

**Welcome to the
February/March 2013
edition of EM**

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WHAT'S AN ELECTRIC CAR REALLY LIKE?
PAGE 11

News PAGE 02	Innovation PAGE 08	Generation & Wholesale Markets PAGE 13	BSC & Electric Ireland PAGE 14	ESB Networks Ltd PAGE 18
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ELECTRIC IRELAND HOME INTERNATIONAL RUGBY SERIES:
Ken McKervey, Commercial Manager Electric Ireland, with players from the Irish U20 Six Nations Rugby Team at the launch of the Electric Ireland Home International Rugby Series.

ESB SET TO SECURE €3.5M EU SMART GRID RESEARCH FUNDING IN IRELAND

► The successful bid by the FINESCE consortium of which ESB is a leading member is set to result in the funding of smart energy trials across Europe.

The Internet is expected to drive major change and improvements in the Health, Education and Energy sectors. The EU is supporting significant research in these industries, but particularly in the energy sector. As part of the FINESCE consortium, ESB has successfully bid against other groups for €12.9m in grant funding.

ESB and its Irish partners will receive over 25% of the total funding for research based in Ireland.

The Irish trials will involve ESB ecars and will be led by Telecom Services, who are part of ESB Networks. The trials will be centred in Galway and the Networks Training Centre in Portlaoise.

This project will commence in April 2013 and will run for two years. It leads on from a previous smart energy project where ESB ecars successfully participated in a work package on Electric Mobility. This work package also involved the two Irish partners who will continue to participate in FINESCE. There are two advantages to winning

this research funding: in the short-term it provides employment in Ireland, but in the long-term it also increases our expertise in smart network technology.

See page 20

Top stories in brief

ESB supports Ireland's EU presidency

The theme of the presidency is 'Jobs, competitiveness and growth' and ESB will sponsor two events on this theme - the Energy Council and the Digital Assembly

NIE: Utility achievement award winners

In partnership with electricity supplier Power NI, NIE took one of the top awards at the annual UK Utility Industry Achievement Awards

BSC and Electric Ireland: The introduction of a single Performance & Development Process

In parallel with the launch of ESB's Corporate Strategy 2025 the company is re-organising the management and delivery of its HR activities, processes and systems

ESB Networks: Reduction in ESB Network fleet collisions

Over the last nine years, there has been a dramatic reduction in collisions involving ESB Network vehicles

Innovation: Impressions of the Doha: Climate Gateway

ESBI Carbon Solutions attended the recent international conference on climate change in order to better understand the long-term regulatory implications for ESB

Generation & Wholesale Markets: Safety Conference

The first Generation & Wholesale Market Safety Conference took place recently



BERNIE HEALY

Editor's desk

Hello and Welcome to the latest issue of EM.

With so many of our colleagues having retired from the company in the latter part of 2012, it has been impossible for us to be able to keep track of you all. We know quite a number of you have had your own little celebrations around the country while many more chose to just leave quietly. With such big numbers it would be impossible to publish an account of you all, but can we take this opportunity to wish you well and we hope you enjoy many years of good health and happiness into the future. To those of you who might be planning to, or already have, taken up new opportunities to follow your dreams then we send you good luck. Do remember to give us your email address and we can make sure you receive the digital version of EM.

In our Networks section of this issue you will read an account of some of the good deeds carried out by our staff in recent times. We know that many of our colleagues carry out such 'extra' ordinary tasks, above and beyond the call of duty, on a regular basis. If you have an interesting story to tell please do get in touch and we will be only too happy to publish.

Kind regards

Draw results

SPORTSCO DRAW

December 2012 Draw

€3,000	John Noel Ryan, Retired
€1,500	John O'Hanlon,
€500	John Early, Retired
€200	Brian Walshe, Retired
€200	David O'Dwyer,
€200	Desmond Sharkey, Retired
€200	Mary Guinan, Retired
€200	John McGetrick, Retired

January 2013 Draw

€3,000	Linda Danielchristie, ESBI
€1,500	Brendan Woods, Retired
€500	John Power, Retired
€200	Lorraine Smith, Santry
€200	Noel Marks, South Lotts
€200	Margaret Bourke, Retired
€200	Patrick Dunne, Retired
€200	Michael Griffin, Retired

MADSOC DRAW RESULTS – NOVEMBER 2012

€2,000	Malcolm Cassidy
€150	George Osborne
€150	John Behan
€150	Fiona Crowley
€150	Amanda Rooney
€150	Thomas Martin

Finance Transformation Programme page 5



classifieds

Torrevieja - Costa Blanca - 3 bedroom apartment to rent 2 bathrooms, 1 ensuite, cooker and washing machine. Overlooking park and close to beach and community pool. €250 p/w. Contact 086-3550084.

St. Helen's Bay Beach and Golf Course, Rosslare

Beautiful 3-bed (sleeps 6) dormer bungalow beside St. Helen's Bay Golf Course in Rosslare Co. Wexford. All mod cons. Gated entrance. Safe for young children playing. Private back garden. Garden Furniture, DVDs, Board Games, CDs and selection of books provided. Bed linen and towels supplied. As new condition. Available for short or longer-term lettings. Tel. 087 2615514 for details.

Cottage to rent on Achill Island

One bed to rent. Sleeps 3 sharing. All Mod Cons and linen supplied. Open turf fire. Magnificent views. Five blue flag beaches and two outdoor pursuit centres close by. On bus route, close to shops and pubs. Check out www.aquila-house.com Tel: 098 45163

Villa to rent Torrevieja, Spain

Private villa with pool, sleeps up to 7. Close to restaurants, shops and bars. English TV also AC in all rooms. Airport pick up available. From €300pw. Contact Adrian 087 2324411.

South of France (Carnon)

2 Bed, 1st Floor Apt / Sea View Balcony. Close to shops, bars, beach, public transport, water sports, golf, touring etc. All year round private parking. Pick-up can be arranged from Montpellier (5km) or Carcassonne Airports. Contact: Tel: 0033 46786 1173 or Email: murielle.omahovy@wanadoo.fr

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JOB BRIDGE SCHEME

ESB CONTINUES to be encouraged by the take up of the internships offered to date and believes that those who have undertaken/are undertaking an internship with ESB have embraced the opportunity to upskill and gain experience in their chosen field of expertise. Interns who participate in the scheme find it helps improve their self-confidence, assists in identifying job opportunities suitable to their abilities, keeps them close to the job market and helps participants to establish contacts/networks.

The JobBridge scheme was set up by Government in 2011 to provide unpaid internships to assist those on social welfare to get back into the workforce. Interns are paid an extra €50 per week on top of their social welfare allowance by the Dept of Social Protection while on an internship.

To date 82 interns have been recruited across the company and 39 of those have completed their internship with ESB. Of those 39 interns, 57% of them have found employment. This undoubtedly meets the objective of the scheme by getting unemployed people back into the workforce. ■

If someone you know is unemployed and could benefit from taking part in a JobBridge Internship with ESB, please check out: www.jobbridge.ie or www.candidatemanager.net/esb-jobbridge.

Annual Sligo Walk celebrates 50th Anniversary

THE SLIGO WALK takes place this year on Saturday May 11th, with this year marking the 50th anniversary of the first Sligo Walk in 1963 (see bottom photograph).

Back then the Walk commenced at midnight but for safety reasons over the years it moved to a more 'friendly time start' of 8am! As always, the 30km route takes in some of the most spectacular scenery around Sligo.

Further details and training plan are available on ESBNet or by contacting Grainne Hennebery at 071-9114997.

By all accounts, it looks like Sligo Walk 2013 is going to be one of the most popular so far to the anniversary. So make sure you book your accommodation in Sligo in good time.

Closing date for applications for the Sligo Walk is 26th April.



The Lord Mayor of Sligo, addresses the Sligo Walking Team before they set off for Castlebar.

CONGRATULATIONS TO ANITA ROCK

Congratulations to Anita Rock, Group People & Sustainability who was recently conferred with a BA in Human Resource Management at NCI.



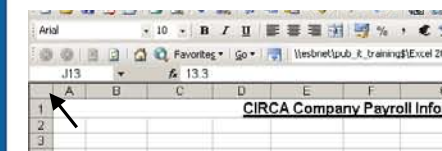
How to make the most of IT by Eddie Nally



Make the most of IT

Fix all Column Widths in one go in MS Excel™

Instead of widening/narrowing the width of individual columns manually by dragging left or right in an Excel worksheet, there is a faster method whereby you can set each column to its optimum width in one procedure.



Step 1: Click on the 'Select All' cell at the top left-hand corner of the worksheet.



Step 2: Now, double-click on any of the column separator lines at the top of the worksheet.

All columns in the worksheet will now be changed to their optimum width to display the complete cell entries.

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EM welcomes news, views, articles, letters, photos and feedback on any topic. All submitted articles should preferably be e-mailed.

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Closing date:

Competitions and crosswords must be returned by March: 15th
Deadlines: The deadline for articles, photos, etc. for the next issue is March 15th. We are always delighted to receive items for publication.

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Appreciation

ESB Networks is saddened by the tragic and untimely deaths of two of our apprentices Shane Conlan and Oisín Crotty. The Chief Executive and the Board of ESB expressed their sympathies to the families of Shane and Oisín following the tragedies.

Shane Conlan



It was with great sadness that we learned of the death of Shane Conlan following an accident while working at Finglas station on 15th January. Shane was a fourth-year apprentice with ESB Networks, based in Inchicore, and was due to finish his apprenticeship in September 2013.

22 years old Shane, from Santry in Dublin was an excellent apprentice. He is described as someone who did everything to the highest standard. He was a keen learner and took great pride in his work.

Shane was an unassuming individual, who was an enthusiastic and skilled worker and an excellent addition to any team. Outside of work, Shane's passion was cars. He had revamped a Honda Civic, which was described as the 'love of his life'. In work, he was also very hands on and took a particular interest in anything mechanical. He loved coming up with new ways of doing things and finding solutions to problems.

Shane was very popular and highly regarded among the apprentices, his colleagues and the team in the Networks Training Centre, Portlaoise. He is described as "not just someone we worked with, but also a good friend". He was very much part of our ESB family.

We are deeply saddened by Shane's untimely passing. He will be missed by all who had the pleasure of knowing him. Our thoughts and prayers are with Shane's family and friends at this sad time. *Ar dheis De go raibh a anam.*

Oisín Crotty



On 17th January, the sudden death of Oisín Crotty, following a road traffic accident, brought further shock and sadness to ESB. Oisín, from The Rower, Co Kilkenny, was a 19 year old third-year apprentice with ESB Networks, based in Waterford.

Oisín is described as an excellent apprentice with great potential. He was interested in learning, took guidance well and had an excellent attitude to both his work and his studies. He was a great worker and did everything that was asked of him to a high standard. He was considered to be an asset to any team. He enjoyed all aspects of his apprenticeship, was positive and always had a smile on his face.

"Oisín was a pleasure to work with and was popular with the crews and the wider ESB staff," said his colleagues. He was highly thought of by the apprentices, the team in the Networks Training Centre, Portlaoise and his colleagues in ESB Networks. He was also very much part of the ESB family.

Outside of work, Oisín loved sport and played rugby with the New Ross Rugby Club and hurled with The Rower - Inistioge GAA Club.

We are deeply saddened by Oisín's passing. He will be sadly missed by all who had the pleasure of knowing him. Our thoughts and prayers are with Oisín's family and friends at this time. *Ar dheis De go raibh a anam.*

ESB SUPPORTING EU PRESIDENCY



European Affairs Minister Lucinda Creighton TD with ESB Chief Executive Pat O'Doherty.

ESB HAS announced its support of Ireland's Presidency of the Council of the EU. The theme of the presidency is 'Jobs, competitiveness and growth' and ESB will sponsor two events on this theme - the Energy Council and the Digital Assembly. ESB is also pleased to be providing electric vehicles for a number of events during the presidency in line with our commitment to sustainability.

ESB Chief Executive Pat O'Doherty said: "We are delighted to support these key events in the energy and digital calendars for Irish Presidency. The convergence of the digital and energy sectors is seen as a real economic opportunity for Ireland. We have

established a new Innovation Group within ESB to identify and develop emerging technologies in the low carbon and digital/energy sectors. Innovation activities include our ESB Novus Modus cleantech fund, ecars, Ocean Energy and smart/fibre-optic networks."

European Affairs Minister Lucinda Creighton TD said: "Ireland's 2013 EU Presidency presents an opportunity for Irish and multinational companies to contribute in ways that effectively support the overall presidency programme, supporting our actions to redefine and enhance Ireland's image abroad as we renew and redevelop our national economic competitiveness". ■

Traineeship Programme 2012



The Trainees with ESB Chief Executive Pat O'Doherty and ESB Access Officer Niall O'Hanlon.

THE CLOSING CEREMONY for the 2012 Traineeship Programme took place on Monday January 14th.

This was a very successful year in terms of ESB being able to offer job opportunities. ESB offered 12 placements across all our Business Units.

The aim of the Traineeship Programme for People with Disabilities is to:

- Help participants show what they can do
- Show how they can achieve their goals
- Give the proper supports and understanding on how easily that can be achieved

Chief Executive Pat O'Doherty thanked team leaders, line managers, mentors and staff for their support to the trainees.

The Traineeship Programme celebrates its 7th year and to date it has provided 76 people the opportunity to gain valuable work experience. ■

BOARD APPOINTMENTS

THE GOVERNMENT has re-appointed ESB's Chairman, Lochlann Quinn, for a further two years from January 2013. Mr. Quinn was first appointed Chairman of ESB commencing January 2008.

The Government has also appointed Ms. Anne Butler to the Board of ESB as from November 2012. Ms. Butler is a Chartered Engineer and a former President of the Institution of Engineers of Ireland. She was a founding Director of the Environmental Protection Agency (EPA). After 10 years with the EPA, Anne set up an environmental consultancy/advisory service where she specialises in environmental and regulatory matters, as well as strategy development and implementation.

She has served on a number of other Boards including the National Roads Authority (NRA) and the Ordnance Survey Ireland (OSI). She is currently a member of the Governing Body of the Dublin Institute of Technology. ■



Lochlann Quinn, who has been reappointed as ESB Chairman for a further two years.



Anne Butler, who has been appointed to the Board of ESB.

Appreciation



Kevin Heffernan

With immense sadness we learned of the passing of our retired colleague, Kevin Heffernan. Kevin joined ESB in 1950 where he was appointed to Central Stores. After gaining a B. Comm. in Trinity he moved to Head Office where for the first 20 years of his career he climbed steadily through the ranks, working in Accounts, Finance, Assistant Accountant in Sligo District, Research & Audit and Auditor in Internal Audit.

In 1970 Kevin was appointed to Personnel Department as Manager Industrial Relations. This was a defining moment in his career as under the then Director Personnel, the late Paddy Moriarty, and later Vincent Fahy, he played a huge part in implementing Paddy Mo's policy of completely reforming the whole approach to staff relations in ESB. This, often defined as the Human Open and Participative approach, was an 180 degree turn on the confrontational experience and strikes of the 1960's. The 1970's and 80's was a period of rapid technological and organisational change and, at any one time, Kevin and his staff carried a huge portfolio of cases.

Kevin earned the trust of line managers and trade union officials

and was regarded as tough but straight. As in sport, he was in business, always focused on the objective to be achieved and always with a fall back position in reserve. Sound in judgement, he was never afraid of confrontation. He insisted on good preparation and in this he was a hard taskmaster. When he left ESB his reputation had gone before him and he was appointed Chairman of the Labour Court.

Kevin's place in the history of GAA, and particularly Dublin GAA, is legendary and has been well covered in recent days by the media. When he won his last All Ireland title as Manager of Dublin in 1983, his ESB colleagues held a reception in his and the team's honour in Head Office. He had played soccer with Central Stores in his early days and was prepared to break the then GAA ban on foreign games to do so!

Kevin was for a period Chairman of Bord na gCon and occasionally owned a greyhound or two, as well as being a part owner of a race horse at one point. He was also a skilful golfer. Apart from his legacy to GAA and Dublin GAA in particular, Kevin's part in the complete reformation of Personnel and Industrial Relations has left a lasting legacy in ESB. We send our deepest sympathy to his beloved family.

Appreciation



Lorcan Canning

It is with deep regret that we learned of the death of retired Director Personnel, Lorcan Canning. Lorcan retired in 1997 after a long and distinguished career spanning 42 years.

Born in Dublin, Lorcan joined ESB in 1955 and in 1959 was selected for the special executive development programme, the year he completed his B. Comm. degree in Trinity. He subsequently studied for the Institute of Personnel Management exams and achieved full membership of the Institute. Following his appointment to Personnel, Lorcan rapidly rose through the ranks to become one of the four Industrial Relations Officers which were established for the first time. He went on to be responsible for company wide industrial relations before being appointed Director Personnel in 1989 – a position he held up to his retirement. Uniquely Lorcan's entire career was mainly in the challenging role of personnel, which had always been his preference, and where he acclaimed his major objective was

equality for all women in ESB. He also lectured to senior business executives in the IMI.

Lorcan was noted for his exceptional ability to handwrite verbatim the minutes of major industrial relations negotiations and often these notes went straight to the Board without alteration. He was an influential member of the Institute of Personnel Management and one of the foremost personnel specialists in Ireland. He had the respect and friendship of staff and trade unions, managing with absolute integrity and leaving an enormous legacy.

He had a great interest in writing which he pursued on retirement and enjoyed an interest from the late Maeve Binchy in his work – Maeve believed his talent was in short story. In his early years he was a member of the FCA, attached to the Irish speaking cavalry unit. A marvelous conversationalist, he was the best of company. An enthusiastic golfer, his final years were sadly spent in full time care but he remained positive and uncomplaining, never losing his sense of humour. To Claire and his family we extend our deepest sympathy.



The Energy Services Union profiled

▶ The rebranding of the ESBOA is complete: a new name for a stronger identity

In May of last year the membership of ESBOA voted overwhelmingly to change the name of the organisation from the Electricity Supply Board Officer's Association to the Energy Services Union (of Ireland) (ESU). This ballot followed a consultation process lasting almost two years where the future of the organisation was discussed and debated in many forums.

The increasingly complex environment in which the Union operates was a significant factor in the momentum to bring about the change. ESB is no longer the monopoly operator and the increasing number of subsidiary companies participating in the industry meant that ESBOA was becoming a name that not all members could identify with. The membership felt that the name change reflect-



Fran O'Neill, General Secretary ESU (formerly ESBOA), speaking at the recent ESU conference.

ed the new environment and would place the organisation in a position to shape and respond to the future in the interests of its members.

BACKGROUND

The Trade Union the Electricity Supply Board Officer's Association (ESBOA) was founded in 1959 in response to the need for representation for Clerical Administrative Staff in ESB at that time. ESBOA, working with the other



Dave Begg, ICTU President, addresses the conference.

Unions in ESB over the next 50 years or more achieved the current terms and conditions of employment for its members to make the company one of the flag ship employers in the state. ESBOA was unique at that time representing as it did both male and female members in a predominantly male workforce. Founded at a time when ESB was the single company in the industry and there were as many as 19 different Trade Unions (there are now only 4 others – SIPTU, TEEU, Unite and UCCAT) in the company, ESBOA has overseen profound changes, most significant of which was the reduction in staff numbers in the company from 13,000 in the 1970's to the current 6,000 as a result of the recent Cost Base Agreement.

With all of these complexities, ESU is facing into the future, taking the op-

portunity to place itself in the forefront of the struggle to maintain the hard-fought-for terms and conditions of employment for its members in the energy industry. With the aim to influence through its relationships with like-minded Management and Stakeholders the security and success of our Industry; ESU will continue in the footsteps of those who founded the organisation and continue to represent, educate and support its Membership in the years ahead as successfully as it has done in the past. ■

FUTURE DIRECTION

The name change of the Trade Union provides a platform to reflect the realities of the environment in which we find ourselves, namely:

- Continued Regulation both from Europe and at home
- The proposed Regional Market of France, Britain and Ireland
- Increased privatisation
- Growth of Subsidiary Companies
- Reduction in staff numbers in all the major market participants
- Improvements in technologies leading to changes in work practices
- An industry where the Vertically Integrated Utility (VIU) becomes the exception and not the norm

ESB GAA

VENUE: ST. COLUMB'S COLLEGE, DERRY CITY
Saturday, April 20th 2013

MENS COMPETITION

2012 Winners – EirGrid
Runners Up – NIE Operations
Also

LADIES FOOTBALL COMPETITION

2012 Winners – Electric Ireland
Runners Up – ESBI

ENTRY FEE €400 per Panel



Team Entries

(Panel of 10 players + 2 mentors max.) to be e-mailed or posted to:

Hugh Connaughton – Room 519

Clanwilliam, Tel 27146

Trish McElvaney – DGC HO - Tel 25484

Deirdre Feeney – D2C HO, Tel 26862

Colum Grogan – Room 301, 40

Merrion Square, Tel 27486

John O'Riordan – ICT Group Head

Office, Tel 27557

Closing date for Panel Entries is **Friday 24th August 2012**

Competition commences at 12.00 noon and Final fixed for 5.30pm approx.

Presentation Dinner takes place in the Tower Hotel, Derry City at 8pm approx.

In recognition of the City of Derry being selected as the UK's first City of Culture, ESB GAA will host its Annual Football 7's in Derry on the 20th April next.

ELECTRICIAID IRELAND DONATES TO TRUST

Pictured: Executive Director Finance & Commercial, Donal Flynn, with Mick O'Connor and Louis Gillick making a donation on behalf of ESB ElectricAID Ireland to Alice Leahy and Geraldine McAuliffe of TRUST. TRUST, set up by Alice Leahy, is renowned for its tremendous work for the homeless of Dublin.





SPORTSCO is charged up

A NEW ELECTRIC vehicle charge-point has been installed at SPORTSCO Leisure Centre. This charge point is available for use by members of the sporting facility who drive EVs, as well as for those using ESB's Head Office electric vehicle pooling system. This facility is part of a growing network of over 1,000 charge-points installed across the country in public, domestic and commercial locations, with more being added monthly. ■

The ESB ecars charge-point map and app is regularly updated to include locations of all charge points. www.esb.ie/ChargePointMap

Finance Transformation Programme (FiTP) UPDATE



Niamh Curtis (front right), Finance Operations Service Partner for Generation & Wholesale Markets and Innovation pictured with her Team Leaders: (front row) Niamh McAteer, Generation Accounting; (back row) William Young, GWM&I Reporting; Paul O'Riordan, Innovation and Asset Development Accounting; and Jennifer Miley, Order to Cash.

►► New finance processes 'go live'

New standardised, streamlined and simplified processes for accounting, reporting, billing and receivables, will 'go live' on Wednesday 13th February as part of the Finance Transformation Programme (FiTP). The Programme, which was established to design quality and cost efficient finance processes, systems and organisation, first looked at the high level design of the new processes in

April 2011 when the existing finance processes were reviewed for inefficiencies. In collaboration with the business, a new set of 'best practice' processes were designed for consistent application across ESB. By adopting best practice finance processes, the finance function is seeking to reduce its operating costs and improve the quality of service it provides across ESB, both as a Service Delivery

From February 13th onwards the key changes will see the introduction of:

- New standardised templates for journal requests, project accounting, fixed asset accounting and invoicing requests.
- New centralised mailboxes for the submission of journal requests, WBS set-up, invoicing requests, etc.
- New materiality levels which will reduce the time-consuming effort required to correct immaterial mis-postings.
- New Group-wide approach to Month End Close including checklist, calendar and new close principles.
- New SAP access controls for designated Finance staff to ensure segregation of duties and compliance with the recently implemented Governance, Risk and Compliance (GRC) module on ESB's SAP system.
- New Finance Operations SharePoint site with key contact information, templates and job aids.

Partner and Business Partner.

As part of the implementation of these new processes, teams within Finance Operations have been aligned to create 'Centres of Excellence' for Accounting, Reporting and Order to Cash (billings and receivables). These teams will sit alongside existing specialist teams such as Tax, Treasury Operations, Key Controls and Systems Accounting.

The Finance Transformation Programme, together with Finance throughout ESB Group, will be working closely with the business over the coming months as the new processes bed-in. A 'Post Go-Live Support' structure is in place to ensure a smooth transition to the new processes, while Finance Operations' new SharePoint site has been developed to provide ongoing support and resources to customers and finance colleagues alike. ■

In addition to the deployment of the new processes, the next major milestone for the Programme will be the launch of the new Reporting Dashboard in April. The interactive dashboard will be used by senior management in each of the business units to review a mix of financial and non-financial key performance indicators (KPIs).

Asian Gaelic Games



ESB girls star at Asian Gaelic Games in Malaysia.

Shauna Brady of Electric Ireland and Aine Green, Generation & Wholesale Markets took part in the 2012 Asian Gaelic Games held in Malaysia in October. The girls were guest players for the Vietnam team. The tournament was played at the Bukit Kiara Equestrian & Country Resort in Kuala Lumpur, which was kitted out with six playing fields side by side.

The games were played over a weekend with a very early start – first throw in was at 8am each morning! The temperatures quickly soared above 30°C, with sun factor and water the two most sought after commodities in the grounds. The alien playing conditions, however, did not deter Aine Green from picking up an All-Star award for midfield. The games were officially opened by Micheal O'Muircheartaigh who, despite the heat, also did a live commentary for both the ladies' and men's finals on the Sunday. The tournament finished up with a Gangster-themed party as it was very close to Halloween. The event was sponsored by ESB International. ■

Continued success for ESB in UCD



Pictured with Pat Naughton, Executive Director Group People and Sustainability are David O'Dwyer and Anna Noble, UCD with some of the ESB candidates who were recently conferred with UCD Certificates in Safety, Health and Welfare at Work.

BEING COMPETENT in all aspects of safety and health at work is as significant challenge. In ESB we face a broad range of hazards in our day to day operations. Some of these can lead to minor injuries like bruises and scrapes associated with slips and trips while others can have much more serious consequences. Assessing and managing these risks calls for competent people. For health and safety competence comes from a combination of training, knowledge and experience.

The initial academic training and

knowledge aspect of this competence is provided by UCD with its Certificate in Safety and Health at Work. The Certificate has been available since 1996 when an ESB specific intensive course was developed and has been delivered each year since then. This foundation in Occupational Safety and Health has provided many ESB staff and managers from different disciplines in the organisation with a sound appreciation of health and safety principles and best management practices that they have trans-

The OSH foundation course is delivered in four modules These are:

- Principles of Occupational Safety and Health
- Occupational Health Hazard Management
- Occupational Safety Hazard Management
- Occupational Safety and Health Project

Each module is assessed by assignment and by examination or in-class tests.

ferred successfully to their work environments. A total of 379 ESB staff have successfully participated in the UCD Certificate programme so far.

This UCD Certificate also provides us with support in developing the requisite level of competence among our safety professionals to meet the requirements of the Safety, Health and Welfare at Work Act 2005 regarding the services of a Competent Person in safety and health at work. Many of our staff have pursued more advanced qualifications in Safety and health at work with Diplomas, Degrees and even masters qualifications.

In 2013, we will be trialling a

The Centre for Safety and Health at Work has been established in UCD. Dr. Anne Drummond is Director of the Centre and its manager is David O'Dwyer. Anna Noble is the certificate course administrator. We in ESB are grateful to them for the continued availability of the certificate course to us in ESB.

new course delivery method. Unlike other years where the course was delivered on campus in UCD in 10 days over three weeks, this year the lectures will be made available to candidates remotely, thereby allowing a more flexible approach to learning and reducing the time needed in UCD. This year 24 ESB people have applied to complete this important training. ■

All 20 candidates who participated in the 2012 programme successfully passed their assessments. These were Noel Caffrey, Jim Cashman, Tom Clancy, Cormac Collins, Paddy Cooney, Paul Dennehy, Dermot Drew, Jimmy Egan, Paul Fitzgerald, Thomas Flynn, Karen Halpenny, Tim Hartnett, Aodhan McAleer, Michael Murray, Ted O'Connell, John O'Donoghue, David O'Dwyer, Claire O'Sullivan, Fiona Spellissy and Owen Wilson. Congratulations to them all.

RETIREMENT PLANNING SEMINARS

► This is a selection of photographs from recent ESB retirement planning events throughout the country



Front row (l-r): Joan Savage, Dora Griffin, Networks Wilton; Philomena Reilly, Eleanor Bohan, Margaret Whyte and Mary Barry. Back row (l-r): Kieran Savage, Swift Square Independent Energy; Tom Connolly, Networks Galway; John Reilly, Networks Inchicore; Tadhg Bohan, Networks Galway; Pat Whyte, Networks Wilton and Dan Barry, Networks Wilton.



Front row (l-r): Fionnuala McDermott, Patricia Nolan, Rose Collins, Elizabeth Keogh, Rosemary Lynch, Joan McLoughlin and Mary Casserly. Back row (l-r): Willie McDermott, Portlaoise; Charlie Bracken, Ballycoolin; Jarlath Collins, Tuam; Dick Daly, Wilton; Jim Keogh, Wilton; John Lynch, Carrickmacross; Hugh McLoughlin, Rosbrien and Martin Casserly, Galway.



Front row (l-r): Mary McLaughlin, Peg Grady, Networks Athlone; Noleen Murphy, Dolores Forde, Mary Noone, Jacqueline Forde and Sheila Harte. Back row (l-r): Charles McLaughlin Networks Buncrana; Kevin Kiely, Networks Letterkenny; Myles Forde, Networks Tuam; Paddy Forde, Networks Tuam; Michael Noone, Electric Ireland Swift Square and Terry Harte, Networks, Finglas.



Front row (l-r): Marian Deasy, Wilton; Margaret Dromey, Phyllis Duignan, Freda Moran, Patricia Dillon and Marian O'Regan. Back row (l-r): Frank Deasy, Patrick Dromey, Wilton; Thomas Duignan, Carrick-on-Shannon; Sean Moran, Moneypoint; Jimmy Dillon, Finglas and Jerry O'Regan, Head Office.



Front row (l-r): Ita Kelly, Betty Olwell, Anne Carson, Phyll Blake Byrne, Nora O'Leary, Beatrice Lavin and Agatha Carney, Electric Ireland Swift Square. Back row (l-r): Gerry Kelly, Networks Mullingar; Martin Olwell, Networks Dundalk; Brian Carson, Energy International Head Office; Joe Byrne, ESBI Indep. Generation Stephen Court; Martin O'Leary, Networks, Osprey House and John Walsh, Networks Castlebar.



Front row (l-r): Sheila Barrett, Mary O'Donovan, Teresa Daniel, Head Office and Anne Mulligan, Sligo. Back row (l-r): Michael Barrett, Jim O'Donovan, Wilton and PJ McGuinness.



Front row (l-r): Goretti Stack, Marie Guinan, Anne Murphy, Geraldine Le Gear, Mary Comer, Networks Galway; Eilish O'Connor and Mary Tumbull, Networks Wilton. Back row (l-r): are Austin Stack, Energy International Aghada; Bertie Guinan, Energy International West Offaly Power; Michael Comer, Albert Le Gear Networks, Rosbrien; Aidan Murphy, Energy International Aghada; Robin Tumbull and Jerry O'Connor, Energy International Aghada.



Front row (l-r): Ann Naughton, Breda Cummins, Bernice Hussey, Jean O'Connell, Maura Keogh and Mary Nohilly. Back row (l-r): John Naughton, Energy International Aghada; Pat Cummins, Networks Inchicore; Frank Hussey, Energy International Aghada; Declan O'Connell, Networks Ennis; Alex Keogh and George Nohilly, ESBI Stephen Court.



Front row (l-r): Julie McCarthy, Imelda Butler, Electric Ireland, Santry; Angeline McGuinness, Business Service Centre Enniscorthy; Maria Grogan, Peggy Griffin and Avril Robb. Back row (l-r): Gus Connolly, Networks Wilton; Jim McCarthy, Networks South Lotts Rd; Liam Hickey, Energy International Aghada; Patrick Butler, Pat McGuinness, PJ Grogan, Energy International Head Office; Joe Griffin, Energy International Moneypoint; Frank Burke, Electric Ireland Swift Square and Mossie Finn, Networks, Rosbrien.



Hal Steele and James Irvine, NIE Safety Engineers, at the NIE stand at the Winter Fair.

Winter Fair

STAYING SAFE AROUND electricity and knowing how to connect generators to the network were the main themes of the NIE Stand at this year's Balmoral Winter Fair in Belfast.

NIE Head of Health, Safety and Environment Kevin McDowell says the Winter Fair is a great opportunity to explain to the farming community and general public how to work safely near the network. He says, "Whether you are felling trees, cutting silage or tidying up round the farm, we would like to remind everyone working near the electricity network to follow safety guidelines and keep themselves and everyone else on site safe."

NIE also had a tree cutting expert on the stand to give advice on safe working practices when trimming trees and hedges near overhead lines.

For those interested in generating their own electricity, NIE connections advisers were on hand to advise landowners on the process for connecting renewable technologies, such as wind turbines and anaerobic digestion, to the electricity network. ■

Visit www.nie.co.uk for more information about staying safe around electricity and about connecting to the network.

Councils visits NIE Control Centre

► Councillors from Lisburn, Ballymena, Omagh, Strabane and Craigavon visited Northern Ireland Electricity's (NIE) Control Centre recently to understand how the company deals with power cuts and how it plans for emergencies.

DURING THE visit, the councillors saw NIE's call centre and the IT systems that control Northern Ireland's electricity distribution network.

Specialist dispatch analysts and control engineers explained how engineers are sent out to repair power cuts and described some of the automatic controls that can be used on the electricity network.

The councillors spent two hours touring NIE's control centre, talking to staff and learning how escalation procedures are kick started when an emergency situation, such as widespread power cuts due to stormy weather, arise. The councillors also found out how local power cuts are dealt with on a daily basis and were informed about the programmes that help ensure supply to people who are dependent on electricity for their health care needs.

Customer Relations Manager David Keys welcomed the visitors, saying, "We appreciate the councillors taking the time to visit our Control Centre in Craigavon and to understand how we plan and deal with power cuts and other customer issues on a daily basis and during severe weather.

"Elected representatives can help us to distribute information to their constituents so it is important that they are aware of how we work and some of the programmes that we have in place such as our critical care register for people who rely on electricity for their health care needs." ■



Valerie Curran, NIE Customer Relations Manager shows Lisburn City Councillors around the Craigavon Control Centre.

CELEBRATING STAFF SERVICE SUCCESS



Alan Davidson and David McKeag receive their awards from Joe O'Mahony.

Joe O'Mahony, NIE Managing Director, presents Drew Wilson with his 40 years Long Service Award and 40 years Full Attendance Certificates.

THE ANNUAL NIE Awards Lunch was held at the Hilton Templepatrick Hotel to recognise NIE employees with either long service or full attendance. 40 employees received long-service awards and 89 employees received full-attendance certificates.

One employee, Enniskillen man Drew Wilson, impressed everyone by receiving a 40-years Long Service Award and a 40-years Full Attendance Certificate.

Drew began working at NIE, or the Electricity Board for Northern Ireland (EBNI) as the company was then known, in late November 1972 as a Surveyor in Omagh. In 1985, he became a Customer Operations Engineer based in Enniskillen where he still works.

Speaking at the lunch Drew said, "I've seen many changes in the electricity industry over the years. The business has changed dramatically, particularly with advances in technology. There has been

plenty of variation, but I've worked with some great people."

When asked what his secret is to not taking a day off work, Drew said, "I don't have a secret as such. I suppose I've just been lucky with my good health."

NIE Managing Director Joe O'Mahony presented Drew with his certificates and said, "This is a remarkable achievement and I was delighted to present Drew with his long-service and full-attendance certificates. The annual NIE Awards Lunch is a great opportunity to celebrate the dedication and loyalty of our employees." ■



Anne Wheavil and Michael Atkinson receive their awards from Joe O'Mahony.

TREE-CUTTING SAFETY WORKSHOPS



Tree cutting staff and contractors at the safety workshop.

Tree-cutting safety workshops for NIE staff and for contractors were held at the company's Craigavon and Omagh sites at the end of the year. The workshops focused on the safe use of wood chippers and included an outdoor demonstration of different commonly used makes and models of chipper. ■

Utility achievement award winners

► In partnership with electricity supplier Power NI, NIE took one of the top awards at the annual UK Utility Industry Achievement Awards. The award for IT Initiative of the Year was presented to NIE and Power NI at a gala dinner in London.

NIE and Power NI won the award for their Enduring Solution project, which over four years prepared the Northern Irish electricity market for competition. This project, which commenced in 2008, involved design, procurement and delivery programmes. The work involved replacement of the existing IT systems shared by both companies, including a 40-year-old mainframe billing application. The project, which was delivered on time and on budget, enabled the introduction of full retail competition in Northern Ireland in May 2012.

As the electricity market operates



NIE receives top environmental accolade

Gareth Hughes, Environmental Officer at NIE, is presented with the ARENA award from Phoenix Gas Chief Peter Dixon.

► NIE received a top 'green' accolade from Business in the Community's ARENA Network by being in the top 20% of a Northern Ireland Environmental Benchmarking Survey.

THE SURVEY, carried out by ARENA Network and supported by the Northern Ireland Environment Agency, annually assesses Northern Irish businesses on their environmental management, performance and assurance.

Environment Minister Alex Attwood commended all participants for their leadership and achievement saying, "This year the ARENA Network Survey has produced a high average score with the top performing sectors being those that have the greatest potential to impact the environment. It shows that participants are taking appropriate measures in order to reduce their environmental impacts and improve their efficiency.

"The ARENA Network Survey is an important measure for businesses and public sector organisations as they develop a stronger economy. ARENA Network continues every year in its efforts to encourage companies to take part in benchmarking

What is ISO 14001 Environmental Management?

- An internationally accepted standard that outlines how to put an effective environmental management system in place.
- It helps businesses remain successful without overlooking environmental responsibilities.

and realise true business benefits. I commend all of the participants for their positive contribution to good environmental stewardship and their commitment to reducing environmental impacts and managing resources efficiently. .

NIE Environmental Officer Gareth Hughes said, "We're delighted to be able to retain our position as one of Northern Ireland's top ranked companies for its environmental performance. Retaining a strong environmental ethos is recognised within NIE as being good for business and good for the planet".

In addition to this award, NIE has retained its ISO14001 environmental management certificate with its best audit score since the company first attained the certification in June 2001. ■



Michael Atkinson, Enduring Solution Project Manager, accepts the IT Initiative of the Year award from Tara McGeenhan, Director of Utilities, Logica. Also pictured Miles Jupp, Host (far left) and Ellen Bennett, Editor Utility Week (far right).

the exceptional people in NIE and the partner companies who have made this award possible."

NIE and Power NI worked with teams from Wipro, Northgate Managed Services, ESB and Neueda. At the peak of the project there were over 400 staff deployed between Antrim and locations at Bangalore and Pune in India, all working to a very challenging time line. ■



Innovation

ESB Telecoms completes subsea fibre optic cable directly linking Irish businesses to major UK cities



►► ESB Telecoms Limited (ESBT) in partnership with Geo Networks Limited, a leading UK fibre network provider, recently completed a new optical fibre cable that directly links Irish businesses with major UK cities. The new cable connects ESBT's existing fibre network in Ireland with Geo's extensive UK fibre network.

THIS SUBSEA cable, known as the Emerald Bridge Fibres Cable, will provide customers with an end-to-end fibre solution, allowing businesses in Ireland and the UK to connect directly through a single supplier. Using the shortest subsea route and most modern fibre technology, it provides virtually limitless capacity and best in class low latency bandwidth, future-proofed and 100Gbps capable for even the most demanding of requirements.

Responding to growing demand for high capacity, scalable bandwidth between the UK and Ireland, the new fibre link is specifically optimised for heavy data users such as data centre operators, mobile and fixed line carriers, cloud providers and the digital, financial and high tech sectors.

A number of multinational customers have already signed up to use the service. ■

"We are committed to leveraging our capability and assets to deliver value for customers," said John McSweeney, Head of Innovation at ESB. "The new fibre connection to the UK is a natural extension of ESB Telecom's existing fibre network. Companies based here can now directly connect to over 100 data centres and key internet exchanges in London and elsewhere in the UK through a single supplier. This is a huge boost to Ireland's communications infrastructure, which will help to attract high growth, data intensive companies to locate here."

Geo Chief Executive, Chris Smedley, added, "We are delighted to have completed the first fully diverse, Anglo-Irish cable system. The combination of network reach in the UK and Ireland, our commercial model, 10 years of service excellence and the design of this subsea connection will provide what we believe is the preferred choice for organisations looking to prioritise low latency, unlimited bandwidth and reducing their total cost of ownership."

"The new cable completes Geo's East-West Ring, which allows customers on both sides of the Irish Sea to benefit from a single service provider offering a combination of two routes between the UK and Ireland. This diversity will provide unequalled resilience, unmatched in service availability." ■



(l-r): Rory McGowan General Manager, ESB Telecoms and Mike Angler, Chief Operating Office, Geo Networks.



(l-r): Rory McGowan and Mike Angler, Tina Pittcock, Project Manager ESB Telecoms; Chris Smedley, Chief Executive, Geo Networks; Michelle Montayne, Account Manager ESB Telecoms and Joe Barrett, Project Director Geo Networks.



(l-r): Denis O'Leary, Manager Smart Energy Technologies; Tom Bambury, Business Development Energy Services; Joe Barrett Project Director Geo Networks, Mike Angler and Chris Smedley, Chief Executive Geo Networks.

Contents ►►

■ ESB International hosts annual conference

ESB International's annual conference was held in Croke Park on Friday December 14th

■ Tanzania lights up

Since 2008, ESB International is delivering engineering consultancy services to a project which aims to advance the long-term development of the energy infrastructure and thereby improve the quality of the lives of the people of Tanzania.

■ Calculating the cost savings of an ecar

Key objectives of the ecar Ambassador programme are to promote greater awareness about electric cars, promote the nationwide charging infrastructure and collect research data during the course of the programme

■ Impressions of the Doha: Climate Gateway

ESBI Carbon Solutions attended the recent international conference on climate change in order to better understand the long-term regulatory implications for ESB

ESB International highlights



SSE Generation awarded ESBI a contract to provide Owner's Engineer Consultancy Support Services to the Great Island 460MW CCGT Project.

ESBI

IN KEEPING with ESBI's strategy of increased growth in international and home markets, the following are some recent contract wins:

- ESB International has been awarded a contract by SSE Generation for the provision of Owner's Engineer Consultancy Support Services to

the Great Island 460MW CCGT Project. First mobilisation of ESBI staff took place in January 2013 and the company's involvement will continue to project completion in mid-2014.

- ESB International has been appointed to the Northern Ireland Electricity (NIE) High Voltage Substation Engineering Consultancy Services Framework for a period of three years.

- Contract negotiations were completed in January to develop and provide consultancy services for the design and implementation of a centralised call centre and marketing department for Tanesco, Tanzania. This project is funded by the World Bank.

- A contract was signed in late December with EirGrid for the replacement of a transmission structure on the Rafeen-Trabeg 110kV line. ■

Ocean Energy on the agenda of UK and Ireland conferences



Members of the Ocean Energy Team speaking at conferences in February include (l-r): Technology Manager John Fitzgerald, Ocean Energy Manager Brendan Barry and Technology Integration Engineer Fergus Sharkey.

►► Renewable UK, the annual wave and tidal power generation conference of the ocean energy industry, takes place on Wednesday and Thursday February 27th and 28th.

THE LONDON event will show-

case the industry's achievements over the past 12 months and ESB Ocean Energy has been invited to provide speakers for a number of key sessions. Ocean Energy Manager Brendan Barry will speak about the WestWave project and

ESB's role in the sector at the Strategic Initiative for Ocean Energy (SI-OCEAN) workshop. In addition, Ocean Energy Technology Manager John Fitzgerald will speak about the cost and performance requirements for ocean energy.

In conjunction with these presentations, ESBI will have a presence in the exhibition area to further promote awareness about the services and expertise it offers to the wave and tidal power sectors. ■

Ocean Energy is participating in other industry events in February including a presentation by Fergus Sharkey for the Midlands Engineers Ireland group on the 25th and by John Fitzgerald for the Belfast IMechE group on the 13th.

The topic of both presentations will be 'Ocean Energy in Ireland' with a focus on technical developments in recent years.

ESBI appoints two new business development managers

▶ As ESB International's business development plans continue at pace, two new managers have been appointed to international positions.

ESBI

Paul Farrell has been appointed as ESBI Country Manager for Africa and Paraic McGrath has been appointed as ESBI Manager for Asia. Both managers will report directly to ESBI Business Development Manager Seán Atkinson.

Paul recently relocated to South Africa to take up a position as ESBI Country Manager for Africa and will be based in Johannesburg. He will facilitate the relocation of the current temporary office in South

Africa to a new office that will support the growing number of services being offered to ESBI's clients in South Africa.

Extensive opportunities exist for ESBI to work with the South African electricity utility Eskom, and we are currently involved in a project to relocate the Acacia OCGT generation plant. The South Africa team advised Eskom on a number of areas, including gas strategy and compatible units for transmission and distribution (T&D) projects. Eskom has submitted a further request for ESBI to become involved with its generation excellence programme. ■

PARAIC MCGRATH Manager for Asia, ESB International



In Asia, Paraic McGrath has taken up his position as ESBI's Manager for the Asia region. Paraic is now exploring further business development opportunities for ESB International in the Asian market.

Paraic is a member of the Global Irish Network, Chairman of the Asian Gulf GAA Board and Director of the not-for-profit Farmleigh Fellowship. He is highly networked individual. He worked most recently for an Irish software company helping to start and build their business in Asia before joining ESBI in December last year. Paraic trained as a primary school teacher in St Patricks College, Drumcondra, and he left Ireland in 1990 to teach on the JET Program in Kyoto, Japan. He started a career as an Fx Swaps Trader in 1991 and worked in Tokyo, London, Sydney and, finally, in Singapore where he has lived since 2003.

PAUL FARRELL Country Manager Africa, ESB International



Paul has worked in ESB and ESBI since 1997 in various senior roles in project management and in station management in Moneypoint and Poolbeg. Prior to joining ESBI, Paul worked in various engineering and management positions with ESKOM in South Africa. He achieved the level of Chief Engineer and Engineering Manager of Matimba Power Station and also worked for a year in Botswana as Power Plant Manager for the Botswana Power Corporation. Paul studied in London where he qualified as an Engineer and worked in the Engineering Department of London Transport for seven years.

Appreciation



PSREEJITH LAL

It is with great sadness that we learned of the passing of our esteemed colleague and friend Sreejith Lal, following a short illness, on Tuesday December 18th. Lal worked with ESBI Bahrain

from December 2003 as a Senior High Voltage Substations Engineer. He was a tireless worker for ESBI and much praised by the client for his diligence to duty. Lal was well respected by his colleagues in Bahrain and will be sadly missed by all. Lal, who came from India, was 44 years old and is survived by his father, brother and only son. May his soul rest in peace.

Focusing on Cleantech and strengthening ties with IDA

ESBI

THE ESB CLEANTECH fund is in operation for over three years now and has investments in 10 companies that are providing 270 jobs in Ireland. Its objective is to leverage the learning and knowledge transfer to the benefit of ESB's business units. It does this in a number of ways, including through the Technology Committee, which has representatives from all of the businesses as well as corporate centre. It also runs a series of workshops to perform analysis and promote discussion about emerging sectors of potential strategic interest to ESB such as the recent step change reduction in the cost of solar energy. In December, it organised a 'Clean-

tech and Renewables' seminar with IDA's Cleantech team led by IDA CEO Barry O'Leary. The focus was on sharing ESB's knowledge in key areas of the emerging low carbon economy to assist IDA's team to promote Ireland as a desirable destination for Foreign Direct Investment. Head of ESB Innovation John McSweeney opened proceedings with a warm welcome and spoke about developing closer ties between ESB and IDA to foster economic growth in the fast growing sectors of renewable energy, energy efficiency and energy management in Ireland. The seminar was run over a half-day in ESB's

conference centre and was a great success leading directly to a number of follow up opportunities for both IDA and ESB.

Also in December 2012, the Fund Adviser changed its name from 'Novusmodus' to 'Greencoat Capital'. The rebranding reflects the planned expansion of the adviser's services.

The services provided to ESB remain unchanged and any new adviser activities will be supported by additional resources. ■

The new web address is www.greencoat-capital.com.



ESB INTERNATIONAL HOSTS ANNUAL CONFERENCE

▶ ESB International's annual conference was held in Croke Park on Friday December 14th

ESBI

The annual event is a gathering of ESBI staff to take a retrospective look at the successes and achievements of the past year, while looking forward to the objectives and challenges of the year to come. Exhibition stands from Ocean Energy, ESB ecars, Corporate Strategy and Electric Ireland were present, which acknowledged that ESBI is part of the wider ESB Group.

ESBI Managing Director Ollie Brogan opened the conference by emphasising the importance of everyone's contribution to the success of ESBI, saying, "In effect, every one of us is a brand ambassador for ESBI."

Ollie said, "The success of ESBI depends heavily on how our brand is perceived across a range of measures, including the quality of our work, our client portfolio and our customer service and that everybody's contribution is fundamental to this success."

At the event, Chief Executive Pat O'Doherty presented the new Corporate Strategy for ESB. He outlined the milestones the company has already achieved and the challenges facing ESB and he presented the vision through the ESB strategy 2025 Roadmap.

Head of Innovation, John McSweeney, presented on the new Innovation directorate, of which ESB international is a part. John spoke about the exciting development that this presented for the company and ESB's commitment to pioneering emerging energy technologies and smart infrastructure. The importance, roles and functions for each area of the Innovation directorate were outlined, including ESB International, Ocean Energy, Telecoms, ESB NovusModus, ESB ecars and the Fibre to the Building Project.

MC for the Conference was Engineering Manager Donal Phelan who gave a presentation of the year's achievements encompassing work done, projects suc-



MC Donal Phelan (second left) with presenters Robert Donaghy, Hakan Karaalioglu, ESB Head of Innovation John McSweeney, ESBI Managing Director Ollie Brogan, Anraoi Caffrey and John McLoughlin at ESBI's Annual Conference 2012.

cessfully carried out, contracts won and other highlights such as sporting, charity, delegation visits and events of the year were displayed.

There were four, varied presentations given by ESBI staff highlighting different perspectives of working life within ESB International, as well as outlining some

ESBI STAFF PRESENTATIONS

- HV Cables Senior Consultant Robert Donaghy presented on 'ESB Networks and International Projects' encompassed the many challenges and successes the Cork Harbour Project in Aghada and of the Tanzania-Zanzibar 132kV Interconnector project.
- Power Plant Engineering Consultant John McLoughlin presented on his experiences living and working in Romania during ESB's work on Brazi, the Romania's largest ever power project.
- Country Manager for Turkey Hakan Karaalioglu spoke on 'Turkey: The Cradle of Civilisation', outlining some of the Turkey's rich history, its culture and addressing many of the misconceptions and little known facts about the region.
- Power Plant Engineering Consultant Anraoi Caffrey offered an insight into his travels and adventures while working in South Africa.

of the exciting aspects of working abroad. ESBI was privileged to have Irish Paralympic hand-cyclist Mark Rohan as a guest speaker. While being interviewed by Ollie Brogan, Mark spoke about his great achievement this summer, winning



ESB Chief Executive Pat O'Doherty presented the new ESB Corporate Strategy at the ESBI Annual Conference 2012.



Irish Paralympian Double Gold Medallist Mark Rohan, guest speaker at the ESBI Annual Conference 2012.

two gold medals in the men's 16km road time-trial and in the men's 48km road race at the London Paralympics. Mark outlined his personal experiences and how, by using his strong mental resolve, he overcame adversity and ultimately became victorious on multiple levels.

Ollie closed the proceedings by thanking all ESBI staff for their great efforts and commitment to the company in 2012. He highlighted the hard work put in by the Annual Conference Committee who helped shape the successful event. Finally, he thanked Mark Rohan for sharing his experiences with the audience. ■

Pat Collins Retirement



After 32 years of service with ESBI, Pat Collins was given a great send off by his colleagues recently to mark his retirement. The event was attended by Pat's family who enjoyed the tributes made to him at the event. Pat is pictured above with his wife Noreen and son Kevin following a presentation by Engineering Manager Donal Phelan. We wish Pat well in his retirement.

Senior experts from the Vietnamese Energy Sector visit Ireland



Ollie Brogan MD ESBI International, Seán Atkinson, Emma Silke, John Traynor, Martin Heavey, and Paul Conlon with the delegation from Electricity Regulatory Authority Vietnam at ESBI International Stephen Court.

ESBI

ESB INTERNATIONAL facilitated a request from the Electricity Regulatory Authority of Vietnam to host a delegation, including senior experts from ERAV and the National Load Dispatch Centre, to participate in a study tour of Ireland from the Saturday to Sunday December 1st - 9th, visiting ESBI Stephen Court on Monday, December 3rd. Managing Director Ollie Brogan opened the event by welcoming the guests to Ireland and gave an overview of ESBI. Following this ERAV Deputy Director Mr. Le Hieu, gave an introduction to ERAV and outlined the objectives of their visit to Ireland.

ERAV recognises that Ireland's electricity market model has similar characteristics to the Vietnamese Competitive Generation Market (VCGM) model, for example: into a pool, ex-post pricing, a CAN mechanism and the regulation of contracts for difference (CfDs). A better understanding of Ireland's electricity market is very helpful

to ERAV who can learn from our experience and apply it to their own market.

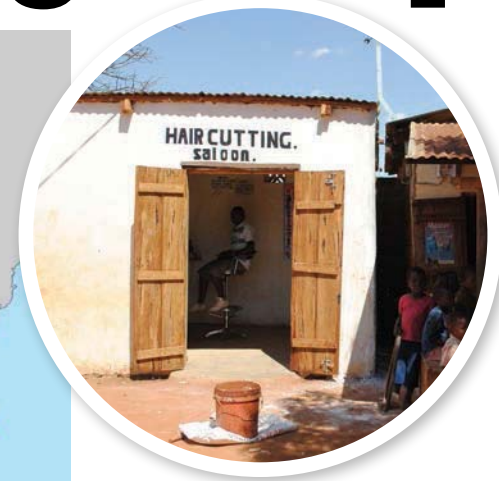
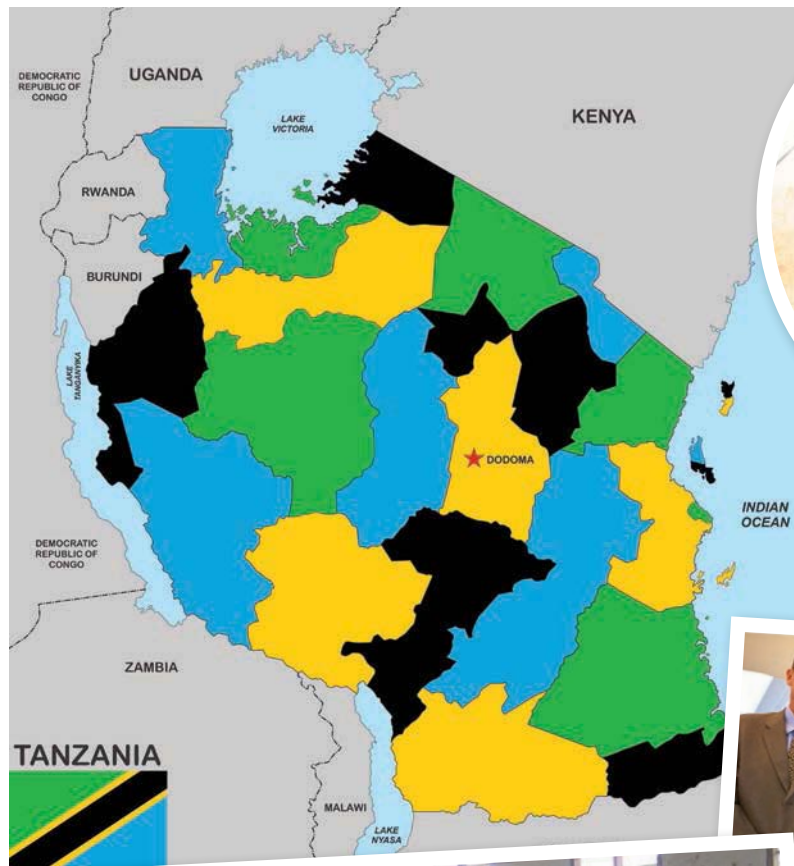
The primary focus of the study tour was on the construction, development, operation and monitoring of the competitive electric-

ESBI team members presented on:

- Review of ESBI global business and experience and activities in Vietnam. - Business Development Manager Sean Atkinson.
- Overview of ESBI's Strategic Consulting Group. Strategic Consultancy Group, Safety and Quality Manager Martin Heavey.
- A review of wholesale power market in Ireland and ESB's role in its development - Paul Conlon.
- The roles, responsibilities and relationships between ESB, the Commission for Energy Regulation and EirGrid - John Traynor.

ity market. In addition to ESB International, the delegation met with the Commission for Energy Regulation (CER) and Irish Technical Service Operator (TSO) and Single Electricity Market Operator (SEMO) and EirGrid. ■

Tanzania lights up



ESBI is overseeing the refurbishment and extension of 3000 kms of overhead lines. Pictured on site are: Johan Swan, Deputy Project Director, ESBI, Pat Smith, T&D Project Supervisor, ESB Networks; Jerry O'Sullivan, Managing Director, ESB Networks and Sean Atkinson, Business Development Manager, ESBI.



Karl Fichenscher, Millenium Challenge Corporation; Jerry O'Sullivan, Managing Director, ESB Networks; Matthew Kavanagh, Millenium Challenge Corporation and Sean Atkinson, Business Development Manager, ESBI.

THE TANGIBLE benefits of rural electrification in Tanzania are being realised as communities across the country are connected to the electricity supply. Since 2008, ESB International is delivering engineering consultancy services to a project which aims to advance the long-term development of the energy infrastructure and thereby improve the quality of the lives of the people of Tanzania.

The infrastructure developments are having a direct impact on peoples' lives by helping to stimulate economic growth and improve the levels of education. Pupils in a primary school in Hogoro, a rural village outside Dodoma, can now visit the school library in the evening time and children from neighbouring villages are using the school for night-time classes.

During a week long business trip to the region, Jerry O'Sullivan MD ESB Networks Ltd, experienced first hand the positive impact that the availability of electric power in terms of lighting, refrigeration and new local services is having on communities in rural areas. He

commented, "To see supply being brought to these local villages is very fulfilling and rewarding for our staff working here. It is also extremely satisfying for us as a utility because ESB embarked on a similar rural electrification scheme in Ireland and few technological innovations, since then, have had as much impact on the country's economy, culture and society. The advent of power in Tanzania will also transform their economy and quality of life."

In addition to visiting sites showing the extension and refurbishment of the rural distribution system, the group also went to a number of other project sites to see the diverse nature of the project. This included inspection of the installation of a new interconnector, as well as the associated substations and overhead lines. Remarking on the work carried out to date, Jerry added, "I have been hugely impressed with the quality of work here in Tanzania, the quality of the work, the safety standards and the innovation that ESB has brought to this project is truly fantastic."

The trip to Tanzania also afforded the opportunity to meet with the client, Millennium Challenge Account-Tanzania to discuss the progress and performance of the project to date. The support and commitment of the Executive team to visit overseas sites to lend their personal support to the staff as well as meeting clients demonstrates ESB's commitment to the growth of business overseas. Film footage was also taken over the course of the week, to capture the scope and scale of the project as well as to get feedback from the client and the ESBI team working there. The five minute video will be available to view on www.esbi.ie as well as other ESB internal communication channels in February. ■



ESB ecar ambassador Eoghan O'Donoghue, with his wife Beth and ESB Head of Innovation John McSweeney, at the announcement of the 21 ESB ecar ambassadors. Eoghan has been trialling the 100% electric iMiEV and recently featured in a TV3 and 3e advertising campaign sharing his experiences of driving an ecar.

Calculating the cost savings of an ecar

CORK IT EXECUTIVE Eoghan O'Donoghue was the latest ESB ecar Ambassador to share his experience of the benefits of driving the Mitsubishi iMiev in a TV3 advert. Eoghan was one of 21 people chosen from over 12,000 applicants for the ESB ecar Ambassador Programme and he has used an ecar for one year.

Eoghan calculates that his fuel costs for driving the ecar are just 3 cent per km, considerably less than what they would have been in a petrol or diesel car. Based on his first week of driving an ecar, he estimates the costs for 220km were just €6.70 or 3 cent per km. The costs are even lower when calculated using off-peak

electricity prices, ie approximately 1.6 cent per km. Eoghan also calculated that the equivalent fuel cost for a petrol car, with a fuel consumption of 36.5mpg, would be approximately €23.82, ie 10.8 cent per km.

Key objectives of the ecar Ambassador programme are to promote greater awareness about electric cars, promote the nationwide charging infrastructure and collect research data during the course of the trial. ■

For more on the experiences of our ecar ambassadors check out the ecars' blog on www.ESBecarsblog.ie and visit our videos page to see all of our TV3 and 3e features.

What's an electric car really like?

▶▶ TV3 presenter Lisa Cannon recently trialed a 100% electric Nissan Leaf for more than three months and thoroughly enjoyed it.



TV3 presenter Lisa Cannon pictured with her trial Nissan Leaf at her home in Dublin. Lisa was impressed by the car's performance and comfort levels, as well as the savings she made by driving electrically.

LISA USED the ecar for her daily commute to and from work at TV3 Studios in Ballymount in Dublin and to the city centre to attend work-related engagements, photocalls and meetings. Lisa found driving the ecar both cost effective and enjoyable. She said, "I really liked driving the electric Nissan LEAF and I was delighted with the cost savings that I made, which I calculate to be in the order of €500 over the three months.

"I found recharging the ecar overnight at home very convenient and easy. In addition, I liked many aspects of the performance of the ecar including its comfort and acceleration. I also appreciated driving a car with zero emissions and the very real benefit it was making to the environment."

During her ecar trial, Lisa primarily charged her Nissan LEAF at home

overnight using a home charge-point that ESB installed. She found that, in comparison to using a conventional petrol/diesel car, she made real savings on fuel. Electricity costs for a full charge of 160km for the Nissan LEAF were about €2.30, based on a night time tariff. This works out at about a tenth of the running cost of an average petrol car.

For longer journeys, Lisa used the network of electric vehicle charging infrastructure installed by ESB. There are over 120 publicly accessible charge points around Dublin city and county alone.

The trial with Lisa Cannon was run in association with Nissan Ireland and ESB ecars. ■

For more on Lisa's trial of the Nissan Leaf keep an eye out for her blog post on www.ESBecarsblog.ie.

ESB ecars secures €2.1m in EU funding for expansion of fast-charging network across Ireland

ESB AND the Department for Regional Development Northern Ireland (DRD NI) have been awarded €2.1 million from the EU for 50% funding for a major cross-border project to further develop the network of electric vehicle (EV) fast charging network in the Republic of Ireland and Northern Ireland.

The roll out of the network of electric vehicle (EV) charge points by ESB is well underway with more than 30 fast-charge points and 1,000 public charge points installed in the Republic of Ireland.

The majority of the new fast chargers will be located along the key inter-urban routes as well as transport hubs such as airports and ports across the island of Ireland. Fast charging allows drivers to extend the range of their electric vehicle by up to 130km in 20-25 minutes and will facilitate longer inter-urban as well as shorter commutes. The funding will also contribute towards the development of IT systems to support the fast-charging infrastructure network and will facilitate cross-border roaming and payment for electricity.

Behavioural studies are also included in the funding and this involves surveying the general public and EV drivers to gauge their views on fast charging and

to collect usage data. The results are expected to demonstrate the importance of fast charging infrastructure and will provide an understanding of the requirements for a nationwide network. It is expected that this initiative will assist in facilitating the take-up of electric vehicles and will also support Ireland in meeting its international obligations in relation to reducing greenhouse emissions.

The funding was secured under the EU Trans-European Transport Network (TEN-T) and the details were announced at the "TEN-T Day 2012" in Brussels with Vice President and Commissioner for Transport Siim Kallas.

Minister for Transport, Tourism and Sport, Leo Varadkar said, "This is a welcome announcement for the ESB and for Ireland. The ecars project has been granted over €2m funding from the EU's Trans-European Transport Network programme to further develop charge points right across Ireland. The Commission's proposal for a successor programme is currently under negotiation in the EU and will be a key priority for me during Ireland's Presidency of the Council next year. The funding will allow an extra 46 fast charge-points to be installed, 41 in the Republic and five in Northern Ireland."

ESB ecars Manager, Dermot



Commissioner Siim Kallas and ESB ecars Manager, Dermot McArdle, at the 'Ten-t Day 2012' event in Brussels with Irish manufactured EVEO charge-point with an Irish-made EVEO charge-point. At the event it was announced that ESB ecars would be receiving €2.1 million in EU funding to further develop the fast-charging network in the Republic of Ireland and Northern Ireland.

McArdle said, "This is one of the first projects in Europe to demonstrate the effectiveness of a comprehensive fast charging infrastructure for electric vehicles which will be cross border and involve dual-currency. In so doing, it will provide a roadmap for the development of a standardised international electric vehicle fast charging infrastructure in Europe".

The Northern Ireland ecar programme is being co-ordinated by the Department for Regional Development Northern Ireland. ■

DEVELOPING BUSINESS IN OMAN ESBI hosts Oman delegation



ESB Chief Executive Pat O'Doherty with the Executive Director of the Authority for Electricity Regulation Oman, John Cunneen and the Chief Executive of Electricity Holding Company (SAOC) Omar Al-Wahaibi.

ESBI

AS PART OF ESBI's strategy to grow international business in the Middle East, ESBI hosted a delegation from the Oman electricity sector in Dublin recently.

The purpose of the visit was to engage in discussions around the challenges of deregulation and unbundling of electricity supply

that the Omani market is now facing. ESB was in an ideal position to share insights about its journey from a supply monopoly to open competition.

ESB senior managers, including ESB Chief Executive Pat O'Doherty, ESB Networks Ltd MD Jerry O'Sullivan, ESBI Managing Director Ollie Brogan and a senior team from Electric Ireland, were

involved in the discussions with senior personnel from Oman's Authority for Electricity Regulation and Electricity Holding Company (SAOC).

Oman is viewed as a market with good potential and ESB international is actively following up on business opportunities in the region. ■

The main issues covered over the three-day visit were:

- The current structure of the Irish electricity market and of ESB
- The transition from pre-reform to post-reform structure of the Irish electricity market,
- ESB's management of the unbundling of distribution and supply systems
- ESB Networks' experience of the separation of distribution and supply
- The development of a world-class network

The delegation also visited ESB Networks offices in Leopardstown.

Impressions of the Doha CLIMATE GATEWAY



The 18th conference's President Abdullah bin Hamad Al-Attiah talking to Executive Secretary Christiana Figueres at one of the plenary sessions

ESBI

EDWARD WEINBERG from ESB Carbon Solutions attended the recent international conference on climate change in order to better understand the long-term regulatory implications for ESB. It was the 18th time for the international community to come together to discuss the

REGIONAL INITIATIVES:

Worldwide, new climate markets such as carbon markets are created by national level policy initiatives that aim to tackle climate change in countries including China, India, South Korea, Australia and New Zealand. A result of these regional activities is a further fragmentation of the international climate change negotiations and a change of focus, away from the EU as the centre of the global climate change marketplace.

GHG emission reduction targets. These 38 countries, most notably the EU, together represent around 14% of global greenhouse gas emissions. The Parties agreed to firm up their emission reduction targets by 2015 under a new international climate agreement, that ultimately should lead to a new legally binding Protocol to be implemented by 2020.

Some see the conference as a way forward for the future intergovernmental action. In the words of the 18th conference's President Abdullah Bin Hamad Al-Attiah "Doha has opened up a new gateway to bigger ambition and to greater action—the Doha Climate Gateway". This package of deals agreed in the conference sets out a work programme through which both developed and developing countries can deliver a new international climate agreement by 2015.

Others argue that the 'transitional' nature of the conference has failed to result in any immediate commitments that will prevent the planet from reaching the agreed temperature ceiling for avoiding some of the most catastrophic effects of climate change. It is therefore crucial that the level of ambition is raised between 2013 and 2020 in order to fill this 'mitigation gap'. We will need to wait until the next UN Climate Conference that is held at the end of this year in Warsaw, Poland, to see if more ambitious targets can be reached. In the meantime, the EU and Ireland, as its President for the next 6 months, is tasked to convince other countries to agree to higher emission reduction targets. For ESB Carbon Solutions this means that we will need to wait until such agreements have been reached until we can expand our activities in the carbon market. ■

CLIMATE CHANGE FINANCING:

Further advances have been made with regard to realising the financial commitments by developed countries of US\$ 100 Billion a year by 2020. It has been agreed that an international mechanism will be established to address loss and damage resulting from climate change in developing nations that are particularly vulnerable to the adverse effects of climate change. A challenge of the international community now is to establish potential channels for resources from the private sector and financial institutions to fund these pledges.

Nations Framework Convention that was enacted in 1992. The goal of the Convention was to set out a framework for action aimed at stabilizing atmospheric concentrations of greenhouse gases in order to limit the global average temperature rise over the next decades to 2 degrees Celsius. The following summarises the main results of the conference.

Kyoto Protocol:

The Kyoto Protocol, the main agreement within the Convention, will transition to a second commitment period, from 2013 to 2020. Only 38 countries have signed up for the second commitment period, which includes a commitment to take on firm

United Nations Climate Change effort. The negotiations brought together delegates of the 195 countries (the "Parties") that have signed up to the United

ECAR AMBASSADOR PAUL DONNELLY WINS TOP PRIZE

► Award for converting petrol car to 100% electric for final year Automotive Management and Technology project, DIT



Pictured are Paul Donnelly, Simon Wall and Niall O'Brien with a Mitsubishi Colt car that they converted to 100 per cent electric as part of a final year project in their degree course at DIT, Bolton Street in Dublin.

THE TRIO have won the Cyclo Automotive Technology Student Project Award for their conversion of a 1.3 Mitsubishi Colt to a 48 volt 3.9kw fully electric vehicle. The car conversion took three months at a cost of €750 to complete as part of their Automotive Management and Technology degree course in DIT.

Paul Donnelly, who is originally from Dundalk, Co. Louth and now lives in Dublin, was also chosen from over 12,000 entries to become an ESB ecar ambassador to trial an electric vehicle for three months as part of the Great

Electric Drive. During the trial, he will have use of the fully electric Mitsubishi iMiev and will be able to charge the ecar at home overnight. For longer journeys, he can avail of the network of public charge points that are currently located around in Dublin City and county to re-charge the car.

ESBI: WOMEN IN ENGINEERING 2012

ESBI

THE ANNUAL Women in Engineering programme, which is in its sixth year, took place from Wednesday to Friday November 28th to 30th. The programme was organised by Lisa McCord and this year eight schools participated in the programme with 14 transition year students taking part.

Eight schools and 14 transition year pupils participated in the latest Women in Engineering programme. It was the sixth year of the event and

the programme of three full days from Wednesday to Friday November 28th to 30th was organised by Lisa McCord.

ESBI and Lisa McCord would like to thank all those who took part in the programme including ESB and EirGrid who took the time to facilitate visits and present to the students.

A big thank you also goes to the Seán Ramsay and Ian Riordan from the Learning and Development Team for their support leading to the programme's continued success. ■



Women in Engineering participants pictured with ESBI Strategic Business Performance Manager Jacinta Ryan and ESB Innovation's Learning and Development Team members Seán Ramsay, Lisa McCord and Ian Riordan.

THE PROGRAMME WAS AS FOLLOWS:

- ESB International Managing Director Ollie Brogan opened the programme.
- Claire Looney spoke about Engineering being the career path for her.
- First Engineering Challenge: Build a marine turbine using K-nex kits. Susan Stack from and Christine Evans offered support and guidance during the challenge.
- Christine Evans, gave the students an informative talk on college life and why she chose engineering.
- Second design and construction challenge: Build a hydraulic truck from household items, facilitated by Anyone 4 Science.

- Visit to Turlough Hill power station where Plant Manager Dave Sexton gave a presentation and tour.
- Presentation by Chloe Kinsella on her exciting career path since joining ESBI.
- Visit to the EirGrid National Control Centre, hosted by Amanda Kelly.
- Paddy Crowley gave the students a presentation on his time with NASA.
- Jacinta Ryan closed the programme by speaking to the students about her career in engineering and ESBI and about the importance of selecting a career path that they were keenly interested in, as this would lead to a long and fulfilling career.

Generation & Wholesale Markets

Safety Conference

THE FIRST Generation & Wholesale Market Safety Conference took place on 30th January and was attended by 120 safety leaders from across the business, along with guests attendees from Corporate Centre and ESBI.

Paddy Hayes, Executive Director, G&WM, opened the conference with a sombre reflection on the recent tragedies that resulted in the deaths of two young ESB Networks apprentices. Against this backdrop, he urged all in attendance to take personal responsibility for ensuring their own safety and that acting as safety leaders, setting and living the safety standards that inspire all who work in our business to deliver on.

Generation and Asset Development businesses then presented on the safety outcomes for 2012 and the significant challenges ahead for 2013.

Mark Lawlor and Fiona Kennedy outlined the road map for the 4You behavioural safety programme and introduced the workshops on 4You, which included; Managing Change in the context of 4You, Dynamic Assessment (NUT) and structured safety conversations.

Four separate workshop streams participated in two separate workshop topics.

In the afternoon the conference agenda moved onto the second significant theme of the day, the Process Safety Project. Brian McAleer, Project Manager, presented on the scope of the project and the project road map and work plan.

Paddy Hayes later announced the Merit Award winners for the second half of 2012



Harry Doherty and Padraic Dooley, both Erne Stations with Brian O'Mahony, Chief Civil Engineer (centre) at the G&WM Safety Conference.

Nadine Rooney, who recently left ESB, attended the conference to recount a personal story of how the safety training she received in ESB benefitted her family in a profound way.



-Aghada and Moneypoint stations with the overall Safety Award for 2012 awarded to Moneypoint. Their submission was based on the work undertaken with contractor companies and their staff to achieve continuous improvement and create an environment where all persons can work safely and carry out quality work to a very high standard.

Mick O'Mahony, Manager Asset Development then chaired the 4You Workshop feedback and discussion, and the day was brought to a close by Nicholas Tarrant, Manager Generation.

If you wish to obtain a copy of any of the presentations please contact brian.gray@esb.ie



Paddy Hayes, Executive Director G&WM opened the Safety Conference with his 2013 Safety Message. This was followed by presentations from Jim Corcoran, Production Safety Specialist (left) and Michael O'Grady, H&S Manager, Asset Development (right).



Paddy Hayes presenting staff of Moneypoint Station with their award as Overall Winners of the G&WM 2012 Safety Awards. Pictured (l-r): Frank Moran, Martin Hehir, Tomas Flaherty, Brendan Kennedy, Station Manager; Sean Price, Mick Hogan, Aodhan McAleer, Paddy Hayes, Christy Creevey, Mick Edwards-Murphy and Sean Rynne.

Allenwood Enterprise Centre renamed in honour of the late Michael Fitzpatrick

ALLENWOOD RESIDENTS came together just before Christmas to honour the memory of the TD and long serving Councillor, Michael Fitzpatrick, who died in October 2011. A native of Cootehill, Michael had made Allenwood his home for many years and it was while he was on Garda duty in Robertstown that he met his wife Maureen, then working in Allenwood Power Station. Maureen was to go on to spend all her working life in the Midland Stations.

Michael was working as a Personal Assistant to Charlie McCreevy, who was Minister for Finance, when the closure of Allenwood Station took place in 1992 and was fully involved when the negotiations with ESB took place on the future of the

site. Through Michael's tremendous efforts with the local community and ESB, the site became home to the Allenwood Enterprise Centre operated by ACDAL, the local community based



Nicholas Tarrant, Manager Generation ESB chats to Maureen Fitzpatrick after the event.

organisation set up in 1994 to promote job creation. By encouraging small business incubation it operates as the conduit for the generation of employment in the area. The Enterprise Centre and Industrial Park now hosts 17 companies, employing 105 staff directly, supporting many more jobs indirectly and is the largest employer in the area.

Following the untimely death



Maureen Fitzpatrick pictured with her son Darragh at the unveiling of the plaque to rename the Centre in honour of her late husband, Michael Fitzpatrick TD.

of Michael due to motor neurone disease, the community came together with Manager Tom Quinn, to discuss a lasting memorial to Michael in gratitude for his years of commitment, driving force and efforts on behalf of the people of Allenwood. The Centre has now been renamed 'The Michael Fitzpatrick Enterprise Centre' and was announced at an event which was attended by his wife Maureen, son Darragh, former Minister Charlie McCreevy, local representatives and groups and members of the wider community.



Letters from Japan

DARA CONNOLLY



Koya-san

One of the most interesting places we have visited in Japan is the monastic settlement of Koya-san, a remote mountain fastness that is home to dozens of temples and monasteries, and thousands of monks. Tourists and day-trippers (like us) arrive by cable car, and those who choose to stay overnight (unlike us) can experience the ascetic simplicity and tranquillity of monastic life.

There was heavy snowfall on the day of our visit, lending an additional magic to the already other-worldly surroundings. Especially atmospheric was the cemetery, where graves and monuments from many centuries are nestled among mature trees.

Politics

The end of the year saw general elections in Japan, the defeat of the ruling Democratic Party, and the return to power of the Liberal Democratic Party under Prime Minister Abe. As the new PM is considered to be more favourably disposed to nuclear power than his predecessor, the change of government may bring about a change in energy policy.

New Year

On New Year's Eve, we visited a nearby temple called Shitennoji, which is the oldest temple in the whole of Japan. At midnight on New Year's Eve, the great bell is struck 108 times.

On New Year's Day, there is a special traditional meal called o-sechi, which consists of many different delicacies, all beautifully presented in a set of wooden boxes.

Another important event is the first visit to the shrine after New Year. Visitors can "draw lots" to learn their fortune for the year, which is written on a piece of paper similar to what you would find inside a fortune cookie. Those who receive bad fortunes leave them tied to a tree inside the shrine, in the hope of leaving the bad fortune behind. With some trepidation I drew a lot, and was delighted when I unrolled my fortune and it said "Daikichi" – the best possible fortune.



Appreciation



Frank Nolan

IT WAS with deep regret and shock that we learned of the sudden passing of our friend and colleague Frank Nolan. Every one who saw Frank saw a big man but everyone who knew Frank knew an even bigger man. Loving husband to Marie, proud father of Ben and Ruth.

Every individual and organisation involved with Frank was the better for his involvement. Frank had ability and 'common sense'. If you had a problem no matter what it was, Frank was the person to contact.

Moneypoint is certainly a better place because of his drive, his ideas and his ability to make improvements and get things done. Admired and respected by all those he dealt with - staff, contractors and suppliers.

Kilrush Rugby Club benefited from Frank's passion for

rugby. He designed, built and installed the new showers. His time, effort and dedication to the grounds and to the membership was outstanding.

Frank's other passion was motorcycles, something he was both happy and scared he had passed on to Ruth. He was extremely proud when Ben headed off to NUI Galway. He had a great sense of humour, loved a joke or a prank and saw the funny side of most things. Frank was also courageous, both of word and of deed, he would never shy away from saying what needed to be said nor doing what needed to be done.

He was a man of honesty and integrity and a friend to many. Listening to people speak about Frank and the outpouring of grief shows how much he meant to so many people. We say farewell Frank knowing the world will be a smaller place without you. May you rest in peace.

Thankful Appreciation

Frank's wife Marie, son Ben, daughter Ruth, mother Bridget, sisters Geraldine and Catherine and extended family would like to thank everyone from around the country who travelled to Frank's funeral in November. Many thanks also to those who phoned, sent cards, letters and flowers.

To the management and staff of ESB Moneypoint, we will never forget your goodness and kindness to us throughout this very sad time.

We were overwhelmed by the expression of sympathy and support we have received from you all and we wish to express our sincere appreciation.

Through Frank's life and work, he obviously touched the lives of an enormous number of people across the country. We hope that his memory will live on in the hearts of you all who knew and appreciated him during his all too short time with us.

BSC and Electric Ireland

Electric
Ireland
Online
Store

page 16



A REMARKABLE YEAR FOR ELECTRIC IRELAND SOCIAL MEDIA ACTIVITY

JUST BEFORE Christmas 2012, Electric Ireland reached the landmark of 10,000 followers on Twitter, having started the year with 1,500 followers. A lot of effort and hard work went into reaching this as part of our goal to develop and promote our full suite of digital channels – especially our Social Media Care channels: Boards.ie and Twitter. We are happy to say that these efforts paid off, as we have enjoyed an increase in traffic to our social media sites and, above all, we have reported an increase in customer satisfaction online. Reaching 10,000 followers was an exciting occasion for us, because building up Twitter followers is done without the assistance of clear call to action via our advertising; it is purely based on engagement and content, and it gives us a great sense of achievement to be at five figures now, especially as we are greatly out-performing our competitors, so... bring on the next 10,000 followers!

Customer service and engagement via social media is becoming more and more recognised for its merits as a channel of communication and care – customers find it convenient and easy, and the tone is personable... almost like a chat. It is an ideal way for customers, who do not have time to stop and make a phone-call and possibly be put on hold, to query and resolve issues. And it means being put at the top of the queue and avoiding the waiting time that might be experienced if emailing. It offers a new and considerably different customer experience to the more traditional forms, and is of great appeal to the digital generation. Electric Ireland's social media aim is to have an online presence for customers to service them at their point of need. Growth of smart phones and broadband in Ireland has seen more and more customers migrate to digital channels for customer service.

The growth in Ireland of channels such as Twitter (there are almost 600,000 active Twitter accounts in Ireland, 40% of whom never tweet but just follow and enjoy content from other "Tweeters") has allowed us to showcase our exceptional customer care with an audience who might not otherwise experience it (non-customers, customers who have never had a reason to call us, journalists etc.) thereby encouraging them to switch to us, stay with us or be positively inclined towards us.

We begin 2013 with plenty more followers and a brand new look for our Boards.ie forum. We start the year with a robust plan and look forward to delighting our public in 2013 with entertaining and relevant content. ■



Positive points for 2012 included the successful Powering Kindness campaign, which resulted in a soar in positive sentiment towards the Electric Ireland brand online and a great engagement (including a staggering 145,000 views of our Powering Kindness video on YouTube).

We also enjoyed an increase in traffic on Boards.ie, Facebook likes reached well over 40,000 by the end of the year, an increasing number of customers engaged with us for queries, and there was a multitude of great compliments for our Social Media team, David and Una. All in all, the big campaigns of 2012: Team Ireland, Electric Picnic and Powering Kindness, were well received on Social Media and these resulted in much engagement with online audiences for the Electric Ireland brand. And of course, Electric Ireland won a gong at the Social Media Awards in May!

Follow us on Twitter @Electricireland, like us on Facebook.com/electricireland and talk to us on Boards.ie: www.boards.ie/electricireland

Contents »

■ Launch of the new coffee dock in the Head Office Fitzwilliam Restaurant

From more than 70 entries, the judges choose the name The Barista Coffee Bar for the new HO coffee dock.

■ BSC award winners

The Business Service Centre launched a Recognition Scheme in February 2012. The aim of the scheme is to encourage and recognise excellent customer service, innovation and service delivery by Business Service Centre staff

■ New Sharepoint Site

The role of IT Governance and Strategy is to ensure ESB adopts best practice

■ Electric Ireland wins two awards at the Irish Sponsorship Awards

Electric Ireland was awarded 'Best Sports Sponsorship' and 'Best Use of TV' for its sponsorship of Team Ireland for the London Olympics 2012

■ Electric Ireland Online Store

Saving money is something that we all think about at the start of each year so why not combine this with reducing your carbon footprint!

IS SECURITY

7 IT security tips for safe home computing

► With an ever greater use of computers, tablets and various other gadgets in the home, along with the risks in being constantly connected to the internet, it is worth taking a quick look at a few tips to help keep it all secure. The seven simple tips outlined below can help protect you against hackers, viruses and other cyber threats.

1 APPROPRIATE SOFTWARE: For home computers, always ensure you have antivirus software installed, real-time scanning is enabled and that the virus definitions are kept up-to-date. The Symantec antivirus software is available free of charge to all ESB staff for use at home. Please see ESBNET for more details.

Ensure that you have an appropriate firewall installed and enabled. Most operating systems now install one automatically and the Symantec antivirus software mentioned above installs one also. Finally, consider leaving on automatic updates for your operating system so you can receive new security patches.

2 PORTABLE DEVICES: Consider encrypting any portable devices which might contain confidential or sensitive information e.g. USB Keys, Laptops etc.

3 PASSWORDS: As ever these should never be shared and should not be easily guessed. Try using a pass-phrase instead of a password and remember to add numbers, special characters and mixed cases to make them even stronger. Never use the same password for multiple accounts/sites as you are effectively putting all of your eggs in one basket. If the password becomes known then access to all your accounts/sites has been compromised!

4 EMAILS: Consider encrypting any confidential or sensitive information in emails that you send. Always think 'Am I ok with the possibility of other people reading the contents this email?'

5 ONLINE SHOPPING: If you are buying from a site you have not used or heard of before, do a quick search to see if anyone else has had any bad experiences with them. Remember, when you come to make your payment, always ensure that credit card details etc. are encrypted during transmission. You can do this by ensuring the URL address for the page has the prefix "https" and a "padlock" or similar symbol should have appeared in the web browser when the page loaded.

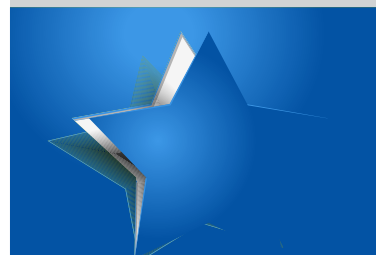


6 WI-FI: With your broadband modem, ensure that Wi-Fi encryption is turned on otherwise anyone in close proximity can gain free access to the internet through it or worse to your home network. Check that the password is strong as your service provider might have used a default weak password. Also, check that your service provider has not put identifiable information like your name or house number on the SSID (the network names you see when you look for wi-fi signals) for all to see.

7 BACKUPS: If anything happens to your device, a backup might be your last chance of getting back that important data. You should be taking regular backups of your important data like photos and personal documents. Finally, consider keeping an offsite copy of the backups just in case.

BSC recognition scheme

Page 15



IT Governance – New Sharepoint Site

THE ROLE of IT Governance and Strategy is to ensure ESB adopts best practice in:

- How it makes and prioritises IT investment decisions,
- Manages IT projects
- Designs, builds and secures IT systems
- Gets maximum value out of IT investments and systems

Approximately €50m is spent each year delivering IT Projects. Technology has been critical in facilitating new and/or improved business processes, cost reduction and excellent customer services.

The Technology Service Delivery and Investment (SDI) Board was introduced in 2011 as part of a new governance structure to oversee ESB wide IT investments. The SDI is accountable to the BSC

Executive Board and is responsible for managing cross-BU ICT Investment and ICT Service issues by understanding, challenging, supporting and monitoring service delivery, investment, future opportunities and benefits.

IT Governance and Benefits Realisation is responsible for working with Business Units to provide an ESB framework to support IT Project Investment, Project Management and Benefits Delivery.

There are a number of important documents, processes, guidelines, presentations etc. to help and support all staff involved in managing and delivering IT Projects. ■

All of this information is available in our new Sharepoint site at <http://esbmoss/sc/gsict/itgs/itgoven/default.aspx> If you have any questions or queries, please contact Sandra Ryan ext. 27837.

Electric Ireland and Payzone promotion expected to raise €300,000 for three Irish children's charities

ELECTRIC IRELAND and Payzone have teamed up with a unique promotion to raise funds for three Irish children's charities. Each time an Electric Ireland customer pays a bill through their local Payzone agent, Electric Ireland will donate €1 to a fund that will be shared between the ISPCC, The Children's Medical & Research Foundation at Our Lady's Children's Hospital, Crumlin (OLCHC) and Temple Street Children's University Hospital. Running from January 14th – April 30th, the promotion is expected to generate €300,000 which will be shared equally between the three charities.

With over 2,000 Payzone agents throughout the country, Electric Ireland customers can make secure payments on their bill through the nationwide network. Supporting this initiative is simple and convenient. Customers simply pay their Electric Ireland bill through a Payzone agent and the donation automatically goes towards the fund at no cost or inconvenience to the customer.

Payzone customers now have the added incentive of knowing they are donating to a great cause every time they pay their Electric Ireland bill at one of our Payzone agents nationwide



Newstalk Presenter Tom Dunne, RTE Presenter Ryan Tubridy, Andrea Roche and Ken McKervey.

Electric Ireland Commercial Manager, Ken McKervey, described the promotion as “a simple and convenient initiative that allows Electric Ireland customers pay bills through Payzone’s nationwide network, with the added benefit of supporting three children’s charities.”

He added, “Electric Ire-



Jim Deignan, Managing Director, Payzone with Ken McKervey announcing details of the Electric Ireland Payzone Campaign.

land is delighted to make the charity donation on behalf of its customers.”

Payzone offers customers a secure and convenient bill payment system. According to Jim Deignan, Managing Director, Payzone, “Payzone is delighted to be a part of this fantastic initiative. Payzone customers now have the added incentive of knowing they are donating to a great cause every time they pay their Electric Ireland bill at one of our Payzone Agents nationwide.” ■

For full details on the network of Payzone Agents that accept Electric Ireland payments, visit www.payzone.ie and use the drop down menu to find a local agent.



Performance and HR Operation, BSC. From back: Maria Travers, Sean Ramsay, Sinead Scott, David Hughes, Orla Gallagher, Catherine Naughton, Siobhain Tinkler and Michelle Doyle.

The introduction of a single Performance & Development Process

IN PARALLEL with the launch of ESB’s Corporate Strategy 2025 the company is re-organising the management and delivery of its HR activities, processes and systems.

The key elements of Performance & Development are “My Goals” and “My Development” – newly introduced terms that reflect each individual’s personal ownership for their performance and development. “My Goals” replaces what has been typically known as the Goal/Objective Setting and Review process within Performance Management, while “My Development” replaces what, up to now, was known as the PDP/ITDP process.

Key to the success of Performance and Development, however, are the regular conversations that take place between a manager and their direct report to discuss progress, review performance and development; and provide feedback and support. Performance & Development conversations will therefore become a regular feature of how we do our business, with all staff receiving ongoing feedback and support to enable them to achieve their goals and progress their personal development. The roll-out of the Performance & Development process for 2013 will begin across ESB from January. More information will be available from nominated managers and staff in your business. Communications, training, guidelines and support will be provided from within your business shortly.

One visible element of that will be the introduction of a single, standardised approach to Performance & Development to support sustained performance improvement across all businesses, while enabling staff development.

In January 2012 a project team was established and commenced its work with regards to the development of a single Performance & Development process in preparation for the 2013 cycle. The project team consisted of HR Business Experts from across ESB and also involved a strong working partnership with Technology Solutions and IT Service Support.

The annual cycle commences every January when the individual and his/her manager meet to discuss and agree on ‘My Goals’. Six goals will be agreed by the individual and

My Goals and My Development will be recorded on SAP for everyone via Employee Self Service (ESS) and agreed via the Manager Self Service (MSS).

If you have any immediate queries you can contact Dave Hughes, Performance & Development, HR Operations, Business Services Centre at ext. 27495.

BSC Recognition Scheme

► The Business Service Centre launched a Recognition Scheme in February 2012. The aim of the scheme is to encourage and recognise excellent customer service, innovation and service delivery by Business Service Centre staff.

OUR WINNERS FOR OCTOBER 2012 WERE:

Cathy Mooney guided the successful delivery of the NIE Enduring Solution project by managing stakeholders, project complexities and knowledge transfer.

Fiona Allan shone the torch for the BSC Olympic Challenge with her can-do attitude by quickly adapting and embracing new and unfamiliar ways of working, collaborating and networking with a diverse group of people within and outside ESB. **Niamh Smyth** and **Mark Kelly** proved their ‘can-do’ attitude in their work on Business Warehouse reporting. They have consistently delivered what they promised, often staying



Picture above is Brid Horan, Executive Director BSC and Electric Ireland and Paul Cox, HR Manager with the winners for October 2012 BSC Recognition Scheme.

after hours and providing outstanding support for customers.

Eamonn Gregg, Thomas Stafford, Philip Darcy, Liam Kenny, Frank Chaney, Jimmy Augusta, Mick Fitzsimmons, Alex Keogh, Eddie Dempsey, Danny McMonagle and Brendan Flynn: With all the people moves happening in the organisation, nothing appears to be too much for our space planners. The team have demonstrated their ownership

of the complete moving process ensuring those who are moving have pleasant journeys to their new homes.

All of our staff above have shown outstanding commitment and vision in carrying out their day to day duties, and are a shining example of all that is best about BSC and ESB overall. Well done to you all and we look forward to featuring further winners in future issues. ■

Be the brightest on the shortest and darkest day of the year! - 'National Be Safe Be Seen Day'

ELECTRIC IRELAND and The Road Safety Authority (RSA) launched the second annual 'National Be Safe Be Seen Day' which took place on Friday December 21st, the shortest and darkest day of the year. With fewer hours of daylight during the winter months, the aim of 'National Be Safe, Be Seen Day' is to remind all road-users how important it is to be seen by wearing high visibility material when out walking, cycling or motorcycling, and using dipped headlights when driving, in order to stay safe on the road. ■



Pictured includes Lisa Browne, Sponsorship Manager Electric Ireland, Chairman of the Road Safety Authority Gay Byrne, Garda Martin McKenna from Carrickmacross Garda Station, Noel Brett, Chief Executive of the RSA and children from Bizzy Bees Childcare.

ONLINE STORE Product Review

David Matthew, Social Media Team, Abtran

X-mini Max II Rechargeable Speakers, €51.99

THE SOUND quality that X-Mini has managed to squeeze into these gorgeous little speakers is incredible, defying their dimensions. Full, rounded bass with clear mids and trebles (without distortion, even at max volume). They can be used together, sitting either side of a laptop while you watch a movie for example, or on their own (as I use them) connected to an iPod/other mp3 device.

The big advantage of having two, is when one is fully discharged, you simply connect the other one. The sound quality of one stand-alone unit is more

than sufficient for my purposes. Keeping one charged ensures you never run out of juice; it's just like swapping out batteries, but easier. For storage/travel, they magnetically connect together and can be twisted down to size, like little accordions.

Overall, an easy recommendation to make: great value for such robust, portable, aesthetically-pleasing devices, and the sound truly delivers (as does the store, hassle-free). ■

Check out ElectricIrelandstore.ie for more details.



Electric Ireland Online Store

By Mary Milne

▶ SAVING MONEY IS SOMETHING THAT WE ALL THINK ABOUT AT THE START OF EACH YEAR, SO HOW ABOUT SAVING UP TO 88% ON LIGHTING BILLS BY SIMPLY CHANGING YOUR SPOTLIGHTS FROM HALOGEN BULBS TO LEDS?



Although traditionally LED lights were expensive, the latest range of LED spotlights are budget-friendly with quality output and light quality, while ensuring reduced electricity use.

We have just launched GE 6 Watt GU10 LED spotlights that give the same light output as a standard 50W halogen version, while providing an 88% energy saving and lasting 12 times longer. While a 50W halogen can cost €10.40 a year in electricity usage (based on three hours' use a day), the LED 6W spotlight has a comparable run-

Top-seller on the store continues to be the Carbon Monoxide Alarm. Carbon monoxide (CO) is a highly poisonous gas that has no colour, taste or smell. It is totally invisible to the human senses and can be produced by appliances that burn gas, oil, wood, paraffin, charcoal, coal or other solid fuel. Please refer to <http://www.carbonmonoxide.ie/> for more information as to why every home should have an alarm installed.

ning cost of just €1.25, saving the user €9.15 each year in electricity costs for each 50W halogen bulb replaced. It also comes with a five-year manufacturer's warranty.

As a special introductory offer the GE 6W GU10 Led is on sale for €19.99 for a limited time. Keep checking in to the ESB Online Store over the coming weeks, as we will be adding to the range.

Retirement of Mick Roche



Brid Horan, Executive Director with Mick, his wife Kathleen and daughter Mary at a presentation to mark his retirement.

AFTER 35 years dedicated service, Mick Roche, Financial Controller BSC & Electric Ireland availed of the Voluntary Severance Programme at the end of September. Long associated with the Finance function across the Group, Mick enjoyed career success in Corporate Centre, the old Customer Services Business Unit, Power Generation and latterly in the Business Service Centre and Electric Ireland. Over the last 20 years, Mick was ESB Group Treasurer and held a number of other senior management positions in Finance and Energy Trading.

A presentation was made to Mick on 27th September by Brid Horan, Executive Director, in Head Office where Mick was joined by his many ESB friends and colleagues. ■

RETIREMENT OF VALERIE LITTLE, BRIAN DOWD AND KIERAN SWEENEY

▶ Presentations were made by Executive Director Brid Horan on Wednesday December 5th to mark the departures of Valerie Little, Brian Dowd and Kieran Sweeney. The event was enjoyed by a large number of staff, past and present

Valerie Little, HR Manager BSC & Electric Ireland, began her career in Power Generation in 1974. From there she moved to Head Office working in Training, Recruitment, Corporate Change and in Group HR where she held the position of Equality & Diversity Manager. Valerie went on to hold a number of other key senior management roles in Group Finance, Corporate Centre, ESB Networks and ESB Customer Supply. Valerie was one of our early female role models being the first woman to be appointed to the positions of ESB Group Treasurer and Head of Group Internal Audit.

Brian Dowd, Manager Energy Services in Electric Ireland, had a diverse career in ESB from 1978

when he joined as a planning engineer. Following a three year break from ESB in 1983 to work for the Zimbabwe Electricity Supply Authority, Brian went to work in ESB's Distribution Department and spent the following 18 years in a variety of senior management roles. Brian managed the All Ireland Market Project from 2005 and in 2008 became ESB's first Energy Services Manager, establishing the business which is now a key offering for Electric Ireland's customers.

Kieran Sweeney, Head of the Business Service Centre & CIO, departed after almost 27 years in ESB. Kieran held a number of vital roles in ESB and led some key initiatives. He began his ESB career in Materials Department in 1986, managing ESB's stock of wood poles, from where he moved to Stock Control before becoming the first manager of Dublin Supply Store in 1992. Kieran subsequently held a number of positions on the Shared Services SMT. He

moved to Power Generation in 2000 as Station Manager, Great Island. Since then he held senior management positions in Power Generation and in Group HR and in 2010 became the Head of the newly established Business Service Centre & CIO.

We thank each of our colleagues for their commitment and major contributions to ESB over their many years of dedicated service.

We wish Mick, Valerie, Brian and Kieran and their families the very best for the future. ■



Brid Horan, Executive Director pictured with Brian, Valerie and Kieran at the event to mark their departure.

The home heating remote control system climote was also launched on the store website on Wednesday December 12 and it is one of the top sellers this month. At present, climote is available at a special offer price of €299, which includes installation and one year licence fee.

Home owners that remotely contacted climote more than once a week found that they were using their heating 20% less of the time compared to those that didn't – and they are enjoying savings of up to €350 a year* for a typical oil-heated home, and savings of up to €175 annually* for a typical gas heated home. (*based on a trial of 70 homes).

Using climote means that you can avoid heating an empty house or

coming home to a cold one. You can even use it to turn on your heating before you get up in the morning! Climote is fitted with a built in sim-card that allows you to boost your heat; turn it on and off; adjust time settings; set room temperature; and apply five-day, seven-day, weekend and holiday schedules.

Please refer to www.carbonmonoxide.ie/ for more information as to why every home should have one installed.



LAUNCH OF THE NEW COFFEE DOCK IN THE HEAD OFFICE FITZWILLIAM RESTAURANT



The new Barista Coffee Dock.

Pictured at the official launch of the new Barista Coffee Bar in the Fitzwilliam Restaurant were Peter O'Shea, Jessie Buckley, Kevin Crangle, Brid Horan, Executive Director BSC and Electric Ireland, Fiacra Nagle, MD Kompass Ireland, Mary Penco and Laura Olson.

WITH OVER 70 entries the winning name for the coffee dock picked by the panel was the Barista Coffee Bar - 4 people suggested this name for the area.

The winning entry picked from the four was Geraldine Brudell,

Lough Ree Power Station. Congratulations to Geraldine who won a food hamper. We hope you enjoy the goodies.

We would like to thank all entrants who took the time to suggest a name. ■



New Electric Ireland Payzone Promotion to raise money for charity

page 15

Electric Ireland wins two awards at the Irish Sponsorship Awards

BEST SPORTS SPONSORSHIP AND BEST USE OF TV



Pictured at the awards were Electric Ireland staff (l-r) Trish Canty, Lisa Browne, Grace Counihan, Ken McKervey, Commercial Manager Electric Ireland and Catherine O'Dwyer. Missing from the photograph is Sean Walsh.

ELECTRIC IRELAND was awarded 'Best Sports Sponsorship' and 'Best Use of TV' for its sponsorship of Team Ireland for the London Olympics 2012 at the inaugural Irish Sponsorship Awards on 5th December at the Burlington Hotel, Dublin.

The award-winning sponsorship was designed to support ESB in generating awareness and affinity towards its new energy supply brand Electric Ireland. The sponsorship was announced in September 2011 and Electric Ireland invested in an integrated marketing and PR campaign over the following twelve months up to and including the London Olympics.

The campaign featured several Team Ireland athletes including Katie Taylor, Michael Conlon, Deirdre Ryan, Darren O'Neill and Martyn Irvine. Electric Ireland won Best Use of TV for its TV advertising campaign which was produced by RTE and featured six Team Ireland athletes.

Speaking at the awards, Lisa Browne, Sponsorship and PR Manager, Electric Ireland, said, "We are delighted to win

two awards at the Irish Sponsorship Awards. This has been a terrific sponsorship which delivered excellent results for our business and brand. We implemented a partnership approach with the Olympic Council of Ireland to ensure the sponsorship genuinely supported the best interests of Team Ireland athletes and their supporters".

Pat Hickey, President, Olympic Council of Ireland, said, "Electric Ireland's sponsorship was hugely successful in building support for Team Ireland and creating profile for members of the Irish Team on their journey to the 2012 Olympics, many of which weren't household names. It's great to get that recognition from the Irish Sponsorship Awards. Electric Ireland really took the sponsorship and ran with it. The partnership with Electric Ireland showed the difference real energy can make and on the back of that energy we brought back five medals."

The award-winning sponsorship was delivered by: RTE, Wilson Hartnell Public Relations, Mediavest and Irish International. ■

Exclusive
ESB staff offer

€25

per bill over
two years*



With climote, you can control your home heating from anywhere

Imagine how useful it would be if you could turn your home heating on and off while you're still at work, on your way home, or even on holidays?

climote puts you in complete control of your home heating – and your home heating bills – with a unique, remote control operating system that you can control online, through our smartphone app, or even by text message.

1850 372 333

homeservices@electricireland.ie

*This includes installation and one year's remote access fee of €36. For full T&Cs visit www.electricireland.ie/homeservices/termsandconditions



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Ireland

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ENGINEERS IRELAND EXCELLENCE AWARD



Pictured at a recent ESB-sponsored Engineers Ireland Excellence Awards at the Four Seasons Hotel in Dublin are: Pat O'Doherty, ESB Chief Executive, finalist Greg Hanna with his sister and his father and presenter Mary Kennedy.



ESB Strategy Briefings in ESB Networks

▶▶ ESB Networks is actively engaged in briefing the ESB Strategy 2025 and the ESB Networks Strategy to all our staff.

AT OUR briefings we outline the key strategic priorities identified in the Strategy and discuss what we aim to achieve for each of these key priorities, up to 2025. We consider the main challenges facing ESB and ESB Networks at this time and also the many opportunities we must embrace to continue to be a successful business into the future. We also discuss what the strategy means for the ESB Networks business, our key strategic initiatives and consider how each of us, in our teams, will contribute towards the delivery of the ESB Networks strategy.

The briefings are generating many questions and much debate and are feeding into our Business Planning for the year ahead.

Our aim is for all in ESB Networks to be familiar



We consider the main challenges facing ESB and ESB Networks at this time



Jerry O'Sullivan, MD ESB Networks Ltd, addresses the gathering.



(l-r): Paul Tobin, Finance; William Phang, HVD&C and Peter O'Hagan, HVD&C.



(l-r): Brian Nunan, HVD&C Cork; Sarah Gallagher HVD&C Clanwilliam; Geoff Prendergast HVD&C Castlebar and Pdraig OHiceadha, Manager HVD&C.



Attendees at a strategy briefing.

with the key elements of the ESB and ESB Networks strategies, understand why they have been chosen as the best path for ESB at this time and clearly identify the important role each of us play in the delivery of our strategy and bringing about ESB's continued success. ■

ESB NETWORKS REALIGNMENT

ESB NETWORKS has carried out a realignment of their organisation, to facilitate the exits provided for in the Cost Base Agreement.

In November 2012, ESB Networks published their new Organisation Structure and invited staff at Middle and Frontline manager level to express an interest in roles in the realigned organisation. The final decision on assignment of staff to each role in the realigned organisation was made by the ESB Networks Senior Management Team and was announced on 14th December.

The Realignment Selection outcome was 12.5% rotation of managers within the business. The breakdown of individuals moving roles was:

- 34 out of 133 Middle Managers (25.5%).
- 28 out of 232 Front-line managers (12%).
- 10 out of 209 Team members (5%). ■

The new Organisation Chart is published on the Homepage of the ESB Networks Intranet site. The realignment enables the ESB Network Flexibility Agreement, facilitates our VS exits and supports an engaged and agile workforce, (which is one of the key priorities of the ESB Strategy). Best wishes to all who are taking up new roles.

Contents »

■ 'Rapunzel' raises an amazing €12.5k for charities!

Chris Peoples, who is currently working on the new 110kv Binbane line, recently took part in a head shave to raise funds for meningitis and muscular dystrophy research

■ Work successfully transitions between Cork and Galway

Teams in Cork and Galway have completed the exchange of Timesheet Processing and Accounts Receivables between both locations

■ ESB Networks staff minimise the impact of Christmas storm

Staff and crews were once again ready, prepared and willing, when they were called upon to respond to the impact of storm damage over the Christmas period

■ Preparing students for the working world

ESB Networks Cavan/Longford has established a link with Ardscoil Phadraig, Granard to provide students with work life skills and insights into the world of work

ESB Networks migrating to a Next Generation (NGN) Telecom Network

The growth in smart networks and falling costs of IP equipment means that utilities now need to start to invest and migrate to IP technologies for their operational networks. Manufacturers of IP equipment are predicting huge growth in demand for their products from the utility sector to support smart networks. Governments, utilities, universities and manufacturers are all working together to develop the cyber security solutions that are needed to operate and control the electricity network.

UTILITIES AROUND the world are dealing with a huge increase in the number of devices with which they need to connect. These devices range from line sensors, such as fault passage indicators, breakers, voltage regulators and smart meters. The traditional telecoms equipment that provides end-to-end circuits need to evolve to support this huge increase in devices and the capacities required.

Telecom operators faced this problem a decade ago in terms of the huge growth they anticipated in connecting to home PCs and ultimately to mobile

devices. Their solution was to adapt internet protocols (IP) to develop their new architecture. For instance, British Telecom (BT) announced in 2005 that they would invest £10 billion over five years in moving to a next generation network (NGN) based on IP technologies, which they called '21CN'. Utilities have been aware of this solution, but have been slow to adopt this technology due to legacy investments in place in traditional equipment, as well as the greater risks to cyber security this solution introduces.

The American Government has introduced standards for critical infra-



Telecoms Operations Centre.



Putting the micro disc on the system at the Saggart Hill site.

structure protection and UK utilities, in conjunction with telecom services, have established a cyber security workforce to develop the standards and solutions needed to enable IP technologies to be used for the control and operation of the electricity network. The EU is funding industry and academia to develop solutions based on the Internet protocols (IP) to improve energy networks. Waterford

Institute of Technology, which is focusing on cyber security for utilities, has joined ESB in the EU-funded FINESCE project (see separate article in this issue) to develop the solutions needed.

This evolution has begun: the new East-West interconnector uses this new IP technology and there is a joint project under development with EirGrid to deploy PMUs to transmission stations in 2013. ■

'Rapunzel' raises an amazing €12.5k for charities!



Chris Peoples: before and after.

Both illnesses are of concern to Chris because he lost family members to the two diseases. As you can see from the photo, Chris had quite a head of hair having missed 'a few' trips to the barbers.

Chris, whose hair was almost a foot long, found out that he could also put his hair to good use once it was shaved off - he sent it to the Repunzel Foundation, an organisa-

“ Chris hoped to raise €5,000 for the charities and he is overjoyed by the amount he has raised so far - €12,500 - thanks to the generosity of friends and colleagues.



Chris with some colleagues after the head shave.

tion that makes wigs for children that have suffered hair loss. He had enough hair to make two wigs and Chris got a card back from a little girl showing her before and after her wig was made using his hair!

Letterkenny is very proud of him for his great achievement. ■

LETTERKENNY-BASED Networks Technician Chris Peoples, who is currently working on the new 110kv Binbane line, recently took part in a head shave to raise funds for meningitis and muscular dystrophy research.



Cavan staff celebrated 1,000 days with no LTIs and no accidents.

Cavan Depot celebrates no LTIs for 1,000 days

ESB CAVAN has had no lost-time incidents (LTIs) for more than three years; that is more than 1,000 days and counting! In recognition of this tremendous achievement by all involved a celebratory breakfast for Cavan staff was held on Christmas Eve.

Not alone have Cavan staff achieved no LTIs for the period of more than 1,000 days, but they have also had zero accidents during the same period. It is the intention of all staff in Cavan to ensure they continue to achieve this excellent record into the future. ■

GOOD DEEDS BY ESB NETWORKS

ESB Networks is one of the few national organisations with a presence in every corner of the country. In addition to supporting the country's economic activity, through continually improving the quality of the electricity network, which is one of the 'smartest' in the world, ESB Networks Staff often go beyond the call of duty by helping people in distress or lending their support to initiatives that help their community. These good deeds represent ESB Networks very well and further enhance ESB's reputation.

While it is certain that there are many Network staff who do good deeds around the country, the three examples below were highlighted independently over the Christmas period. ESB Networks Head of Customer Services, Paul Mulvaney, complimented the staff for this outstanding customer service and enhancing ESB's image.



Athlone NTs who rescued the farmer. (l-r): Gerry Corbett, Sean Martin and Cormac Kelly.

ESB Networks Crew rescues a Farmer from serious injury

While working on their cyclical network maintenance programme, three Athlone-based ESB Network Technicians (NTs) and an apprentice heard distress calls from a farmer who had got caught in a wire when trying to free a sheep that was also entangled. The ESB crew of Gerry Corbett, Sean Martin, Ambrose Healy and apprentice Cormac Kelly, came to his assistance, caught the ram and untangled the wire from the farmer's leg. Gerry used his training to administer first aid to the farmer and he was brought home to his house. The farmer was so grateful for their help on the day he returned to the ESB Networks Offices in Athlone and presented a €100 cheque for the charity of their choice to show his appreciation. The story was covered on the front page of the *Westmeath Independent*.

Red Tinsel Day for Caroline

Red Tinsel Day, where people dress up as Santa Claus, is promoted by Ray Darcy of Today FM to spread the Christmas cheer. Caroline Kinsella, who works with Fleet & Equipment in Tallaght, signed up for the initiative and on Thursday December 20th she spent the full day in a Santa suit. Caroline added to the festive spirit by decorating her ESB Networks van with reindeer antlers, a red nose, fairy lights and tinsel and a Santa in the passenger seat.

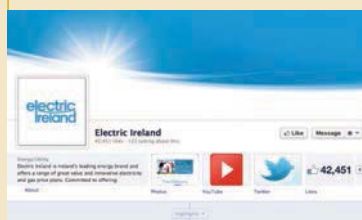
After hearing reports of ESB Networks van with the Christmas facelift, the Ray Darcy show rang Caroline and on air she couldn't have performed better - conveying that work didn't stop but that she was happy to do that little bit extra. After speaking on the radio show, she got an even greater response from the general public, who demonstrated their appreciation with excited waves beeps and thumbs up signs. Caroline said, "It was thoroughly enjoyable day, which had me and others smiling as a result".



Caroline Kinsella dressed as Santa Claus, with colleague Willie Acres.

Mystery ESB Networks colleague gives roadside assistance

An ESB Networks staff member helped an individual, who got a puncture in early December. The grateful individual posted the following message on the Electric Ireland Facebook page. To date we have been unable to track the Good Samaritan in question. This incident shows how ESB Networks staff in the course of their core duties are also a huge value to the communities in which they work.



The Twitter feed.



Dramatic reduction in fleet collisions

page 21

Work successfully transitions between Cork and Galway

FITP UPDATE IN NETWORKS



The Accounts Receivable/Order-to-Cash team in Cork. Back row (l-r): Siobhan Kelleher, Diane O'Donovan, Catherine Cronin, Mary Hasson and Rose Nason. Front row (l-r): Catherine Leen and Mary O'Neill. Missing from the photo: Denise Deering.

IN RECENT months, teams in Cork and Galway have completed the exchange of Timesheet Processing and Accounts Receivables between both locations.

The exchange of work comes as part of the Finance Transformation Programme (FITP), which is looking at ways of improving the efficiency and effectiveness of our finance function. It was identified that a number of efficiencies would be achieved by co-locating Accounts Receivable, which was based in Galway, with the Duos Billing in Cork.

The Accounts Receivable/Order-to-Cash team, now located in Cork, is primarily responsible for the management and collection of monies owed to ESB Networks, and for invoicing and receipting third-party damages, receipting all

meter works through ISU, managing the approval of refunds/write-offs and re-quoting of ISU jobs for engineering officers in Distribution & Customer Services.

Together with the Duos Billing team in Cork, the Project & Fixed Asset Accounting team in Dundalk and the Accounting & Reporting team in Dublin, they form ESB Networks' Finance Operations team. The Timesheet Processing team, now located in Galway, is responsible for the weekly processing of over 2,000 ESB Networks timesheets and out-of-pocket claims.

The exchange of work began in July with phased migration activities in August and was officially concluded at the end of October when the final batch of timesheet envelopes with the new Galway address were distributed to supervisors and clerical support.

"Both teams worked tirelessly to ensure the seamless transition of work between the two locations," said Colm Jennings, of ESB Networks FITP, who coordinated the transition.

ESB Networks Financial Controller Cairiona Kinsman added, "Timesheet Processing and Accounts Receivable are two functions critical to ESB Networks and their staff, and without the excellent effort on both teams the impact could have been felt across the business unit. I would like to thank everyone involved for their support." ■



The Timesheet Processing team in Galway: Back row (l-r): Irene Burke, Bernie Jordan and Mary Lynch. Front row (l-r): Pat Burke and Eleanor Bohan. Missing from the photo: Marcella Finnerty and Margaret Burke.

Preparing students for the working world



Preparing Students for the working world Ardscoil Phadraig students with ESB Networks staff during their visit to Longford offices.

Demonstrating safety gear to students.

ESB NETWORKS Cavan/Longford has established a link with Ardscoil Phadraig, Granard to provide students with work life skills and insights into the world of work.

Through this initiative, which is a part of Business in the Community Ireland (BITCI), students take part in the 'Skills @ Work' programme, where volunteer employees work with students on CV writing and interview skills and give them an insight into the array of jobs available through 'A Day in the Life' session.

"We are delighted to be establishing this new link with ESB Networks. The Skills @ Work programme proposed by the Schools' Business Partnership will help our students to identify the connection between education and the future opportunities that may be available." Establishing a rapport with employees from a local business will give great career exposure and open the students' eyes to what exactly is involved in various jobs or careers on a day to day basis. It will allow them to explore what may be of interest to them and give them a target to aim towards in terms of their education." *Garrett Buckley, Principal, Ardscoil Phadraig.*

"ESB Networks are delighted to be partnering with Ardscoil Phadraig to support the students in their final years. Our employees have been eager to volunteer for the programme as they see it as a tangible way to give back something to the local community and local school. We are also encouraging employees to get involved as it is a means by which they can improve certain work skills such as communication, team building and leadership."

Ray Aherne, Area Manager, ESB Networks Cavan

The 'Skills @ Work' programme at Ardscoil Phadraig commenced in recent weeks with a site visit to the ESB Networks office in Longford and a very interesting field trip to a site where ESB Networks crews were working.

The students witnessed the many career opportunities that exist and employees presented 'Day in the Life' talks, to assist the students in recognising the value of completing the leaving certificate and to help them explore possible career paths. Further sessions will include CV writing and interview preparation, teamwork skills, and stu-

dents will learn about the real-life skills required in the workplace.



Barry demonstrates climbing and Climbsafe gear to students.

"In BITC Ireland we are delighted to welcome another branch of ESB Networks to the growing number of companies participating in our programmes and recognise their commitment to the local community. Links between local businesses and schools can have far reaching benefits for both sides of the link and we look forward to assisting ESB Networks and Ardscoil Phadraig to develop and grow this partnership over the coming years." *Patricia Reilly, Regional Coordinator with Midlands, BITCI.*

ESB set to secure €3.5 million in EU funding for Smart Grid research in Ireland



John Howard and Noel Rushe from Telecom Services and Mark Daly from ESB eCars.

▶▶ ESB has recently been informed that its bid for EU funding, as part of the FINESCE Consortium, has been successful

THE CONSORTIUM is made up of 19 partners including leading European electrical utilities and will engage in research and development of Telecom and IT solutions for the Smart Grid.

The FINESCE project led by Telecom Services which is part of ESB Networks will seek to apply advanced internet technologies and architectures to support Smart Grid requirements, particularly regarding the mix of energy sources, demand side management, electric vehicles (EVs) and inter-substation communications.

The role of ESB eCars in the FINSENY project which lead to FINESCE, was a key factor in assisting Telecom Services to secure funding in the FINESCE project. The project will include a work package in Ireland to trial Telecom and IT solutions in collaboration with the Irish partners in the consortium. They include InTune Networks, the Waterford Institute of Technology and Ericsson. The work package will attract up to €3.5 million of the total funding awarded to the FINESCE project for ESB and the Irish partners – the final figure is subject to negotiation.

ESB is well placed to avail of this research, with Telecom Services having developed a sophisticated Telecom Network over the past 40 years comprising of microwave sites, fibre optic networks and satellite links to.

“The role of ESB eCars in the FINSENY project which lead to FINESCE was a key factor in assisting Telecom Services to secure funding in the FINESCE project.”

Following the announcement the head of Telecom Services Bill Ebrill said "telecommunications infrastructure is critical to the effective and reliable operation of the electricity network. The emerging Smart Network requirements pose significant technical challenges for Telecoms and the funding provided from the EU will assist us in developing the comprehensive solutions needed". Regarding the bid he added "the team here has worked hard to win this bid, and to build upon the funding secured in the first stage by ESB eCars. We are looking forward to working with the EU and our partners to trial the solutions being developed". ESB is well placed to avail of this research, with Telecom Services having developed a sophisticated support advanced control centres operating the electrical network. These systems have led to the network now being ranked as the 3rd smartest network in the world. According to the International Energy Agency (IEA) "Funding of energy-focused research and development is strong, despite Ireland's recent economic downturn, and the country has become a world leader for smart grid deployment".

The FINESCE project being funded is the second of three stages in an overall development plan and will last for two years. ESB eCars joined the consortium for the first stage and brought Waterford Institute of Technology and InTune Networks in as partners with funding of €190k.

The project is scheduled to commence in April 2013 and the trials will take place mostly in Galway and the Networks Training Centre in Portlaoise, which is a critical resource for ESB Networks R&D projects. ■

Liam Almack retires

LIAM ALMACK who, after 41 years of service has decided to call it a day. A presentation was made to Liam to mark his retirement which was attended by colleagues and friends. We wish Liam and his family all the best in his retirement. He is pictured with his wife Pat, daughter Elizabeth and Pat Lelas.





ESB Networks staff minimise the impact of Christmas storm for customers

ESB Networks staff and crews were once again ready, prepared and willing, when they were called upon to respond to the impact of storm damage over the Christmas period.

GALE FORCE winds over Christmas and the New Year left many customers without electricity. At the peak of the bad weather on Friday December 28th, the number of customers without supply was just under 10,000 with the northwest and the west being particularly badly hit.

The maximum wind speed recorded on the 28th was 140kmph, with an average on the western seaboard of over 100kmph.

Despite the bad weather and the holiday period, ESB Networks crews responded quickly to restore supply. As most of the faults hap-

pened on the low voltage network and there were a large number of small faults, the job of repairing and restoring supply was made all the more difficult. The excellent response by ESB Networks crews in the mid-west and northwest was featured on the RTE and TG4 News, who showed our crews in action.

The ESB Networks Customer Contact Centre, along with the Operations Control and Dispatch Unit, provided customer support throughout. With their typical response to emergency situations, NCCC staff started to come into Wilton to take calls from 3am on Saturday December 22nd. The number of calls offered on Saturday and Sunday 22nd and 23rd totalled 3,926, while on the Monday and Tuesday the 28th and 29th some 6,374 calls came in. This was a

five-fold increase in volume for the same four days in 2011.

ESB Networks new Powercheck App had over 5,000 hits in December from customers checking out power outages and restoration times and was a key source for updating the public on the situation. Check out the app yourself at www.esb.ie/esb-networks/powercheck/ (Please note Internet Explorer 8 is required to run the app from the internet).

The resilience with which the network held up is evidence of the benefits of the investment that has been made in smart technology. The speed at which the power could be restored to most customers was facilitated by the smart network enabling the control room to have real time visibility of the status of the network, to remotely isolate the faulted section of network and to restore supply to most customers, once it was safe to do so.

Sincere thanks is due to all who contributed by coming in at all times night and day. This was acknowledged by ESB Networks MD Jerry O'Sullivan, who thanked everyone involved for their commitment and professionalism. Our responsiveness demonstrated respect for our colleagues and our customers and enhanced, once again, the service ESB Networks staff provides in restoring supply as quickly as possible.



Crossing Centre Park Road at Marina entrance.

Marina – Trabeg 110kV Oil-Filled Cable Replacement Project update

IN THE October/November edition of EM we outlined the commencement of the project for the up-rating of the 110kV cable circuits between Marina 110kV station on Centre Park Road and Trabeg 110kV station on South Douglas Road in Cork city. We would like to update you on this project.

Installation of the ducting required for replacement 110kV cables from Marina 110kV station to Trabeg 110kV station is progressing very well with in excess of 90% of the ducting completed and eight of the nine joint pits constructed. It had been hoped to complete the work by Thursday December 31st, however, unforeseen difficulties have resulted in a revised completion date of Thursday January 31st.

Major problems were encountered during the crossing of a stream adjacent to Monahan Road, as the weather deteriorated during the damming and over-pumping of the stream. The persistent rain combined with the tidal nature of the site resulted in a work site which frequently resembled a mud bath, leading to difficult working conditions.

Supervisor Tom Power and Clerks of Work Barry Holland and Tadhg O'Neill are liaising with the Civil Contractor, Cork City Council, Gardaí and other stakeholders to ensure that the ducting for this vital infrastructure project is completed to allow cable installation commence as scheduled.

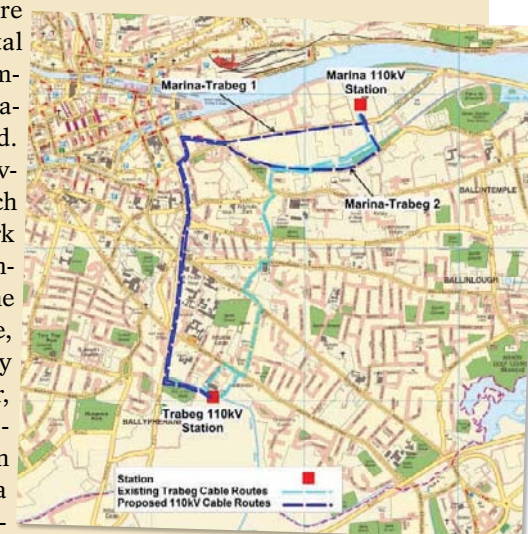
NKL has commenced delivery of the 110kV cable, which will all be in storage in Cork by the end of January. Installation and jointing of the Marina – Trabeg No.1 cable, under the supervision of Tony Connolly, Cable Supervisor, is due to commence in February and be completed in April. Installation of Marina – Trabeg No.2 cable will com-

mence in June and is scheduled for completion in September. Both of the existing oil-filled cables will then be retired from service.



Stream crossing, Monahan Road.

A seven-day closure of Centre Park Road was agreed with Gardaí to facilitate the installation of a bank of 27 ducts crossing from Marina GIS station to Centre Park Road MV switching station. The ducting is required for the MV (1,000,000 Volt) cables connecting the transformers within Marina GIS station to the MV switching station on the other side of Centre Park Road.



Marina-Trabeg Cable route.

Dramatic reduction in ESB Network Fleet collisions

ESB Networks fleet collisions in 2012, as shown in the graph below, reflect a dramatic reduction over the past nine years.

THIS IS one of the outcomes in the implementation of a very comprehensive safe driving programme over recent years.

The dramatic reduction over the last nine years in the number of collisions involving ESB Network vehicles continued in 2012, thanks chiefly to ESB's very comprehensive safe-driving programme.

The 2009–2011 Achieving Road

Safety Excellence Programme, which involved cross company participation, was built on the robust foundation of the 2004-2008 Safe Driving Programme and saw

2010

- A Driver Awareness DVD is presented to all fleet drivers during Safety Week
- Commenced Monthly Brief of Class A collisions

2011

- Advanced driver training is re-launched
- A Fleet Driver's Handbook is issued to all fleet drivers
- A re-assessment of drivers following Class A collisions is introduced
- All collisions are reviewed by business line management

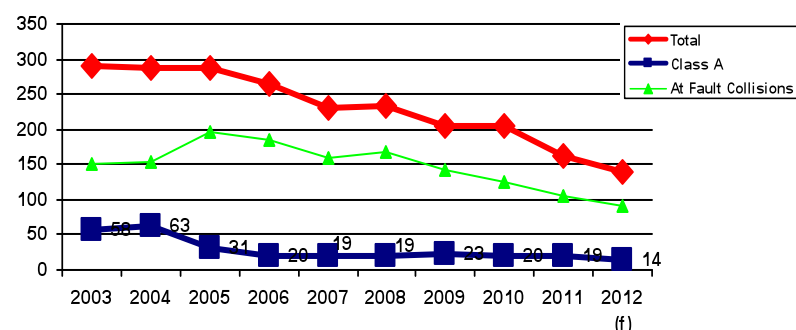
2012

- A Private Driver's handbook and a Road Safety Awareness DVD is issued to all staff
- A fleet management system is installed on all vehicles

safe driving included in all business plans. The programme was enhanced by strong liaison with the Road Safety Authority. Here are some of the initiatives that have contributed to the lowering of collisions:

The survey results for 2012 show a 30% reduction in Class A collisions and a continued reduction in overall collisions. The active support from the line managers and staff and feedback to drivers on their collisions has also been a critical element in the interactions here. We must always be mindful of the continuous need to learn from experience and to keep our focus on protecting ourselves, our colleagues and members of the public from serious injury or fatality while using our roads.

We would like to thank all involved for their support for the Safe Driving initiative. We are now working on finalising a plan to be implemented between now and 2020.



Health & Habitat

Image in-box a selection of your photography



1 Connemara' by Kevin Grace, Group Internal Audit. 2 'Outage in Amorebieta, Inside the Boiler' by Bittor Zaba.
3 & 4 Tween Bridge Windfarm in Yorkshire' by Ian Whitehead, Rousch Power Plant. 5 'Christmas Innocence' by Joe McGrath, Energy International. 6 Sunset in Ko Lanta, Thailand by Denise Fannin, ESB Networks.

SHARING THE ROAD SAFELY

SAFE DRIVING

Grainne Coogan

Our roads are shared spaces, used by drivers of different types of vehicle. Always be aware of the vulnerability of cyclists.

Motorists

Make sure you can see clearly. Keep windows and mirrors clean, de-misted/de-iced. Wipers should be checked for wear and tear, and replaced if necessary. Use your daytime running lights so that you too are visible.

If blinded by low lying sun or if your visibility is reduced at all, slow right down, to a stop if necessary.

Drivers often fail to spot vulnerable road users when turning blind bends, reversing, pulling out at junctions, changing lanes and turning left into side roads. Make sure to slow right down while carrying out manoeuvres, and to look twice, check mirrors twice and allow space and time for the unexpected.

Cyclists

Maximise your visibility. Use good lights (white at the front, red at rear) that are visible to motorists, make eye contact with drivers when you plan to manoeuvre, to be sure they have seen you.

Wear light coloured, preferably high-visibility clothing and always wear a helmet. Be aware of what is going on around you, both in front and behind. Ride a straight and predictable line. Be aware of your own blind spots and the blind spots of other vehicles.



Changes to Driving Licence Service

The Driving Licence is changing from paper to plastic. From Saturday January 12th, all driving license applications received will result in a license being issued in a plastic card format. As all old paper licences are valid for a maximum of 10 years, so it follows that all old paper licences should be replaced with a plastic card licence by 2023. The validity period of new licences issued will not change for the majority of drivers. However, for those driving trucks and/or buses the validity period of the licence for those categories will be reduced to five years. ■



For full details please visit www.rsa.ie/RSA/Licensed-Drivers/Driving-Licence-Changes/Driving-Licence-Changes-January-2013
For more information contact Grainne Coogan, Communications Officer at 01 4631721, email safedriving@esb.ie or <http://esbnet/safedriving>

Donal Lucey RIP

We wish to extend our deepest sympathies to the family and friends of our colleague, Donal Lucey, who was tragically killed in a collision while out for a Sunday morning cycle in November. Our thoughts are with you all at this time.

A BITE TO EAT WORTH SHARING

WHAT'S NEW?

Dave Walsh

NEVEN MAGUIRE appears to be everywhere these days. Be it a book launch, cookery demonstration or TV programme, he's certainly a busy man. But his pride and joy, and I am sure the way he defines himself, is as owner/chef at MacNean's Restaurant in Blacklion, Co Cavan. Every time I've been there he was present orchestrating

things, never invisible and always available for a few words that are genuine. It is a culinary experience to match anything a restaurant boasting a Michelin star and the full experience is enhanced if you stay there.

Nowadays, people demand service but rarely is service so good that you just don't notice how seriously good it is. The standard is set so high at MacNeans that it allows you to get on with the reason you

go there – to enjoy the best of food and wine cooked and presented to you expertly. The menu - using the finest, local seasonal ingredients - is varied and has something for everyone. For the *coup de grace* I would suggest you go for the nine course menu at €87 per person or €132 if you let Neven choose the various wines to accompany each course. You might not be brave enough to try an unfamiliar dish at

an 'ordinary' restaurant but MacNeans inspires confidence and if it is going to be cooked properly then Neven is the man to do it.

If you stay over you will marvel at the breakfast the next day. The chef may not be happy with this but I actually look forward to the breakfast more than the dinner, especially the wondrous porridge. The price for the standard five-course dinner is €72 with B&B starting at €67pps.



In an age of themed and branded restaurants, it is refreshingly wonderful, though to know that the chef's name above the door is the man working in the kitchen. If you fancy going then planning

is essential as bookings fill up almost as soon as the book is opened so get in early. It is so worth the trip and the wait. ■

More for more information see www.macneanrestaurant.com

IMPORTANT NOTICE

– regarding cheques

ST. PATRICK'S CREDIT UNION (ESB STAFF) LTD.

Simon Dunne

AIB Bank is St. Patrick's Credit Union (ESB Staff) Ltd.'s bank. From the 2nd January 2013, AIB has changed the way in which it handles cheques.

CASHING CHEQUES:

AIB will no longer cash crossed cheques. For security reasons, all the cheques we issue are crossed; therefore, members will no longer be able to cash cheques in any AIB branch.

The cheque will have to be lodged to your bank account or you can request payment by Electronic Funds Transfer (EFT).

LODGING CHEQUES:

AIB will only accept crossed cheques for lodgement from the Credit Union if the cheques are made payable to the Credit Union (they will continue to accept uncrossed cheques payable to a third party).

If you are sending a crossed cheque for lodgement to your credit

union account, please ensure it is payable to the credit union. You can also forward the payment by EFT – see below.

We apologise for any inconvenience this may cause some of our members, but unfortunately it is something which is beyond our control.

THE GOOD NEWS:

As previously advised, we have EFT available to our members, which is a much safer and quicker way of both lodging money to and withdrawing money from your credit union accounts.

- If you want to have money from your shares/loan/budget transferred to your bank account via EFT, you need to have an Authority & Indemnity form completed and sent in. You can obtain this form from the website www.stpatrickscu.ie or it can be sent out by phoning 01-6325100 or emailing info@stpatrickscu.ie
- If you want to lodge money to your credit union accounts, you can do this via EFT or credit transfer and you will need our bank account details – please contact us by phone or by e-mail as above. ■

BOWEL CANCER

▶ In Ireland, bowel cancer is the second most common cancer after skin cancer.

ESB HEALTH SERVICES

Bowel Cancer occurs in both men and women and it usually occurs in those over 60 years of age but about 20% of cases occur in those under 60. If bowel cancer is found early, it can be successfully treated, so therefore early detection is your best protection.

The bowel

The bowel is part of the digestive tract, where nutrients and water are absorbed into the bloodstream from food before being expelled from the body. The bowel consists of two parts, the small intestine and the large intestine. The large intestine is made of the colon and the rectum. Cancer of the small bowel is very rare, so the term bowel cancer nearly always means cancer of the larger bowel.

“Bowel cancer happens when cells in the bowel change and start to grow quickly.”

What is bowel cancer?

Bowel cancer happens when cells in the bowel change and start to grow quickly. They can form a tumour. A malignant tumour is also known as cancer. If a malignant tumour is not treated, it will affect how the bowel works. Bowel cancer is also known as colorectal cancer or cancer of the colon and rectum. The symptoms of bowel cancer can include:

- A lasting change (more than a month) in bowel habits such as diarrhoea or constipation
- Feeling you have not emptied your bowel fully after a motion.
- Pain or discomfort in your abdomen (tummy) or back passage.
- Trapped wind or fullness in your tummy.
- Weight loss.
- Tired and breathless (due to anaemia from blood loss).
- Rectal bleeding or blood in stools.
- A lump in your tummy area

It is important to remember that these symptoms are common and often occur in illnesses other than bowel cancer. However, if you are concerned seek medical advice sooner rather than later.

How can I reduce my risk?

- While the exact cause of bowel cancer is unknown, the following are steps you can take to reduce your risk.
- Have a healthy diet. Limit the amount of red and processed meat that you eat.
 - Maintain a healthy body weight
 - Increase the amount of fibre in your diet and get at least 5 portions of fruit and vegetables each day
 - Be physically active for at least 30 minutes every day
 - Don't smoke and limit the amount of alcohol you drink
 - Be aware of your family history. If a member of your family has or had bowel cancer speak to your doctor about the risk and the need for screening.



How is cancer detected?

It is important to visit your GP if you are worried about any symptoms. As part of the medical examination you may need the following tests:

- Stool (bowel motion test) – a sample is taken and examined for blood
- Colonoscopy or sigmoidoscopy (examining the inside of the bowel). This involves putting a long flexible tube into the back passage. There is a camera on one end, which allows the doctor to film the inside of the bowel.

Bowel Screening

ESB Health Services provides bowel screening kits to all current staff over 40 at a cost of €10. This test will allow employees to test for blood in their stool as a self test, which can be completed in the comfort of their own home. This self-test is efficient, easy-to-use and allows for instant results, without having to return the test for analysis. ■

To request a kit please email esbhealthservices@esb.ie with your name and staff number or by calling ext. 26261. Please note that a national bowel cancer screening service may be rolled out in 2013 offering free bowel screening – however no date has been confirmed. It is planned that the programme will be initially available to men and women aged 60-69. See www.cancerscreening.ie/colorectal.html for details. Remember, early detection and early treatment is imperative to a more successful recovery from bowel cancer.



St Patrick's Credit Union Competition

Win an iPod nano!!

To be in with a chance of winning please answer the following question and text your answer to 087 9858238 in the following format:

“CUCOMP followed by your answer (i.e. a, b or c) and your name”
 What form is required to be completed for Electronic Funds Transfer (EFT)?
 a) Budget Account b) Authority & Indemnity c) Deduction At Source

Important: Only one entry per person, no mail entries acceptable, and the closing date is the 29th March 2013.

Last issue's winner was Brenda Greene, working in Head Office. Congratulations Brenda and your iPod nano is on the way out to you.

AGE ACTION

EAP NOTICEBOARD

Age Action is a national charity for older people. It provides services to older people as well as advocating for them. Working with, and on behalf of, older people, Age Action aims to make Ireland the best place in the world in which to grow older. The charity provides services such as 'Care & Repair' (a small job/tradesperson referral and befriending service), 'Getting Started' (computer/IT training) and 'Information and Advocacy'. Age Action has over 3,000 members and 800 volunteers, all of whom are Garda vetted.

Age Action campaigns for better treatment of older people by the government. It does this through the media, meetings with public representatives and submissions to the government as well as public

campaigns. Some of the issues on which it has campaigned in the past include protesting against the introduction of means testing for medical cards for the over-70s, highlighting the continuing problem of fuel poverty, stressing the importance of maintaining the incomes of older people through state pensions and working to tackle isolation both rural and urban.

Age Action also has a number of programmes aimed at improving the lives of older people. It manages a number of resident committees in nursing homes. It has an inter-generational programme aimed at encouraging trans-generational activities and has an international development programme helping to raise awareness of ageing issues in the developing world. It also runs the very successful Positive Ageing Week festival every year.



For more information on Age Action you can contact us at: Tel. 01 4756989 or info@ageaction.ie or www.ageaction.ie
 The Employee Assistance Programme (EAP) is a confidential service provided to ESB Staff and Pensioners.

For further information on this or any related matter contact your local EAP Officer.

The charity have some fun fund raising events such as its series of Afternoon Tea Dances around the country and its Big Knit drive that see people busily knitting little hats for Innocent smoothie bottles. ■

Win a hotel break!

Competitions
 Page 24



WIN!

COMPETITIONS:
Great prizes up for grabs belowEM
Comp
1

CROSSWORD: Win shopping vouchers worth €200 and €100 with our crossword competition

Crossword 1

€100
to be won!

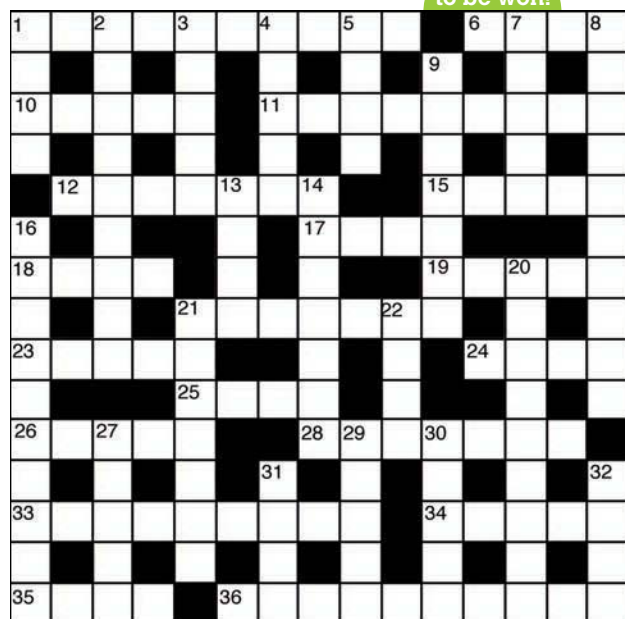
Across

- Help. (3)
- One's spouse's male parent. (6-2-3)
- Unoccupied. (6)
- Laid back, rested. (8)
- Unlikable. (5)
- Euphoric. (5)
- Sandy coastal hills. (5)
- Sprinting. (7)
- Mends, fixes. (7)
- Not the same. (5)
- Get to one's feet. (5)
- Indicate with the finger. (5)
- Accidental outpouring of liquid. (8)
- Painter. (6)
- The World. (6,5)
- Style of Japanese theatre. (3)

Down

- She has escapades. (11)
- The judgment of a court or referee. (8)
- Humorous. (5)
- Pleasing simultaneous combination of melodies. (7)
- The religion of Mohommad. (5)
- The silver part of clouds? (6)
- Piece of padding. (3)
- Type of needlework. (5-6)
- Australian wild dog. (5)
- Jibe. (5)
- The act of setting alight. (8)
- Highly contagious disease. (7)
- Spittle. (6)
- Dig. (5)
- Veranda. (5)
- The juice of a plant. (3)

Crossword 2

€200
to be won!

Across

- Time-wasting 'customer' in the motor trade. (4-6)
- Crust that forms over a cut. (4)
- With perfect timing. (2,3)
- Proviso. (9)
- Ambiguous. (7)
- Deposit money. (5)
- Eponymous heroine of a Jane Austen novel. (4)
- Set down; produced an egg. (4)
- Matures. (5)
- Dawn. (7)
- Inexpensive. (5)
- Scrutinise. (4)
- Greek god of love. (4)
- Pick-me-up. (5)
- Guided. (7)
- Sport played in a swimming pool. (5-4)
- Deadly Islamic decree. (5)
- Traditional Irish dance. (4)
- The largest lake in Ireland. (5,5)

Down

- Implement. (4)
- Restore friendship. (9)
- Get on one's knees. (5)
- Bedtime drink. (5)
- Ages. (4)
- Sobbed. (5)
- 8 and 32 down. Sausages and spud. (7,3,4)
- Plunder. (7)
- In the Bible, Jacob's brother. (4)
- Compensation. (7)
- Structure supporting a public timepiece. (5,5)
- Large group of classical musicians. (9)
- Ghost. (7)
- Out of danger. (4)
- Saltpetre. (5)
- Leather strap. (5)
- Pixie-like. (5)
- Company symbol. (4)
- See 8 down.

VALENTINE'S DESSERTS

Sweetheart Biscuits
Makes 10

125g butter, softened
60g caster sugar
½ tsp vanilla essence
1 egg yolk
125g plain flour, sifted
5 tbsp raspberry jam

- Preheat the oven to 180°C/160°C fan/gas mark 4. Grease two baking trays and line with parchment paper.
- Using an electric mixer, beat the butter, sugar and vanilla until light and fluffy.

- Add the egg yolk and beat to combine.
- Stir in the flour.
- Roll two tablespoons of the mixture into a ball. Repeat with the remaining mixture to make 10 balls. Place the balls 10cm apart on the prepared baking trays.
- Using the palm of your hand, flatten each ball to form a 7cm round, shaping the edges to remove any cracks.
- Gently press a 5cm heart-shaped cutter into the centre of each round, being careful not to cut the whole way through. Using the tip of a small knife, scoop out the dough to make a heart-shaped indentation. Gently smooth the indentation. Fill each heart with two teaspoons of jam.
- Bake for 15-20 minutes or until light golden. Cool on the trays and then serve.

Fat 10.7g	Sat.Fat 6.6g	Carbs 17.8g	Energy 172kcal
Protein 1.7g	Sodium 0.07g	Sugar 7.5g	Fibre 0g

Mint and Cumin Lamb Chops

Serves 4

2 tbsp extra-virgin olive oil
Juice and zest of 1 lemon
2 garlic cloves, crushed
Salt and black pepper
4 lamb chops

For the mint and cumin butter:

1 tbsp ground cumin
A large handful of fresh mint leaves, finely chopped
½ tsp cayenne pepper
175g butter, at room temperature
To serve:
Green beans

- Combine the oil, lemon juice and zest and garlic in a bowl. Season with salt and pepper.
- Add the lamb chops to the bowl and toss to coat well. Cover with clingfilm and chill in the fridge until needed.
- To make the butter, combine the cumin, mint



leaves, cayenne pepper and butter in a bowl.

- Spread a piece of clingfilm onto a work surface and spoon the butter in a line into the middle. Fold over the clingfilm and roll up the butter to make a log shape. Twist at both ends to tighten the shape. Place in the fridge until required.
- Heat a griddle pan over a medium-high heat. Remove the lamb from the fridge and add to the pan. Cook for 3-4 minutes on each side for medium, or cook to your liking. Set aside for 2-3 minutes to rest.
- Cut the butter log into slices and serve a slice on top of each lamb chop with green beans.

Fat 51.2g	Sat.Fat 26.2g	Carbs 6.1g	Energy 596kcal
Protein 30g	Sodium 0.3g	Sugar 0.9g	Fibre 1.5g

Download the Easy Food App for tasty recipes and features that will help you to make a delicious meal with the ingredients in your fridge! The Easy Food App is available from iTunes.



WIN 2 B&B, 1 DINNER + 1 ROUND OF GOLF FOR 2 PEOPLE AT THE DUNDRUM HOUSE HOTEL



Dundrum House Hotel Golf and Leisure Club, in Dundrum, County Tipperary, is an elegant 18th Century manor house, with 67 bedrooms, 4 self catering apartments, 12 two bed self catering houses and 4 three bed self catering houses. Patrons are spoilt for choice with a top quality menu and wine list in Lady Clementina's Restaurant, with an excellent choice of grills and steaks in The Venue Clubhouse. There is an excellent 18 hole, par 72, parklands golf course, designed by one of Ireland's leading golfing professionals Philip Walton, a European Tour professional. The Leisure centre consists of 21m pool, Swedish sauna, Turkish steam bath, jacuzzi with air and hydro therapy and fully fitted gymnasium. One of Munsters top Wedding Venues, this elegant Irish Manor Hotel is a wonderful country retreat, with old world charm and atmosphere.

Why not enjoy a very special Spring break at Dundrum House Hotel. Our weekend package includes two nights bed and full Irish breakfast with a sumptuous Table d'Hote evening meal from as little as €109pps. Full use of our beautiful leisure centre and 21M deck level swimming pool is included. Subject to availability.

To be in with a chance of winning this fantastic prize, just answer the following question as per the instructions below: How many two-bed self-catering houses are there at the Dundrum House Hotel?
A) 4 B) 8 C) 12

Tel: 062 71116 Dundrum, Cashel, Co Tipperary

www.dundrumhousehotel.com

reservations@dundrumhouse.ie

WIN ONE OF THREE EAU THERMALE AVENE SOOTHING MOISTURE MASKS

EM
Comp
2

The Avene Dermatological Hydrotherapy Centre in France has treated sensitive and other skin disorders for over two centuries.

To be in with your chance of winning one of three, just answer the following question as per the instructions below:

Based on the properties of Avene thermal spring water, proven effective by numerous scientific studies, Avene Dermatological Laboratories created a complete range of dermo-cosmetic products to care for sensitive skin.

Where is the Avene Centre?

- A) Germany
B) France
C) Ireland

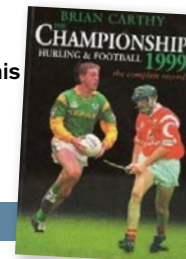
EM
Comp
3

WIN ONE OF FIVE COPIES OF 'THE CHAMPIONSHIP 2012' BY BRIAN CARTHY

This complete football and hurling record by Brian Carthy brings the hurling and football championships to life. The comprehensive all-colour book, features every single match for 2012 in all its relevant statistical detail. This fantastic book is available nationwide for €14.99 and is also available from: Slabh Bán Productions, PO Box 6369, Fortfield, Dublin 6W.

To be in with your chance of winning a copy just answer the following question as per instructions below:

What year of the Championship does this book document?
A) 2010
B) 2011
C) 2012



HOW TO ENTER COMPETITIONS IN EM

The closing date for all competitions is March 15th. Competitions, except where specified, are open to all readers. There are two ways to enter competitions in EM.

1 SMS from your mobile phone

Each competition has a number associated with it. You can use this number to enter the competitions via SMS from your mobile phone.

To enter the competition simply text the relevant number, followed by your answer, and your name to 087 923 9210.

For example, if your name is John Smith and you wish to enter competition 1, then text one of the following, depending on your answer to the question:

EMCOMP1 A John Smith
EMCOMP1 B John Smith
EMCOMP1 C John Smith

Important You must use the above format, and must ensure that there is a space between the number and your answer, and between your answer and your name. Entries not matching the above format will not be recognised.

You will still be charged for the message. All messages are charged at the standard rate and winners will be selected at random. Should you be chosen as the winner of the competition, you will receive a phone call to the mobile phone you used to send your entry.

Please note that received texts will not have an auto response but you will be included in the draw. Numbers for each competition:

EMCOMP 1
Hotel Break
EMCOMP 2
Moisture mask
EMCOMP 3
Book

2. Mailing your entry

Send your answer along with your name and address, clearly indicating which competition you are entering by using the above numbers on the envelope to EM, ESB Corporate Communications, 27 Lr. Fitzwilliam St., Dublin 2

Last issues competition winners

EM COMPETITION 1 (The successful winner who named the new Coffee Bar in the Head Office Restaurant - Barista Coffee Bar) Geraldine Brundell (Geraldine was one of four who came up with the same suggestion so she was the lucky name out of the hat!)
EM COMPETITION 2 Ruth Radburn (Winner gets to enjoy a 2-night B&B for two at the Kilkenny Ormonde Hotel with dinner on any one evening!)
EM COMPETITION 3 Georgina Orr (Winner receives a copy of Emma Hannigan's Driving Home for Christmas)
CROSSWORDS €200 SHOPPING VOUCHER Liz Cusack, Brian Hickey, J. Quinn
CROSSWORDS €100 SHOPPING VOUCHER Jim O'Brien, S. Nolan, Louise Browne

Last issues Crossword solutions

EM Crossword 1: Across 1. Fit 3. Vaccination 8. Ermine 9. Night-cap 10. Tales 11. Samba 13. Sinus 16. Selects 20. Niche 21. Tyrol 23. Tiger 24. Lightest 25. Cinema 26. The height of fashion 27. Sit Down 1. Fleet of foot 2. Timeless 3. Venus 4. Confine 5. Aches 6. Income 7. Nap 12. All-star cast 13. Spoon 14. Sieve 17. Congress 18. Scratch 19. Brogue 22. Lathe 23. Thief 24. Lot.
EM Crossword 2: Across 1. Cuttlefish 6. Epic 10. Merit 11. Truncheon 12. Out-half 15. Paste 17. East 18. Raid 19. Rinse 21. Precise 23. Veers 24. Torc 25. Akin 26. Towel 28. Griddle 33. Expresses 34. Bugle 35. Eddy 36. Grand total
Down 1. Came 2. Turquoise 3. Latch 4. Fatal 5. Spun 7. Press conference 9. Sceptre 13. Ajar 14. Fencing 16. Private Eye 20. Neon light 21. Psalter 22. Sari 27. Wiped 29. Resin 30. Debit 31. User 32. Hell