on proportionate shareholding in the entity
Northern Ireland	101	101	101	
Great Britain	281	169	169	
Hydro				
Republic of Ireland	220	220	220	Pumped storage moved under Storage.
Northern Ireland				
Great Britain				
Storage				
Republic of Ireland	304	124	26	Battery Energy Storage Systems (BESS).
	292	292	292	Turlough Hill Pumped Storage.
Great Britain	7			
Solar				
Republic of Ireland	35			First grid scale solar installation.
Northern Ireland				
Great Britain				

Emissions Performance Table

GHG Emissions Scope 1 (tonnes CO₂e) from Thermal Generation

	2024	2023	2022	Comments
Republic of Ireland	3,020,373	3,328,010	4,690,064	
Northern Ireland	925,441	602,678	761,594	Coolkeeragh power station running hours increased due to operational constraints and system stability issues.
Great Britain	1,136,909	1,193,264	1,782,903	
Emissions Intensity Own Generation (gCO ₂ e/kWh)	362	370	419	All Generating emissions are subject to verification under Emissions Trading Schemes (EU ETS/UK ETS) and are reported to national environmental agencies annually.

Emissions Performance Table

GHG Emissions Scope 1, 2 & 3 (tonnes CO₂e) from Business Operations

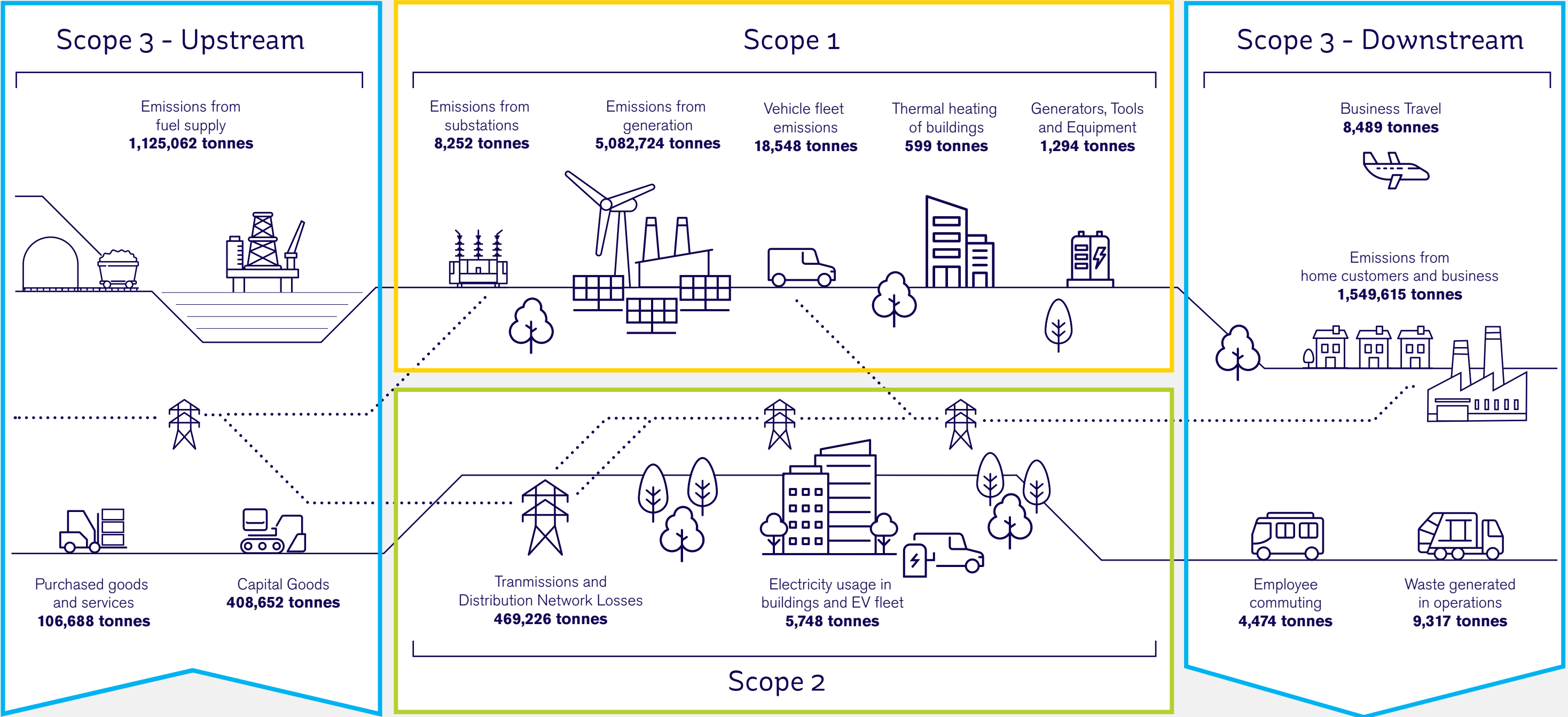
	2024	2023	2022	Comments
Scope 1				
Premises Energy- Thermal	599	573	549	
Vehicle Transport	18,548	15,639	14,650	
Generators, Tools and Equipment	1,294	568	-	ESB Networks & NIE Networks generators, tools and equipment. NIE included for first time in 2024 figure.
Gaseous Emissions (SF ₆ , PFC)	8,252	6,796	8,855	Sulphur hexafluoride (SF ₆) is used in a significant portion of high-voltage switchgear assets because of its very high electrical insulating properties.
Total Scope 1	5,111,417	5,167,508	7,258,615	
Scope 2 (Location based)				
Network Losses (SEM T&D assessed for Group)	469,226	797,398	797,355	Revised calculation methodology to incorporate additional data sources to improve accuracy. 2022 and 2023 data have not been restated. Group T&D losses calculations discount already reported Scope 1 emissions, in line with Science Based Targets guidance.
Premises Energy -Electricity	5,748	6,706	7,164	Location based.
Total Scope 2	474,974	804,104	804,519	
Scope 3				
Purchased Goods & Services (Cat. 1)	106,688	812	727	As part of CSRD preparations, ESB has improved methodologies for data collection, categorisation and application of emission factors for Categories 1, 2 & 4. Reporting scope has extended to include all businesses within ESB group. ESB's increased investment to enable the Net Zero transition will drive supply chain emissions estimates up.
Capital Goods (Cat 2)	408,652	381,991	265,912	
Fuel & Energy (Cat 3)	1,125,062	1,161,964	1,579,873	Well to Tank emissions of purchased fuels.
Transport & Dist. (Cat 4)	-	1,937	1,937	Transportation and Distribution are now calculated in Scope 3 Categories 1 & 2.
Waste (Cat 5)	9,317	672	666	Increase related to waste from construction projects in 2024. SO Energy is excluded.
Business Travel (Cat 6)	8,489	6,897	6,278	
Employee Commuting (Cat 7)	4,474	6,868	2,198	A comprehensive travel survey was undertaken in 2023 to improve the quality of commuting data estimates. This survey was extrapolated with 2024 employee growth. 2024 figure excludes NIE and SO Energy commuting data. *In line with GHG Protocol guidance, Working from Home impact has been calculated but is not included in emissions totals. 1,878 tCO ₂ e.
Use of Sold Products (Cat 11)	1,549,615	1,591,069	1,784,940	
Total Scope 3	3,212,297	3,152,209	3,642,531	
Total GHG Emissions (tonnes CO ₂ e)	8,798,688	9,123,821	11,684,681	Conversion Factors used: DEFRA, SEAI, IPPC AR6.

Emissions Performance Table

Other Emissions (Tonnes)

	2024	2023	2022	% Reduction from 2006 Baseline
NOx	2,718	2,462	3,909	87%
SOx	242	260	838	99%
Dust (PM)	0.94	3.5	37	99%

Emissions Value Chain





Place

We are dedicated to supporting our communities in their transition to net zero and in building resilience. Our ambition is to become nature positive by 2030. We will proactively contribute to nature restoration across all our operations. Our goal is to reduce—and ultimately eliminate—emissions to the environment. We are committed to using water responsibly and efficiently, both within our facilities and in electricity generation. Through strategic and innovative collaboration with communities and stakeholders, we will drive the successful implementation of our strategy.



Access to Information on the Environment (AIE) Regulations Statistics

	2024		2023		2022		Comments
	ESB	ESB Networks DAC	ESB	ESB Networks DAC	ESB	ESB Networks DAC	
New AIE requests	13	7	17	16	19	11	Figures only apply to ROI
Requests b/f from previous calendar year	1	1	3	0	4	0	
Requests c/f to next calendar year	1	1	1	1	3	0	
Requests Granted / Part Granted	1	0	11	6	15	5	
Requests Refused	5	3	5	8	4	4	
Requests Transferred	0	3	0	0	0	0	
Requests Withdrawn	3	0	3	1	1	0	
Internal Review Requests	2	1	7	6	1	1	
Requests appealed to OCEI	6*	2	3	4	2	1	*4 of the 6 ESB OCEI appeals were reactivated appeals

Environmental Performance

	2024	2023	2022	Comments
Total monetary value of significant fines	0	0	€ 1,000	District Court fine relating to a failure to repair an SF ₆ gas leak without undue delay.
Total number of non-monetary sanctions	0	0	0	
Cases brought through dispute resolution mechanisms	0	0	0	

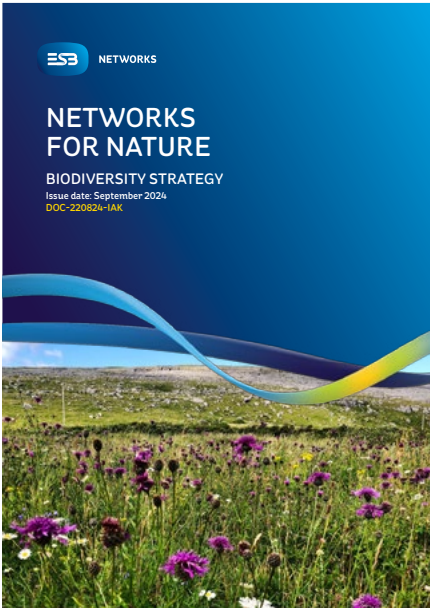
Biodiversity

Regarding Biodiversity, ESB has an objective in our Sustainability Leadership Plan to be nature-positive by 2030. In 2024, ESB created a new role of Group Biodiversity Lead, tasked with driving biodiversity action and transformation across ESB's business units.

Work is currently underway to scope and publish an overarching Group-level Biodiversity Strategy for ESB. At the business unit level, ESB Networks has recently published its first Biodiversity Strategy '[Networks for Nature](#)'. Other business units are also progressing the development of comparable plans, including ESB Generation and Trading's 'Sustainable Rivers Strategy'.

ESB Group employs several ecologists and other technical specialists who are involved throughout all stages of projects ensuring implementation and enforcement of biodiversity related legislation, directives and policies during all project feasibility/due diligence/site selection stages, through the design stage, construction and operation of our assets. ESB Networks have recently updated a number of internal procedure documents relating to activities in proximity to designated sites and to invasive species identification and response protocols.

ESB is a founding member of Business for Biodiversity Ireland and is currently engaged in the platform's 'Strategy Track'. ESB is a key partner of the All-Ireland Pollinator Plan and is developing a suite of tailored actions for its respective properties and assets. ESB also continues its funding and support of its Marine Mammal Observer Training Programme, delivered in conjunction with the Irish Whale and Dolphin Group.



Thermal Generation by Energy Source (GWh)

	2024 (GWh)	2023 (GWh)	2022 (GWh)	Comments
Coal	1,867	3,659	6,561	Feedstock inputs to thermal generation.
Natural Gas	19,529	18,168	22,268	
Oil	1,589	588	1,638	

Operational Energy (Primary Energy Equivalent (PEE) in kWh)

	2024 (kWh PEE)	2023 (kWh PEE)	2022 (kWh PEE)	Comments
Electricity	40,337,588	35,977,680	40,097,292	Data reported annually to SEAI as part of energy efficiency legislation, covering business operations in ROI only (buildings and fleet).
Thermal	2,739,705	2,512,377	2,674,878	Energy data reported to SEAI is restated annually due to SEAI's live reporting portal updating energy figures on an ongoing basis.
Transport	54,731,369	50,426,743	50,703,775	Previous years have been amended to include bioethanol and biodiesel.

Energy Performance Indicator (EnPI)

	2024	2023	2022	Comments
kWh/FTE Employee	13,653	13,093	15,149	ROI only.
% improvement against energy baseline	55.10%	56.20%	50.20%	Energy efficiency target for 2030 is a 50% improvement over baseline.

Water Consumption (m³)

	2024	2023	2022	Comments
Consumed	2,498,748	2,188,547	3,339,945	Water consumed relates to potable water provided via water network infrastructure (ROI only). As part of the SLP, ESB is targeting a 10% reduction in water consumed by 2028.
Withdrawal	1,107,968,618	1,109,983,766	1,244,937,564	Withdrawal and discharged water relate to cooling water abstracted from estuarine sources for cooling in thermal generating stations. Both figures have been restated for 2023 and 2022.
Discharged	1,106,095,541	1,107,885,945	1,241,969,186	Typically, cooling water is filtered and pumped through the cooling cycle, monitored for temperature and pH and returned to its original extraction source under controlled conditions and parameters. A portion of cooling water in Carrington is evaporated through the cooling towers and not discharged into the Manchester Canal.

Waste Totals

By Method of disposal (Tonnes)	2024		2023		2022		Comments
	Hazardous	Non-Hazardous	Hazardous	Non-Hazardous	Hazardous	Non-Hazardous	
Reuse	0	461	0	495	0	834	As part of our commitments in the SLP , ESB is focused on building Lifecycle Assessment into the tendering process and seeking more circular solutions to reduce impacts on resource use and waste generation.
* Recycling, Incineration & Recovery, incl. energy recovery	4,615	127,419	5,528	7,680	4,959	7,406	All hazardous waste as identified in the table is handled and managed by approved and licensed hazardous waste management contractors, including all transport of hazardous waste materials.
Composting	0	102	0	103	0	41	
Landfill	1,518	15,441	412	120	393	121	
Disposed of directly by organization or otherwise directly confirmed (Ash)	0	74,075	0	87,439	0	168,789	Waste disposed of directly relates to ash disposal from Moneypoint (coal).
Total by type	6,133	217,498	5,940	95,837	5,351	177,191	Ash volumes reflect reduced coal usage and the corresponding emissions reduction in 2023.
Year total (tonnes)	223,631		101,777		182,542		Increase attributable to reporting for rubble and spoil from construction projects in 2024.



People

We are committed to fostering the social and environmental conditions that allow everyone to thrive. We are creating and maintaining a workplace where safety, personal growth, and authenticity are at the core. Our ambition is to inspire, empower, and support our customers in reaching net zero emissions by 2040. We aim to embed high standards of environmental, social, and governance performance and sustainability leadership across all our sourcing practices.



Our Workforce

	2024	2023	2022	Comments
Number of Employees	9,734	9,201	8,378	All headcount figures as of the 31 st of December 2024.
Female	2,595	2,248	2,182	
Female (management level)	112	101	127	Senior Management level.
Full Time	8,887	7,720	7,994	
Employee with Disabilities	428	287	278	
Permanent Contract	8,756	7,976	8,264	
Temporary Contract	978	233	254	
Skilled Craft and General	2,216	2,212	2,680	
Non-Craft and General	5,456	5,073	5,867	
Female Board Members	5	5	5	5 of 14 Board members are female.
Elected Worker Directors	4	4	4	2 of 4 Worker Directors are female.
Third Party Contractor Staff working on behalf of business	3,597	3,759	3,982	Contractor workforce numbers are not gathered for all Individual contracts. Numbers reflect contractors working on behalf of our networks businesses on construction and overhaul projects, as well as facility service providers.
Staff by Location				
Republic of Ireland	7,409	7,043	6,416	
Northern Ireland	1,814	1,621	1,421	Includes NIE Networks, Generation & Trading, Customer Solutions employees.
Europe	472	537	481	Europe includes GB staff & SO Energy.
Middle East	38	45	63	
Asia	1	1	2	
Africa	-	-	1	
Nationalities Employed	66	75	50	

Parental Leave

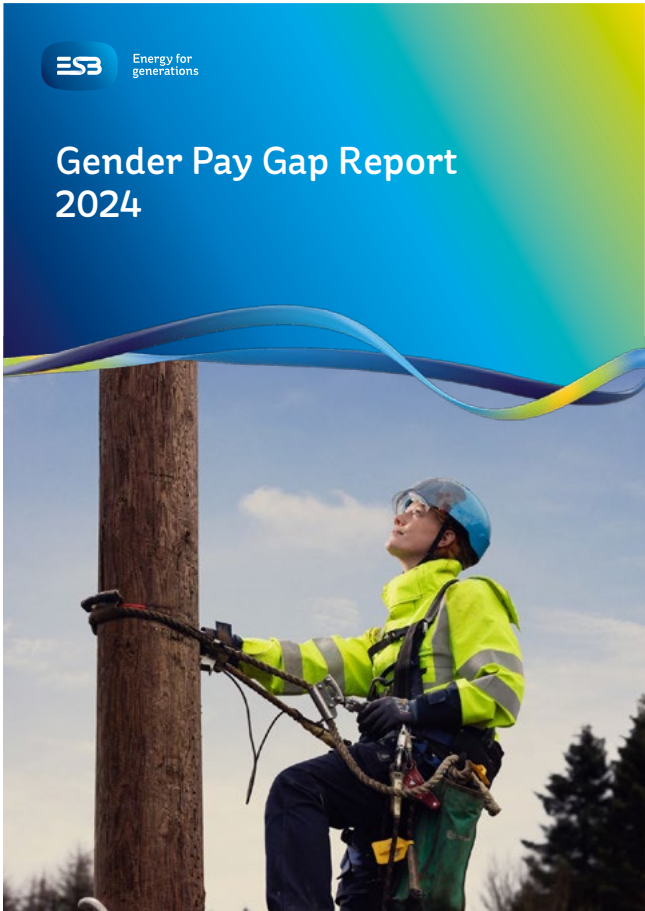
	2024				2023				2022				Comments
Location	NIE Networks		ESB Group ROI		NIE Networks		ESB Group ROI		NIE Networks		ESB Group ROI		
Gender	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Total number of employees that were entitled to parental leave, by gender.	907	234	5,384	1,989	821	212	5,242	1,937	932	217	4,522	1,630	
Total number of employees that took parental leave, by gender.	54	26	478	343	34	27	424	316	26	25	373	282	
Total number of employees that returned to work in the reporting period after parental leave ended, by gender.	54	11	459	331	34	17	415	310	12	25	366	278	
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender.	33	18	459	331	34	16	415	310	9	22	366	278	
Return to work and retention rates of employees that took parental leave, by gender.	100%	42%	96%	97%	100%	63%	98%	98%	46%	100%	98%	99%	

Inclusion and Diversity

Gender Pay Gap Report

We are committed to building and sustaining a diverse workforce with a culture of inclusion, equity and belonging. Publishing our gender pay gap data helps to reinforce our focus on this. Maintaining progress is vital, both for the open and inclusive culture we are committed to, and for the delivery of our ambitious strategy for a clean, net-zero electricity system. ESB's mean gender pay gap for 2024 is 11.0%, an increase of 0.4% on 2023. When overtime and role specific allowances are excluded, the mean gender pay gap falls to 3.0%. The median gender pay gap is just 0.3%.

While there has been an increase compared to 2023, the current figures show an improvement from our first reported data in 2021. For further information, please read our [2024 Gender Pay Gap Report](#).



Training and Development Employee Learning and Development delivered		2024	2023	2022	Comments
	No. of Employees trained by Training Focus Area				ESB ROI only.
	Policy & Governance	8,259	2,858	375	ESB Code of Ethics, Governance, Sustainability Essentials, DEI Leadership, General data protection
	Power Skills	762	2,057	606	Soft Skills, i.e. Finance, Interviews, Presentation, Communication, Project Management, Negotiation, Conflict Management, Time Management
	IT Skills	1,237	1,152	7,091	Digital Excel, PowerBi, MS Teams, Data management, Microsoft Office
	Management Development	817	190	150	Leadership skills, Team building, Management development, Strategic thinking, Change management
	Total	11,075	6,885	8,626	Does not include, Inductions, Graduate inductions. Relates to ROI employee L&D only.

Training Programmes Delivered at ESB Networks National Training Centre (NTC)

	2024						2023						2022						Comments
	Statutory Training Courses			Company Training Courses			Statutory Training Courses			Company Training Courses			Statutory Training Courses			Company Training Courses			
	No. of people trained	No of training days	% delivered online	No. of people trained	No of training days	% delivered online	No. of people trained	No of training days	% delivered online	No. of people trained	No of training days	% delivered online	No. of people trained	No of training days	% delivered online	No. of people trained	No of training days	% delivered online	
Apprentices	1,307	1,819	0%	354	3,006	3%	218	210	1%	277	5,729	13%	173	362	5%	329	4,662	34%	NTC is ESB Networks national training centre. Data pertains to training delivery by NTC only.
Network Technicians	2,238	1,210	5%	2,003	16,617	1%	4,060	3,734	4%	3,371	20,386	2%	4,902	1,221	15%	1,397	10,057	41%	Total number of technicians trained includes ESB Networks NTs and contractor technical staff.
Smart Metering	0	0	0	200	881	3%	0	0	0	583	1,605	16%	5	1	80%	300	911	5%	
Supervisors	216	108	9%	162	473	9%	188	383	3%	219	715	20%	116	179	28%	206	435	37%	
Engineering Officers	313	119	18%	230	786	6%	147	93	33%	305	718	2%	109	166	23%	153	334	18%	
Other	1,984	1,190	8%	2,637	2,403	11%													
Total	6,058	4,446	-	5,586	24,166	-	4,613	4,420	-	4,755	29,153	-	5,305	1,929	-	2,385	16,399	-	

Safety, Health & Wellbeing

Key Safety Statistics

	2024	2023	2022	Comments
Staff Fatalities	0	0	0	
Contractor Fatalities	0	0	0	
Staff Lost Time Injuries (LTI)	66	53	30	
Staff LTI Rate (per 100,000hrs)	0.25	0.46	0.27	
Contractor Lost Time Injuries	37	34	31	
P1 (High Potential Severity Incidents)	159	183	167	
Absenteeism Rate (avg. days/staff)	6.6	6.96	7.6	Average absenteeism per FTE (ROI only).
Days lost due to occupational injury	423	752.5	748	
Public Fatalities due to electricity (Customer side of meter)	1	1	0	
Public Fatalities due to electricity (Network side of meter)	0	0	0	

Community Engagement

Community Support

	2024 €	2023 €	2022 €	Comments
Energy for Generations (EFG)	994,422	973,000	980,000*	*Figures restated in 2023 for amounts subsequently refunded in EFG.
Employee Volunteering	21,000	15,750	11,000	Relates to grants issued to beneficiary charities based on ESB staff volunteer hours. addition to direct monetary contributions, ESB provides financial support to employees who engage in volunteering activities and to the Business in the Community volunteering programmes ("Time to Read" and "Time to Count").
Wind Farm Community Fund	1,000,000	1,000,000	1,000,000	
Electric Aid	275,00	275,000	275,000	Electric Aid is a charity, established by employees in 1987; www.electricaid.ie
Electric Aid Humanitarian Appeals	-	200,000	100,000	While there were no humanitarian appeals in 2024, ElectricAid continued to support marginalised communities worldwide through its dedicated funding rounds.

Customer access to a clean, secure and affordable electricity supply

Connections to the Network

	2024	2023	2022	Comments
Republic of Ireland				ESB's goal as set out in our Sustainability leadership Plan is to inspire, empower and support our customers to achieve net zero by 2040.
Residential	2,244,254	2,213,378	2,179,008	
Small Business	187,604	187,516	186,638	
Medium Business (incl. Public Lighting sites)	118,090	115,020	111,744	
Large Energy User (distribution connected)	2,091	2,060	1,993	
Transmission connected	32	30	30	
Transmission connected with embedded generation	114	111	106	
New Connections	37,558	40,927	38,924	
Northern Ireland				
Total Customer connections	925,526	919,193	912,838	
Residential	92.48%	92.51%	92.50%	Across the island of Ireland, we have 100% access to electricity supply.
Commercial & Industrial	7.52%	7.49%	7.50%	This equates to over 3.3 million connections made by ESB Networks and NIE Networks.

Customer Disconnections

ROI only	2024	2023	2022
Residential Electricity	342	37	827
Residential Gas	39	14	162
Commercial Electricity	84	50	34
Commercial Gas	6	5	0

Length of Above and Underground Transmission and Distribution

	2024 (kms)	2023 (kms)	2022 (kms)	Comments
Republic of Ireland Distribution Network				
OHL LV (< 10 kV)	41,525	41,221	40,942	
OHL MV (10 kV, 20 kV, 38 kV, 110 kV)	90,754	90,926	90,686	
Underground LV (< 10 kV)	15,508	15,861	15,323	
Underground MV (10 kV, 20 kV, 38 kV, 110 kV)	12,355	12,355	12,139	
Northern Ireland (length in kms)				
Distribution	47,470 (39% underground)	47,870 (39% underground)	47,000 (34% underground)	
Transmission	2,264 (4.7% underground)	2,274 (5% underground)	2,300 (5% underground)	

Customer Minutes Lost

	2024	2023	2022	Comments
ESB Networks	118	106	103	The average duration of unplanned interruptions for all ESB Networks customers during the year (Rounded).
NIE Networks	83	80	76	The average duration of planned and unplanned interruptions for all NIE Networks customers during the year (Rounded).

Legal Actions for anti-competitive behaviour, anti-trust, and monopoly practices

	2024	2023	2022	Comments
ESB Group ROI	0	0	0	Refer to Annual Report 2024, pg. 127; 2024 Annual Report
NIE Networks	0	0	0	

Customer Privacy

Substantiated Complaints Received

ROI only	2024	2023	2022	Comments
Complaints received from outside parties and substantiated by the organisation	15	7	2	
Complaints from regulatory bodies	6	4	0	
Total number of identified leaks, thefts, or losses of customer data	28	53	41	

ESB's Supply Chain

Proportion of Spending on Suppliers by geography

	2024	2023	2022	Comments
UK, NI & Ireland	86.80%	83.63%	80%	ESB expects all suppliers of goods, services or works to conduct their business in line with ESB's supplier charter; Supplier Charter .
Europe	11.88%	15.56%	19%	
Rest of World	1.31%	0.81%	1%	

📄 Please see all of ESB's sustainability publications [here](#).

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