

**Welcome to the
June/July 2014
edition of EM**

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Energy for generations



The Carrington story continues
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THE NEWSPAPER FOR ESB
June/July 2014 www.esb.ie/em

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Jerry O'Sullivan, Managing Director, ESB Networks, awards Michael Buckley with the Shane Conlan Perpetual Award. On either side of Michael are Jack Walsh and Lorna Conlan, cousin and sister of late ESB apprentice Shane Conlan, with John O'Gorman, HR and Support Manager, ESB Networks, on the right.

BIG DAY FOR ESB NETWORKS

► There was huge activity at the Networks Training Centre in Portlaoise on May 29th, marked by a number of key events.

THURSDAY MAY 29th was a very important day in support of ESB Networks Safety Strategy. This was marked by the main events of the day with the Official Opening of Burnwood 38kV station and Awards ceremony of the ESB Networks Apprentice Network Technician of the Year 2014. The event was held in Networks Training Centre, Portlaoise and was preceded by months of hard work by the staff there. NTC has commenced an exciting journey to creating a centre of excellence with their vision of 'together, assuring technical competence for all, now and into the future'.

Competence is one of four behavioural pillars supporting ESB Networks Safety Strategy. The goal of the strategy is to establish safety as a Core Value, a value that cannot be compromised. The theme of the day was to emphasise that the development of the Training Centre as a centre of excellence, and the day's events, are part of the Competence pillar of ESB Networks Safety Strategy.

The day was particularly important to ESB Networks staff as we remembered the tragic week in January 2013 when two of our apprentices lost their lives. Shane Conlan lost his life in a fatal

workplace incident and Oisín Crotty, two days later, was killed in a road traffic collision.

Family members of both Shane and Oisín were in attendance and were welcomed by Jerry O'Sullivan, Managing Director of ESB Networks who said: "We are grateful, humbled and honoured by your attendance as we attempt to move forward on our safety journey but also as we remember the tragic loss of our colleagues Shane and Oisín".

May 29th was also an opportunity for ESB staff and invited guests from the HSA, Institutes of Technology colleges and SOLAS to visit the centre and get a sense of how far they have travelled in this journey to a centre of excellence.

The day began with the launch of a strengthened ESB Networks Apprentice Programme, which was presented to the ESB Networks Safety committee. Following that was the official opening of the Burnwood 38kV station by Jerry O'Sullivan. Ongoing on the day was the competition for the Networks Apprentice of the Year 2014, and the presentation of medals to all six finalists, including the awarding of the Shane Conlan Perpetual Award to the overall winner, Michael Buckley. Over 200 guests turned out for the day's events, which included tours of the new Burnwood 38kV exterior and interior compound and new facilities at the training centre.

THE BURNWOOD 38KV STATION

There was great excitement at the unveiling of the Burnwood 38kV station – heralding a new era for the Networks Training Centre. The station's construction began in October 2010, and was completed at an investment of over €4 million. It is a state of the art facility for operations training with modern substation technology.

"We have always held the belief in the NTC that if equipment exists on the ESB system, then it should also be installed in these facilities," said Alan Kelly, Training Operations Manager, in his address to guests. The station is a first of its kind facility in Ireland and Britain, mimicking the stations that are on the system.

"Burnwood station is a transformer/switching sub-station, utilising modern design that is presently being installed elsewhere on the system and is used to transform the incoming supply from 38kV down to MV for further distribution," said Alan. "Although no customers will be connected to the station, it will be treated as would any other station on the system in regards to the application of our safety rules, procedures and protocols."

Top stories in brief

Confidential Counselling Service

As part of the enhancement to our health and wellbeing support services, ESB has appointed a company to provide a confidential counselling support service to staff.

Shield

Training will begin this month for level one users of ESB's new environmental, health and safety management system. Supported by the on-line enviroManager tool, the system will initially provide a co-ordinated recording, reporting and task assignment process for any incident or near miss.

Good news for EV drivers travelling in Europe

ESB's ecars team has been working with Dutch utility Alliander Mobility Services on developing a pioneering mobile App, which will allow EV drivers to seamlessly access the electric vehicle (EV) charging network in both countries.

Happy 40th Anniversary Turlough Hill

Looking back on 40 years at the iconic station – from its origin, design and development to the Hydro Control Centre it is today.

Windows 7 project – delivering on many fronts

After 16 months, the Windows 7 project was completed in May. During that time the project has delivered in terms of reduced costs, better performance, greater efficiency, enhanced security and easier support.

Retail Market Design Service celebrates new website

On May 1st, RMDS launched its new website. RMDS is the "ring fenced" function within ESB Networks, responsible for all aspects of the retail electricity market design on behalf of the Commission for Energy Regulation.

continued on page 22



BERNIE
HEALY

Editor's desk

Hello and Welcome to the June/July edition of EM.

This issue brings you news of a number of big events held during the past few weeks – namely the Sligo Walk and the Networks event in the Training Centre in Portlaoise to mark the opening of Burnwood 38kV Station and the Apprenticeship Awards for 2014. Though different types of events, both saw the company at its best – one showing continued excellent support for an annual walk that continues to draw great support over many years and the other showcasing the excellent facilities and training that takes place in our state of the art facility just off the M7 in Portlaoise.

There has been great feedback on our regular reports on the construction of Carrington – our latest power station located just outside Manchester. You all seem to be particularly impressed with the images being relayed back as the building of the plant is coming together and key items of equipment are being delivered. In time this will come to be an amazing record of the construction captured from start to completion – the first that has been recorded photographically in such detail.

Kind regards

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

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Draw results

SPORTSCO APRIL 2014

DRAW WINNERS

- €2,500 **Andrew O'Brien, Retired**
- €1,000 **John Donovan, Retired**
- €500 **Jason Grant, Networks**
- €200 **Jim Caplis, Networks**
- €200 **William O'Brien, BSC**
- €200 **Deirdre Heffernan, G&WM**
- €200 **Thomas Naughton, Retired**
- €200 **John Stafford, Retired**

SPORTSCO MAY

DRAW WINNERS

- €2,500 **Patrick O'Neill, Retired**
- €1,000 **Thomas Fahy, Retired**
- €500 **Colm Hartigan, Retired**
- €200 **Antoinette Reid, Head Office**
- €200 **Sean Brady, Wilton**
- €200 **Joseph Morrissey, Retired**
- €200 **Paul Smith, Head Office**
- €200 **Paul Danaher, Rosbrien**

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Closing date:

Competitions and crosswords must be returned by July 16th. Deadlines: The deadline for articles, photos, etc. for the next issue is July 16. We are always delighted to receive items for publication.

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The views expressed in EM are not necessarily those of ESB.



Departed friends

Name	Location	Date
Anastasia Duffy	Midland & West Networks	07.04.2014
Patrick Gaul	Marina Station	06.04.2014
Gerry Loftus	Bellacorick Station	08.04.2014
Hugh Gabriel Bredin	Lanesboro Station	17.04.2014
Margaret Fitzpatrick	Dublin Central & South	12.04.2014
Mary Byrne	Dublin Central & South	18.04.2014
Maura Lacey	Turlough Hill Station	17.04.2014
May Murray	South East Networks	29.04.2014
Winifred Donnelly	Ballycoolin	24.04.2014
Roislin Delahunty	Dundalk	25.04.2014
Thomas McCarthy	Dublin Central & South	20.04.2014
William Burns	Dublin Central & South	06.05.2014
Timothy (Tadgh) Sexton	Head Office	02.05.2014
John McGlynn	Allenwood Station	04.05.2014
Philomena Leonard	Midland & West Networks	10.04.2014
Eileen King	South West Networks	10.04.2014
Denis McKenna	ESBI Dublin	30.04.2014
Timothy Farrell	Procurement Head Office	06.05.2014
Rita Feehan	South West Networks	12.02.2014
Elizabeth McLaughlin	Property & Facilities H.O.	01.05.2014
Mary Tunney	Midland & West Networks	08.05.2014
Joseph Smullen	Rhode Station	12.05.2014
Thomas Flynn	Rhode Station	18.03.2014
Kieran Foley	Ferbane Station	22.03.2014
John Flynn	Ferbane Station	31.12.2013
John Behan	Poolbeg Station	25.03.2014
James Horan	Midland & West Networks	24.03.2014
Michael Galwey	South West Networks	06.03.2014
Maire Daly	Ferbane Station	04.03.2014
Hilda Bent	Dublin Central & South	11.03.2014
Michael Bowden	Ringsend	31.03.2014
Mary Robinson	Ferbane Station	26.03.2014
Michael Forde	Midland & West Networks	30.03.2014
Carmel Kiely	South West Networks	26.03.2014
James Martin	Rhode Station	31.03.2014
Edward Dolan	Dublin Central & South	03.04.2014
John O'Reilly	Allenwood Station	05.04.2014
Patrick Doyle	Head Office	08.04.2014
Michael Power	Midland & West Networks	07.04.2014
Mary Fox	South West Networks	09.04.2014
Patrick Hawkins	Dublin Stations	03.04.2014

TravelCo

17 SEP - 3 OCT 2014 - 16 NIGHTS - ESB TRAVEL CO
BUENOS AIRES - 5 NIGHTS
PATAGONIA - 3 NIGHTS
IGUAZU FALLS - 3 NIGHTS
RIO DE JANEIRO - 3 NIGHTS

For more information, contact Joe Weir, ESB Travelco, 27 Herbert Place, Dublin 2. Holiday open to ESB staff, retired staff, families and friends. Info at jowalshstours.ie



James Keogh receives prestigious award

LEADING CORK electrical expert James Keogh from Ballinhassig received the prestigious IEC 1906 award recently from Mr John Perry, TD, Minister for Small Business, for his outstanding contribution to the field of safety measures in 'Electrical Installations and protection against electric shock'. The presentation was hosted by NSAI (National Standards Authority of Ireland) at the Department of Jobs, Enterprise and Innovation in Dublin.

"This award recognises James as one of the most important experts in the field of 'safety measures in electrical installations', in particular protection against electric shock and selection of related protective devices," said the minister. "His vast knowledge about requirements for electrical installations contributed to the development of several parts of IEC 60364, low-voltage electrical installations. His contribution to many advisory groups helped improve the standard for installers and contractors using them around the world."



James Keogh with his award.

James currently serves as Chairman of the Wiring Rules Committee (ETCI TC2), the Lightning Risk Assessment Task Force (ETCI) and is a serving member of ETCI Technical Management Committee (TMC). He has a long and successful history in some of Ireland's leading organisations such as ESB, where he was involved in major ETCI projects which included the development and implementation of the electronic completion certificate, and the preparation of a number of technical publications. He was also part of the ETCI technical training team and was a member of the TC2 Working Group tasked with the publication of the Fourth Edition to the National Rules for Electrical Installations. ■

Classifieds

Vilamoura, Algarve – Beautiful 2 bedroomed apartment for renting, sleeps 4 to 6 people, 2 mins from golf courses, dates flexible, rent reasonable. Contact 0861937363 or 0866006246.

Achill Island. Cottage to let. Sleeps 3-6 sharing. Fully equipped with all mod cons OFCH and open fire in lounge. Linen and towels supplied. Walking distance to shop/pub. Adj. to Blue Flag beaches and peaceful and scenic area. Available all year around, weeks and weekends. Contact Teresa 087 9026498/ 098 45725.

Torre Vieja. Beautiful 2 bed, semi-d villa, garden, parking, private roof terrace for rent (any duration), any day arrival. Sleeps 4. Facing swimming pool, eight mins walk to beach at Playa Flamenca. Convenient to all amenities. Transport can be arranged from either Alicante or Murcia Airports served by Aer Lingus/Ryanair. Situated 4kms south of Torre Vieja, approx. 45 mins south of Alicante and 20 mins from Murcia airport. Prices now reduced to €350 per week June-Sept. All other times negotiable. Colette: cdbangan@gmail.com. Com 087 2281027/ 01 8412800

Marbella East Well-appointed south facing 3bed/2bath apt in quiet area with pool. 4 min. walk to Marbella's finest blue flag beach and 5 Km to Marbella Centre. Adjacent to shopping centres, amenities and a wide variety of beach and other restaurants. Contact JJ or Mary: +353 1 2761444, +353 87 2071742, Email odwyer.mary@gmail.com Details at: www.marbellabeachapartment.weebly.com

Torre Vieja, Costa Blanca 3 bed apartment for rent – 2 bath (1 ensuite), cooker and washing machine. Overlooking park and close to beach and community pool. €250 p/w. Contact 086-3550084.

Villa to rent Torre Vieja, Spain

Private villa with pool, sleeps up to 7. Close to restaurants, shops and bars. English TV, also A/C 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

Lanzarote Canaries sunshine all year

Ryanair and Aer Lingus are both flying to Lanzarote - Playa Blanca – Lovely 2 bed bungalow with pool on site, tennis, beach and shops nearby. €300 per week. Tel. Brian on 087 6299752



Confidential counselling support

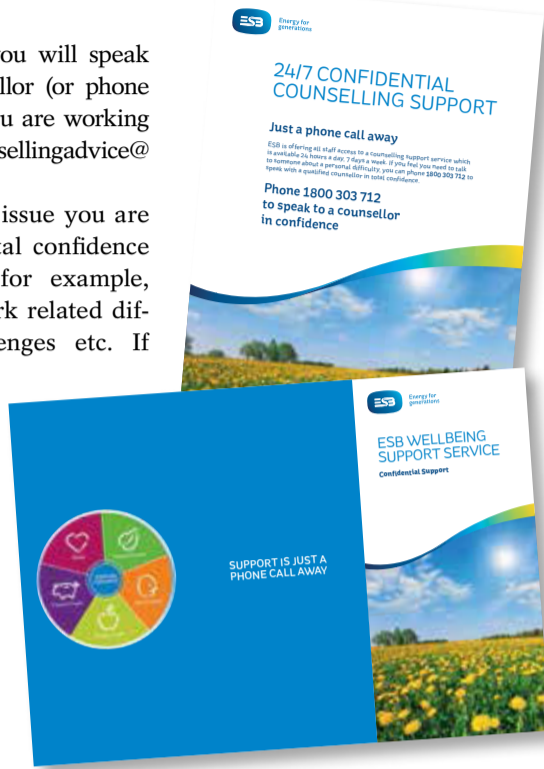
► Health & Well Being Services

THE PAST NUMBER of years have been difficult times in our country. ESB staff are experiencing the same pressures that other people are encountering in their personal lives, for example, financial pressures, ill-health, relationship issues etc.

As part of the enhancement to our health and wellbeing support services, we have appointed a company to provide a confidential counselling support service to staff. It is intended that this service will complement the support being delivered by EAP officers located throughout the country. Staff can now access this confidential counselling support service which is available 24 hours a day, seven days a week. If you feel you need to talk to someone about a personal difficulty, you can phone

1800 303 712 where you will speak with a qualified counsellor (or phone 0044 161 8369420 if you are working abroad), or email counsellingadvice@healthassured.co.uk.

You can discuss any issue you are concerned about in total confidence with the counsellor, for example, relationship issues, work related difficulties, health challenges etc. If required, you can be referred to either face-to-face or structured telephone counselling, arranged at a time and location that suits you. No information will be passed to ESB and no individual will be identified to ESB, without the consent of the staff member. ■



ESB hosts BITC National Network Meeting

► ESB hosted the recent Business in the Community National Member Network Meeting on Tuesday, April 29th 2014.

THE MEETING FOCUSED on Community and Employee Engagement. A panel of company representatives including ESB (speakers Brian Gray and Kristin Quinn), Boots Ireland, Deloitte and Transdev (the Luas operators) outlined their own company experiences in the area and led a discussion among the 40 attendees about effective engagement techniques, communications strategies and keeping messages fresh and relevant.

Opening the meeting Pat Naughton, ESB's Executive Direc-

tor, Group People and Sustainability, spoke about the journey of transformation our organisation has been on over the past decade. He said that staff engagement has been at the centre of our ability to respond to the requirements of market opening, company restructuring and infrastructure renewal. Commending BITC for their selection of the topic, he said that companies could learn a great deal from one another and that opportunities for sharing experiences, such as the Network Meeting, were very worthwhile. ■



Attendees at the BITC National Network Meeting.

ESB Coaching Conference 2014



Business Unit Coaching Coordination Group, Dave O'Brien, Coaching Coordinator, ESB Networks; Dave Hughes, Programme Manager, Performance & Development, BSC; Frank Brennan, Coaching Coordinator, G&WM; Caroline Coffey, Coaching Coordinator, Innovation; Margaret Keating, People Development Lead, Organisation Development, GP&S; Orla Gardner, Coaching Coordinator, BSC; Samantha Breen, Coaching Coordinator, Electric Ireland; Darina Gallagher, Coaching Coordinator, Corporate Centre). Frank Brennan has since been appointed Coaching Coordinator for BSC and Corporate Centre.



Pat Naughton, Executive Director, Group People & Sustainability delivers the opening address at the ESB Coaching Conference.

INTERNAL COACHES AND coaching champions from across ESB attended the 2014 Coaching Conference in Dublin recently. The theme for the conference was "Enhancing Coaching Capability".

The key note address was given by Pat Naughton, Executive Director, Group People and Sustainability. During his address Pat recognised the excellent and important work being done by our coaches and emphasised the value of coaching in enabling people to achieve even better performance and personal effectiveness and how this links to the overall achievement of ESB's Strategic goal of an Agile & Engaged Organisation. Pat also expressed his desire to see more line managers become coaches.

Mick Loughnane, Manager Organisation Development, Group People & Sustainability outlined

the future of Coaching in ESB and our plans to review our the Coaching Strategy and Structure in 2014 to ensure that it is fit for purpose and is driven by the demand for the service from the Business Units.

Brian Brady, ESB Networks, delivered an excellent presentation titled "The Line Manager's perspective on Coaching".

The presentation focused on the benefits to both the individual being coached and the manager, and stressed the importance of coaching being rooted in clear objectives linked back to the needs of the business. He also spoke about the improvement in terms of performance, motivation and confidence of his team members who have been coached and having been coached himself Brian is a big fan of its effectiveness. Brian attributed the effectiveness of coaching to the quality of the one-

to-one relationship between the coach and client which facilitates a 100% concentration on the client's needs.

The capability building focus of the day was evident in the sessions facilitated by Dave O'Brien, Executive Coach, ESB Networks and Heather Campbell from CommsMasters (the company who delivered the Leadership Conversations programme to Senior Managers in 2013 and are currently delivering the programme to Middle and Front Line Managers). The session covered the importance of good three way meetings at the start of a coaching engagement between the coach, the client and the client's manager. Heather facilitated an excellent role play to drive home the learning.

This was a very successful and informative day and we look forward to the 2015 Conference. ■

AGM highlights excellent financial result in 2013

The ESB AGM took place on 29th April 2014. At that meeting the 2013 Annual Report and Accounts were approved and a final dividend of €28.8 million was approved.

In his remarks to the AGM, the Chairman, Lochlann Quinn, welcomed:

- Ms. Stephanie O'Donnell representing the Minister for Public Expenditure and Reform
- Mr. Ken Spratt representing the Minister for Communications, Energy & Natural Resources
- Mr. David Beattie representing ESB ESOP Trustee Ltd and his fellow ESOP directors
- Our auditors, KPMG
- Fellow Board members of ESB
- Staff in attendance

The Chairman also:

- Noted the excellent financial result for 2013
 - welcomed the stabilisation in demand for electricity after fall in demand in preceding years
 - highlighted the levels of capital investment by ESB
 - expressed the Board's appreciation of the response by staff to storms over Christmas and into the new year
 - confirmed ESB's commitment to combating homelessness, suicide and fuel poverty as part of its corporate responsibility programme.
- Ms. O'Donnell of the Department of Public Expenditure and Reform, Mr. Spratt of the Department of Communications, Energy & Natural Resources and Mr. David Beattie, Chairman of the ESOP also addressed the AGM. ■

RETIREMENT PLANNING SEMINARS



Pictured at a recent Retirement Planning Seminar are: Front Row (l-r) Mareta Flynn, Marion Deasy, Margaret Phelan, Margaret Kennedy, Mary Manley, Lily Quigley and Sally Ryan. Back Row (l-r) Jim Joe Flynn Networks, Sligo, Pat Deasy, Networks, Portlaoise Training Centre; Fintan Phelan, Networks, Naas; Charles Kennedy, Networks, Clanwilliam; Sean Manley, Networks, Ballycoolin; Liam Quigley, Networks, Carlow; Greg Ryan, Electric Ireland, Swift Square and Carmel Hosey, Seminars Co-ordinator, Recruitment & Staff Development, HR Operations, BSC.

Pictured Front Row (l-r) Helen Powell, Teresa Byrne, Noreen Leslie, Paula Dunne, Bernadette Hanrahan and Maria Moran. Back Row (l-r) Carmel Hosey - Seminars Co-ordinator; Aidan Powell, Networks, South Lotts Road; JJ Hoyne, Networks, Enniscorthy; Eamonn Leslie, Networks, Killarney; Peter Dunne, Networks, Mullingar; James Hanrahan, Networks, Finglas; Jimmy Moran, Networks, Inchicore and Vincent O'Toole, Innovation, Stephen Court.



Pictured Front Row (l-r) Marianne Young, Kathleen Cross, Philomena Keapook and Pauline O'Connor, Business Service Centre, Galway. Back Row (l-r) Bernard Kerins, Networks, Galway; Mick Young, Networks, Athlone; Thomas Kenny, Networks, Enniscorthy; Andrew Cross, Networks, Naas; George Quinn, G&WM, West Offaly Power; Stephen O'Connor, Michael Flannery, Networks, Galway; Willie Murphy, Networks, Clonmel and Carmel Hosey, Seminars Co-ordinator.

ELECTRICAID'S AGM - A BIG SUCCESS



Attendees at the AGM.



ElectricAid's John Kelly making a presentation to Jane-Anne McKenna of Medecins sans Frontieres.

ELECTRICAID'S AGM on Monday April 28th attracted an excellent attendance. The presentation by Jane-Anne McKenna of Medecins sans Frontieres was riveting. Jane-Anne focused on MSF's work in Syria and the Central African Republic; without intending to shock, the news that two MSF staff had been murdered in the C.A.R. two days previously was sobering and thought-provoking. MSF was presented with a cheque for €2,600 – the remaining balance of our Special Appeal for Syria & the Philippines.

We reviewed another challenging but successful year for ElectricAid. Total revenue rose to €1.309 million, allowing us to fund 149 separate development and relief projects with €1.313 million. Each of those projects was listed to the meeting. The meeting also noted ElectricAid's continuing commitment to transparency and openness in all our dealings.

The existing officers, John Kelly, Tina Pittock, Anne Hogan and Deirdre Arthur, were unanimously re-elected for an additional term. A new Committee was elected, with new members from EirGrid (Margaret Hayden), Networks Cork (Dave Carey), Networks Legal (Finola O'Donnell), and VS staff (Ciarán Gogarty).

Finally, an excellent and progressive development in ElectricAid's relationship with ESB was announced. John Kelly, on behalf of ElectricAid, and Pat O'Doherty, for ESB, have just signed a 4-year extension and reaffirmation of our existing agreement, covering the contribution years 2014 to 2017. This gives ElectricAid financial stability and predictability over the medium term – a really beneficial outcome. ■

ESB Athletics Club Update Beach Race 2014

ESB AC members switched from racing to hosting as the 2014 5k Beach Race took place on Tuesday 13th of May. Early day wet and windy conditions passed to leave a perfect bright evening for this year's event. The race is a big favourite for our BHAA colleagues with the unique opportunity to race along Sandymount Strand.

155 runners competed and after a huge battle at the front, Kevin Baker was victorious in a time of 16:16, winning by just 3 seconds and collecting the Eamonn Gilbert Perpetual Cup for his endeavours. The over 40s Stephen Kenefick Trophy went to Myles Gibbons (An Post) who edged out the ever-present Paul Cowhie. The first lady home was Vanessa Sallier (Mercer).

All the winners on the night had the great honour of being awarded their prizes by Irish Olympian and RTE pundit Jerry Kiernan.

The race was a huge success and a massive thank you must go to our brilliant volunteers on the night who ensured a safe and enjoyable event for all involved. ESB AC would also like to thank ESB Corporate, Innovation, eCars, Kevin Crangle and Management Catering as well as Electric Ireland for their assistance. External assistance was also greatly appreciated, specifically from Jerry Kiernan, Cater Hire, Clanna Gael Fontenoy GAA, St John's, An Garda Siochana, BHAA and Dublin City Council.

AC members can now pack



First Home: Kevin Baker is presented with the Eamonn Gilbert Perpetual Cup by Jerry Kiernan and Matt Reid (ESB Trading).

away their high-vis vests for another year and get back to running with plenty of great up-coming events. ■

RECENT BHAA RESULTS:

- DCC: Helen Hennessey 1st (Standard), Stephen Naughton 2nd (Standard)
- K-Club 10k: Stephen Naughton 3rd (Category), Hugh McCann 3rd (Standard), Aileen Melody 1st (Standard). 2nd Team Class C (S. Naughton, C. Cronin, A. Melody)
- RTE 5 Mile: Eamon McWalter 1st (Category), Anthony Hackett 2nd (Standard), Hugh McCann 2nd (Standard). 2nd Team Class C (A. O'Connell, M. Reid, S. Walsh)

UPCOMING BHAA RACES:

- Wednesday 11th June – Trinity Track Races, Trinity College
- Tuesday 24th June – Irish Prison Services Trail Race, Phoenix Park
- Wednesday 16th July – DCC 5k, Ringsend Park

Camp dates:

- 1) 7th - 11th July
- 2) 14th - 18th July
- 3) 21st - 25th July
- 4) 28th - 1st August

Ages: 4-12yrs

Pre/after care available:
8.30 - 9.30am / 4.00 - 5.30pm

Camp times:
9.30am - 4.00pm

VOUCHERS AVAILABLE

• Swimming & pool games • Mini sports lessons • Basketball • Unihoc • Table Quiz • Arts & Crafts • Educational talks • Programme may vary from week to week, please check beforehand

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TRX

suspension training uses bodyweight and gravity to improve functional fitness and core strength.

Our TRX Plus classes add a variety of fitness equipment, i.e. free weights or kettle bells for more intense workout. Please check our class timetable on www.sportsco.ie for class times.



Staff Volunteering Profile: Maria Travers, Group People and Sustainability

In March 2014, Maria applied to ESB's Energy for Generations Corporate Responsibility Fund as part of the initiative to support staff volunteering. Maria is a volunteer with the Dublin Society for Prevention of Cruelty to Animals (DSCPA). This is a registered charity, established in 1840 to prevent cruelty to animals and is now Ireland's largest animal welfare organisation.

Maria explained her volunteering role with the Society: "Cruelty, neglect, accidental injury and sickness to animals continues today - and we are here dealing with these problems. I work in the shelter taking care of the animals and am also involved in making sure that they get exercise and are prepared for re-homing. I find the work very fulfilling, we are making a real difference here in the DSCPA. I am very pleased that as part of the company's new Energy for Generations Fund, staff volunteering is being recognised and supported. It's a very positive initiative and really brings corporate responsibility to life in a very practical and tangible way".

On foot of Maria's application, the DSCPA received €250 from the fund. If you are volunteering with a charity, or would like more information about support for staff volunteering, e-mail "esbenergyforgenerations". ■



PROCUREMENT CHANGE PROJECT: AN UPDATE



Pictured (l-r) are the three e-tendering pilot nominees from Procurement: Regina Keane ESB Networks, Grace Stimpson G&WM and Brendan Keane BSC and Anna Doyle (Procurement Change Project, e-tendering lead).

THE PROCUREMENT CHANGE Project was established in 2013 to develop common group-wide procurement processes and procedures and to implement appropriate Procurement-enabled business solutions for:

- Electronic Tendering
- Requisitioning and Contract Management
- Spend Analytics

The business case for the Procurement Change Project was approved in March 2014 and the investment will enable the successful development of a centralised approach to Sourcing and Category Management.

One of the early deliverables of the project has been the conclusion of a pilot of the Government eTenders System. Implementation of an electronic tendering solution is a requirement to deliver compliance with the new EU Utilities Directive for electronic tendering, which comes into effect in 2017 and also fully supports ESB's Sustainability agenda. The Government eTenders site (www.eTenders.gov.ie) has been developed as part of the Irish Government's Strategy for the implementation of eProcurement in the Irish Public Sector and is managed by the Office of Government Procurement (OGP).

The pilot commenced in August 2013 with up to 20 nominees from Procurement Teams across the Group participating. The scope of the pilot was to create and issue tenders, respond to clarifications and receive and open tender responses from suppliers electronically through the Government eTenders System. Anna Doyle who led the pilot on behalf of the project provided comprehensive training and support to the nominees. During the pilot, approximately 50 tenders were issued and the feedback from both the pilot nominees and from our suppliers

The key benefits from the nominee's perspective included system ease of use, time efficiencies in terms of administrative effort and a comprehensive system audit trail. Grace Stimpson from Generation & Wholesale Markets commented that "the system is very easy to use and that the savings on paper must be considerable both to ESB and our suppliers".

overall was very positive.

Regina Keane from ESB Networks said: "the process to issue a tender is straightforward and there is a huge saving on the time spent previously burning discs, printing and checking hard copy documents and issuing documents". Feedback from suppliers has also been positive. Brendan Kennedy from Business Services Centre reported that "suppliers found the system easy to use and that from both a sustainability and cost perspective are delighted that they no longer have to print numerous copies of their tender responses".

The pilot concluded in April 2014 with the pilot nominees recommending that Government eTenders be rolled out to all Purchasing Teams across the Group. This recommendation was approved by the Purchasing Managers: Colm Brophy (G&WM), Pat Eccles (ESB Networks), Brian O'Brien (BSC) and the Chief Procurement Officer, Mark Harmon. The Project Team expressed its thanks to all the nominees who participated in the pilot, and looks forward to working with the Procurement Teams to fully implement Government eTenders in the coming months.

We plan to issue you with updates on the project over the next few months with further details on our project objectives and overall benefits to end-users, the Company and our suppliers. ■

Shield incident training commencing this month

► Level 1 users to be trained on ESB's new environmental, health and safety management system



SHIELD IS ESB'S new environmental, health and safety management system. Supported by the on-line enviroManager tool, the system will initially provide a co-ordinated recording, reporting and task assignment process for any incident or near miss. The system has had enhancements made to it as a result of workshops with each business unit. It is currently being tested with a view to being deployed into the training environment in late June.

Level 1 users training is being scheduled now (with training due to start on June 23rd for the Inci-

dent module). Level 1 users are the system "super-users", with the authority to develop programmes and templates for their businesses. Typically, these users are our safety and environmental managers and specialists. Staff and managers who interact with the system on a day-to-day basis (typical tasks would include incident investigation, work scheduling and close-out) are categorised as Level 2 users and they will be the next category of staff to be trained. This training will comprise a mix of face-to-face training, on-line support and support from local Level 1 users.

SHIELD - Who is involved?

The selection, development and delivery of this major new environmental, health and safety management system is a very significant initiative for ESB. It is designed to:

- Capture environmental, health and safety information in a consistent manner across the company
- Track the implementation of recommendations from LTI's,

near-misses, good catches and environmental incidents to ensure continuous improvement in performance

- Operate more efficiently and effectively by moving to a modern system, supported by state-of-the-art technology (enviroManager) and accessible to everyone who needs to record and track information to provide greater environmental and safety assurance.

The development of the new system has required cross company input to ensure that the needs of all users are addressed. The transition from the use of over 30 separate systems (currently in use across ESB) to this integrated system has to be managed seamlessly, in order to ensure that there is no break or deterioration in our ability to effectively manage health, safety and environmental issues during the changeover.

A cross-company team has been put in place to manage the development and implementation of SHIELD. ■

Project Sponsor	Pat Naughton					
Project Board	Colm de Burca (Project Executive and Corporate Centre)	Joe Scally (GWM)	Gerry Mooney (ESB Networks)	Brendan Barry (Innovation)	Marie Collins (BSC & Electric Ireland)	Elaine Collins (BSC - Senior Supplier)
Project Manager	Simon Doody					
Business Transition Manager	Ronan Collier					
IT Delivery Lead	Mick Mongey					
PMO Support	Muriel Maguire					
Test Manager / Business Process Analyst	Sarah Graham					
Communications Manager	Kristin Quinn					
Transition Implementation Group	Ronan Collier (Corporate Centre)					
Kristin Quinn, Simon Doody, Sarah Graham	Darragh Duhay (GWM)	Brian Brady (ESB Networks)	Liam Mannion (Innovation)	Jim Murphy (BSC)/ Peter Morgan (Electric Ireland)	Mick Mongey (IT Delivery)	
Muriel Maguire (PMO)						
Business Transition Support Team	Pascal Walsh (GWM)	Michael Murray (ESB Networks)	David Hendrick (Innovation)	Michele Clarke & Colm Grogan (BSC & Electric Ireland)		

For further information on SHIELD you can e-mail the Project Team at SHIELD@esb.ie and they will direct your query to the relevant person for reply and follow up.

ESB GAA

ESB GAA All-Ireland - Football 7's 2014

Venue: Pairc Ui Chiarain, Athlone

Saturday, September 13th 2014

Mens -

2013 Winners - NIE (1)

Runners Up - Naas

Also

Ladies Football Competition

2013 Winners - ESBI

Runners Up - Electric Ireland

Entry Fee €400 per Panel

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

posted to.

Colum Grogan - EHS Project 3rd

Floor DBlock HO

Tel. Extn. 27486

Trish McElvaney - DGC HO -

Tel. Extn. 25484

John O'Riordan - ICT Group Head

Office Tel. Extn. 27557

Deirdre Arthur - ESB ecars

Tel. Extn. 27596

Francis McKillion - NIE, Carn Ind.

Est, Portadown +447778980602-

04838368580

Shauna Brady - Electric Ireland,

Swift Sq. Santry - Tel. Extn.34446

Hugh Connaughton - Leopards-

town Road - Tel. Extn. 43532



Closing date for Panel Entries Friday, 29th August 2014

Competition commences at 11.30am and Final fixed for 5.30pm approx. Presentation Dinner takes place in the Shamrock Lodge Hotel & Country Club Athlone at 7.30pm approx.

A day in the life: Louise Cushen

► The Planning and Environment Specialist explains her role in the ESB Group

My background

I began my career in ESB Secretary's Organisation and qualified as a Solicitor over 14 years ago. My current role is as Planning and Environment Specialist and I'm responsible for advising the entire ESB Group including ESB International. I've provided legal advice and managed the legal service for a number of high profile planning applications, and Oral Hearings for strategic infrastructure development for distribution and transmission assets, substations and wind farms.

Currently one of the projects I am involved in is the Head Office redevelopment. I also manage and advise on Planning Injunctions and Judicial Reviews. Where necessary I advise on the interaction of ESB with the Department of the Environment, Planning Authorities and An Bord Pleanala. During those 14 years I've worked in a number of different areas of law, for example acquisition and disposal of commercial properties, substations and easements, wayleave negotiations and injunctions.

Why a career in 'corporate' law?

ESB is a big company with a strong commercial focus and because of that I have a really interesting and busy practice area. ESB is at the forefront of innovation in Ireland and this means that I am involved in new issues, for example E-cars and Fibre to the Home which opens up the opportunity to be involved in latest technology and sometimes new law and helping the projects navigate the legal system.

What is a typical day for a lawyer in ESB?

There isn't usually a typical day. My diary for each day is usually full in advance with meetings but there is always the possibility that something urgent and unexpected is going to come up which will have to be dealt with too.

How does it differ from a practice in an external law firm?

Unlike law firms I don't have secretary who acts as a "gate keeper" for calls or e-mails so clients can get to talk with me if they need to urgently. I'm very accessible and my clients can call in to my desk or stop me in the corridor. Also, as someone who has been with the company a long time I have an insight in how ESB does business and how ESB wants and needs to be portrayed in public which is something external lawyers can miss.



What is the most challenging part of your job?

There could be possible impacts on the environment because of the nature of ESB's business which could result in fines and prosecutions against ESB, its management and, depending on the circumstances, even individual employees. Therefore the Planning and Environmental areas are core areas for ESB. One of the most challenging parts of the job is getting the clients to seek advice on planning and environmental matters early.

Are there aspects of your job that people might not know about?

That there is a huge European Law dimension to this area and the law is always changing and developing so what was deemed as acceptable in the past may have, and possibly has, changed.

What do we do for the various businesses across the company?

I provide a full legal service for Planning and Environmental matters which includes advice on the law and the possible impact on ESB. I provide advice and representation for ESB in An Bord Pleanala Oral Hearings, Judicial Review and Injunction matters. I also deal with Warning Letters and Enforcement proceedings against the company. I can give information briefings to staff in the business on planning and environmental law in order to help them in their work. I also provide advice which can be at meetings or in writing on issues as varied as dealing with a third party who has trespassed on our lands and dumped materials to planning authority/An Bord Pleanala pre-application planning meetings for Wind Farms or extensions to GWM infrastructure or Networks infrastructure.

What makes your job in ESB so enjoyable?

Being involved in the issues of each business and knowing what's going on in the company and being part of a team particularly at the start of a project is really enjoyable. Also, ESB has really commercially focused and clever people working for it. Sometimes the slow moving nature of the law may not always suit the time frames we have to deal with - but it is a buzz when it all comes together! ■

SLIGO WALK A GREAT SUCCESS

ALMOST 100 WALKERS set out on Saturday morning on the Sligo Walk. After an initial heavy shower, weather conditions improved greatly with sunny spells and good walking conditions. Once again staff members from all over the country were able to enjoy the spectacular scenery around Sligo. The overall winner of the walk was Ger Has-

sett from Moneypoint closely followed by John Mulrooney from Sligo in second place. The winning team was Moneypoint.

The Sligo Walk is primarily a social occasion - everybody celebrated their achievement at the "Weary Walkers Waltz" and danced into the early hours of Sunday morning. ■



Above and below: the Sligo Walk participants. All photographs by Alan Murphy.





NIE in the community



Left: the new Community section on the NIE website.

Have you seen the new Community section on the NIE website? This section has information on our work in the community including education outreach programmes, our people working in their local community, the NIE Staff & Pensioners Charities Fund and the Business on Board Scheme.

Meet some of our employees who are sitting on the boards of charity organisations through the NIE on Board programme.

Senga McEvoy, NIE Business Communications Manager is on board with Damask, a community outreach charity based in Lisburn.

What is Damask?

It's a community outreach charity that supports older people, parents, carers and young people. It provides advice for those experiencing health, social and financial problems. Through NIE on Board I became one of its directors.

Why did you sign up for the scheme?

I'd never been on a board before but as Damask is local to me and sounded interesting, I thought

I'd give it a go and I'm delighted that I did. It's been a great way to give back to the local community and I find that I'm using lots of the skills I use every day at NIE but applying them to a totally different situation, for example developing risk assessments and helping with budgets.

What do you feel you bring to Damask?

Many of the other directors are involved with the every day running of the charity. I'm totally independent so I'm a good sounding board for ideas and can provide some good business advice – most of which has been tried and tested in a much bigger organisation.

Donal Kennedy, NIE Management Accountant is on board with Clubs for Young People NI.

Tell us a bit about 'Clubs for Young People'?

Clubs for Young People (CYP) is a voluntary youth headquarter organisation that works to support and represent a membership of over 150 youth clubs and youth organisations' across Northern Ireland.



Donal Kennedy, NIE Management Accountant.

What is your position on the board?

I'm the treasurer.

Why did you get involved in the 'NIE on Board' programme?

When I heard about this programme I jumped at the opportunity. CYP was a charity that I was interested in because

they have a strong sporting ethos and as I play gaelic and football I felt I could really get involved and become passionate about the great work they do.

On a daily basis, my job is quite office bound and I work on management accounts. I feel joining a board has helped expand my knowledge. I've learnt more about board structures and also how to look at accounts from a wider strategic perspective.

What do you feel you bring to Clubs for Young People?

I hope I've brought some accountancy knowledge to the board. I've only been in the position for a few months so it's still early days, but I've really enjoyed it so far. ■

Check out the new section at www.nie.co.uk/Community and find out more about Damask at www.damasklisburn.org/ and Clubs for Young People at www.clubsforyoungpeopleni.com/

Ciao Giro – NIE pinks up a pylon



IT WAS HARD not to miss the pink madness that was Giro d'Italia 2014. To get into the spirit of things, NIE 'pinked' up a couple of pylons along the route.

The pylons at Eden, near Kilroot Power Station and near Ballycarry were painted as part of NIE's ongoing overhead line maintenance in the area but, instead of standard yellow undercoat, NIE decided to support the Giro d'Italia by using pink.

A team of specialist painters undercoated the pylons in pink paint and the pylons returned to their traditional grey a few weeks later.

Alister Fenton, NIE Assets Engineer, said: "Painting the pylons yellow or pink on the first coat simply ensures that we don't miss a bit on the second coat. We have a lot of keen cyclists in NIE and with the Giro d'Italia hosted in Northern Ireland we wanted to show our support by going pink".

He continued: "Just like the Forth Road Bridge, we paint the metal work

on our pylons to keep them in good condition and extend their lifespan. Every year we paint approximately 175 towers. We have around 3,500 towers or pylons across Northern Ireland, so it is a continual cycle of investment, ensuring communities across Northern Ireland have a safe, efficient and reliable electricity supply".

For more information on how we upgrade and maintain the electricity network across Northern Ireland visit nie.co.uk. ■

Facts:

- Giro d'Italia started in May 1909 as an idea to increase sales of the La Gazzetta dello Sport, a local pink-coloured paper.
- Since 1960 the place of departure has changed each year. France, Austria, Belgium and Greece have all hosted the Giro, with Ireland the latest to join the list.
- The cyclists travelled a gruelling 426.7km during three days of competition, taking them from Belfast, through the magnificent Causeway Coastal Route and the historic city of Armagh en route to Dublin.
- Stephen Roche became the first Irishman to win Giro d'Italia in 1987. Stephen only learnt to ride a bike at the age of 13 and worked in a Dublin dairy.

Shortlisted for community impact award



Angeline Sloan (centre) from firmus energy presents Tom Doran and Stephanie McCullagh from Northern Ireland Electricity with a shortlisted finalist's certificate for the Community Impact award, with fellow judges Una McKernan, NICVA (left) and Wendy Osborne, Volunteer Now (right).

NIE has been shortlisted for a Business in the Community (BITC) award. The Community Impact Award is presented to companies

who have made a positive impact on communities by addressing local issues and investing people, resources, time, finance and expertise in improving people's lives.

Tom Doran, NIE's Learning and Development Manager said, "NIE owns the network that delivers electricity to everyone in Northern Ireland. Our vision is to make a positive contribution to our local community so we are delighted to have been shortlisted for this award".

Winners were announced at a gala awards dinner (at time of going to print) at Belfast Waterfront Hall on Thursday June 5. ■

Driving safety at the Balmoral Show

BALMORAL SHOW, Ireland's largest agricultural and food show was held from May 14th to 16th at Balmoral Park Lisburn. There was something for everyone at the NIE stand, from expert advice on grid connections to the best way to stay safe when working near the electricity network.

Speaking at the show Michael Atkinson, NIE Head of Generation Connections, said: "This year, connection of renewables was again on the agenda. The interest in customers

generating their own electricity has continued to grow steadily in recent years. This is leading to significant challenges for NIE, due to high levels of congestion on our network. At this year's show we were on hand to advise landowners on these challenges alongside the process for connecting a range of large and small scale renewable technologies to the electricity network". ■

For more information on staying safe around electricity visit nie.co.uk/safety



Facts:

- This is the 146th Balmoral Show.
- 500 trade exhibitors in 2013.
- This is the second year the show has been located at Balmoral Park, the former Maze prison site.

NEW PRESIDENT OF IACT



Colm Moriarty, the new President of IACT.

The Irish Association of Corporate Treasurers (IACT) promotes good treasury practice in Ireland. The scale of ESB's borrowing on international markets, and the complexity of our financial risks, has made ESB a very active member of the IACT. This year Colm Moriarty in Group Treasury became the President of the IACT. As President his role is to:

(a) Represent the IACT in interactions with the Department of Finance and the Central Bank

(b) Chair the IACT committee which is made up of senior corporate treasurers from companies such as Johnson & Johnson and Securitas as well as partners from PWC, EY and McCann Fitzgerald.

The IACT is a not-for-profit body with in excess of 400 members, including practising treasurers from major Irish public companies, multinationals and commercial state entities, as well as a significant number of smaller and medium sized companies.

This year the IACT has hosted seminars on Debt Investor Relations, Interest Rate Hedging and Business Banking in Ireland in 2014. In March

following engagement with members, it responded to a public consultation on European derivatives regulations. Most recently it held an evening of TED-style talks on 'The Future of Money' for an audience of IACT members, global tech companies based in Ireland such as IBM and AirBnB as well as departmental policy makers.

In May Colm was involved in the development of IFSC Ireland's strategy for the IFSC in 2020, and events for the second half of the year include the annual IACT black-tie dinner and the IACT conference on 6th November.

Colm is the third ESB President of the IACT following in the footsteps of Brendan Murphy (2010) and Valerie Little (2000).

The IACT is affiliated with Dublin City University who run post-graduate courses in treasury and is a member of the European Associations of Corporate Treasurers (www.eact-group.com) and the International Group of Treasury Associations (www.igta.org). For more information see www.treasurers.ie. ■

Turlough Hill open to Visitors



AS FEATURED IN our last issue of EM, to mark the 40th Anniversary of Turlough Hill pumped storage station, visitors can avail of tours from early June through to the end of September.

Groups of 10 or more and school groups must book through www.esb.ie. However, individuals or smaller groups can drop into the station be-

tween 10.00am and 3.30pm Tuesday to Friday.

Open Weekends will be hosted at Turlough Hill on Sat. 12/Sun. 13 July from 10.00 to 3.30pm and again on Sat. 9/Sun. 10 August from 10.00 to 3.30pm.

Please tell your children, family, friends about this unique opportunity to visit this amazing feat of engineering and see renewable technology first hand.

Also, if you are planning meetings, team briefings etc. why not take the opportunity to bring your colleagues to Turlough Hill set in the beautiful Wicklow Mountains close to Glendalough. ■

For information on hosting internal meetings at the station please contact Bernie Healy, Corporate Communications & Public Affairs at HO Extn. 27402; Mobile 087 2615514 or email bernie.healy@esb.ie

What the papers said

ON TUESDAY, MAY 13TH, the Irish Times published an article about Tallaght West's An Cosán, the educational social innovation organisation, which has taken its community education programmes national through a virtual learning partnership with ESB, Accenture and IT Carlow.

Last month the community education centre in Jobstown, West Tallaght brought community learning into the future by broadcasting its first virtual lecture to students at Limerick's South Hill and Longford's Women's Link Centre.

"An Cosán means 'the path'. We know that education is the path out of poverty," Liz Waters, An Cosán chief executive, said in the article. "For 28 years we've been in the business of running community education programmes for the people of Tallaght west and we are very successful at what we do. We take 600 students each year in everything from basic literacy and numeracy right through to degrees, in a collaborative partnership with IT Carlow."

The article outlined how Waters and her team have developed a new Level 7 qualification, the Special Purpose Award in Transformative Community Education, a teacher qualification provided in a virtual learning context. The new online course is being delivered in pilot sites in Limerick, Longford and Dublin, funded by ESB and supported by Accenture and IT Carlow. It will be rolled out nationally from September.

The next step is to develop two further qualifications, aimed at a wider audience: the Special Purpose Award in Active Citizenship and Community Leadership.

"Ultimately the plan is to make all of our basic education programmes available in a virtual context," said Liz.

Launch of 5th Annual Business Impact Map

49 SOCIALLY MINDED Irish companies formed over 5,100 community links and donated over €24.1 million in cash donations, in-kind donations and employee fundraising to local charities and community groups during 2013. This information is captured by Business in the Community Ireland (BITCI), on an online interactive map entitled the "Business Impact Map" which gives a county by county breakdown of how companies such as A&L Goodbody, ESB, Intel Ireland, Diageo Ireland and their employees supported their local community groups and charities during 2013.

The map which can be viewed at <http://livemaps.bitc.ie> captures statistics from 49 of Ireland's largest companies that are members of Business in the Community Ireland, Ireland's leading organisation on corporate responsibility

and the only network for responsible business practices.

National statistics show that almost €9.5 million was given in cash donations, €11 million was contributed through in kind donations (a significant increase from €6 million in 2012) and €3 million was raised through employee fundraising. Employees also volunteered over 162,000 hours to local groups and projects during the year.

Social issues that received the most support were health at €5.2 million, education programmes at €5.5 million, children and youth projects at €4.6 million and community programmes at €2 million.

ESB provides BITCI with information on its Energy for Generations Fund Expenditure, our Electric Ireland Corporate responsibility activity and our Community Funds associated with Wind Farm development. ■



The Business Impact Map.

Energy Suppliers launch new Energy Engage Code Page 19

Innovation

Focus on Future Internet
John McSweeney gives keynote address P10



The Great Electric Drive just got greater

▶▶ 32 new Great Electric Drive ambassadors from 20 counties



Pictured are new ecar Ambassadors with John McSweeney, Head of Innovation, ESB at an event to announce the launch of the Great Electric Drive 2014/15.

THIRTY-TWO NEW ecar ambassadors have been selected by ESB to take part in the Great Electric Drive 2014/2015. The ambassadors were announced at an event held in Dublin, attended by Pat Rabbitte, TD, Minister for Communications, Energy & Natural Resources.

This is the second year of the Great Electric Drive, which gives 26 members of the public and six commercial organisations the opportunity to trial an electric car for up to four months each. The ambassadors were selected from more than 20,000 applicants from all over Ireland.

Minister Rabbitte said: "The electrification of transport is a key component of Ireland's emissions reduction strategy and reducing our dependency on imported fuels. I am delighted Ireland continues to lead the way in this area and welcome the very strong response to ESB's Great Electric Drive from the general public".

The electric vehicles are being provided by major car companies and include the BMW i3, Citroen C-Zero, Mitsubishi iMiev, Mitsubishi Outlander Plug-in Hybrid, Nissan Euro LEAF and Nissan e-NV200 commercial van, Renault ZOE the Renault Twizy and the Renault Kangoo ZE commercial van.

Participants will share their experiences on the ESB ecars blog



Pat Rabbitte, TD, Minister for Communications, Energy and Natural Resources, and ecar ambassador Amanda Meehan at the launch of the Great Electric Drive in Dublin.

throughout their ecar trial. Six organisations have also been selected as commercial ecar ambassadors, including: Inland Fisheries Ireland; Parcel Zone (Dublin); Verve, the Live Agency; the Spelt Bakery (Kilkenny); Cork City Fire Brigade; and Mercury Engineering. All will drive an electric commercial vehicle during the trial.

Speaking at the event, John McSweeney, Head of Innovation, ESB said: "We are delighted to have 32 new ambassadors to take part in the second Great Electric Drive. We have chosen people from all over the country and all walks of life. People in Ireland are really starting to realise the benefits of electric cars and their suitability for everyone, no matter what their driving patterns are".

In September, ESB will be undertaking a cross European drive from Cork to Brussels using charging infrastructure in four countries and demonstrating the rapidly developing capabilities of electric vehicles. ■

GOOD NEWS FOR EV DRIVERS TRAVELLING IN EUROPE

▶▶ ESB pioneers the development of seamless roaming for EV users in Europe



Pictured is Dermot McArdle, General Manager ecars, charging an ecar in Arnhem using a mobile app developed by ESB to access the charge point in Holland.

ESB'S ECARS TEAM have been working with Dutch utility Alliander Mobility Services on developing a pioneering mobile App, which will allow EV drivers to seamlessly access the electric vehicle (EV) charging network in both countries. The two companies have been working for over a year on integrating the charging

networks in order to allow for EV roaming across Holland and Ireland.

This initiative is being developed as part of the MobiEurope project, which is a three year European demonstration project, that brings together 12 public and private entities from five countries including Ireland and the Netherlands. The project aims

to develop interoperability among the different pilots with the goal of allowing international roaming by EV drivers, facilitating low emissions road transport.

On a recent visit to Alliander offices in Arnhem, Holland, ESB ecars used the opportunity to carry out a demonstration of the integrated charging system through a mobile web application. This app is available on all mobile platforms and allows ESB EV customers to access the charge point network in the Netherlands.

ESB ecars team – Dermot McArdle, Senan McGrath and Donal Heraghty – successfully used the mobile app to access an on-street charge point to charge their ecar in the suburbs of Arnhem, Holland.

A similar type demonstration - involving a Dutch EV driver using the app to access the Irish charge point network - is scheduled to take place as part of an ecars roadshow ESB will host in Limerick City, the City of Culture 2014, during the summer. ■

ESB ECARS UNDERTAKES CROSS-BORDER DRIVE TOP GEAR-STYLE!

TWO TEAM MEMBERS from ecars - Conor Cooney and Patrick Kirby - successfully undertook a driving comparison between an ecar and a conventional diesel car, travelling from Larne, Co. Antrim to Cork, a journey of almost 500kms.

Both cars followed the same route, allowing for real time comparisons to be made in terms of fuel cost savings, environmental savings and journey duration.

It took Conor eight and a half hours in the electric car, stopping for two hours and twenty minutes to avail of fast charges along the route at Newry, Lusk, Monastervein and Cahir. He used approximately 80 kWhrs of electricity, both off peak and standard rate electricity, at a total cost of €13, with zero tailpipe emissions.

Patrick drove the diesel car in six and a half hours, stopped for a total of one hour for lunch/coffee. The diesel car consumed 28 litres of diesel at a cost of €42 and emitted an estimated 72kgs of CO2 emissions.

Dermot McArdle, head of ESB ecars said: "This was a great opportunity to demonstrate the versatility of electric vehicles, and show that they can not only be used for short commutes or city driving, but also for longer journeys, with significantly lower costs and lower CO2 emissions".

He added: "Our aim was to show that an electric vehicle can do everything a conventional vehicle can do – while saving you money, and being easier on the environment". ■



Pictured are ESB drivers - Conor Cooney and Patrick Kirby with their cars as they set off for the Larne to Cork drive.



ESB International staff briefing

Page 12

Outlining changing times at the 5th Annual Smart Grid Summit

▶ John McKiernan, Head of External Collaboration, represented ESB at the 5th Annual European Smart Grids Summit in Malaga, Spain on April 30th

At the 5th annual European Smart Grids Summit, John McKiernan, Head of External Collaboration, Innovation outlined how ESB is responding to the need for change in the electricity sector and the company's focus on "Innovating for growth".

The overall consensus from the conference was the need for new levels of business innovation customer focus in the face of new entrants emerging from non-traditional sectors, and pressure

John's presentation was centred on five key points:

1. Transforming energy landscape
2. Smart grid developments in Ireland
3. Role of smart energy technologies
4. Convergence of ICT and energy industry
5. Challenge of emerging technologies.

growing to accommodate unprecedented levels of distributed low carbon generation.

The conference was attended by a cross section of European power utilities as well as delegates from as far as Korea and the USA. ■



John McKiernan, Head of External Collaboration, Innovation.



MARINA UNIT RETURNED TO SERVICE

ESB INTERNATIONAL

MARINA GENERATOR UNIT was returned to service on 10th May after a forced outage. The work involved inspection, testing and repair of the generator. Generation engineering staff provided project management, electrical and mechanical specialist advice and quality assurance support to Marina Generating station during the outage. Re-commissioning of the generator excitation system and generator protection circuits along with Grid Code testing were also completed, all within a tight timescale.

Well done to all the Generation Engineering staff who mobilised at short notice and whose efforts ensured the plant was successfully returned to service, in particular Louise Roe, Bernard O'Sullivan, Ger Forde, Adrian Barnes and Joe Collieran from AMS who assisted during re-commissioning. ■



Marina Generating Station in Cork.

FOCUS ON FUTURE INTERNET PROGRAMME AT EUROPEAN COMMISSION CONFERENCE

▶ ESB's Head of Innovation gives keynote address at the first European Conference on the Future Internet



John McSweeney, Head of Innovation, ESB.

ON APRIL 2ND, The European Commission launched the first European Conference on the Future Internet at which John McSweeney, Head of Innovation, ESB gave the keynote address. John was recently appointed by the Commission to an eight-strong "Executive Industry Board" that will preside over the €600 million EU Future Internet Programme.

As Internet activity and connected devices are increasingly testing the bounds of the current Internet infrastructure, this project is set to develop efficient re-

The important role of the Internet in the development of a smart energy system and the innovative path that ESB is taking in the area of smart connected technologies was well received by the industry participants and the European Commission representatives that also included Commissioner Neelie Kroes, Vice President of the European Commission.

usable building blocks to manage the huge growth of personal and business Internet traffic.

John spoke about the potential of the Future Internet Programme to efficiently connect devices on the electrical network, while reinforcing the message that security and privacy are among the sectors most prominent demands.

The industry participants - experts in information, communications and telecoms - came from a wide range of industry sectors including health, environment, energy and logistics.

ESB is involved in the EU Future Internet projects, FINSENY & FINESCE, which are piloting smart control of consumer loads using internet technologies being developed through the Future Internet programme. ■

SENAN MCGRATH APPOINTED CHAIRPERSON OF EURELECTRIC EV TASKFORCE

SENAN MCGRATH, Chief Technology Officer ESB ecars, has been appointed as the Chairperson of the Eurelectric Electric Vehicle Task Force. The Task Force has members from 30 utilities across 19 European countries.

In this role, Senan will be responsible for overseeing the development of a strategic position on EVs for Eurelectric. This covers such issues as interaction between the utilities and the European Commission on matters like the Clean Power for Transport Directive, as well as advising member utilities on national deployment options for EV charging infrastructure. He will also coordinate policy initiatives on electric urban mobility for Eurelectric and support development of Inter-

operability platforms for EV charging infrastructure.

In addition, the role will involve consideration of the integration of EVs and the electricity network and developing pan-European policy options in this regard. As Chair of the EV Task Force, he also becomes the co-Vice Chair of Eurelectric's DSO Project Deployment Working Group.

Ms Laerke Flader, Managing Director of the Danish Energy Association / Danish EV Alliance (Dansk Energi) has been appointed as the new Vice Chairperson. ■



Senan McGrath

IRELAND'S FIRST FEMALE ENGINEERS IRELAND CHARTERED ENGINEER OF THE YEAR, RECEIVES CIT STEM AWARD



LOUISE ROE (Connolly), Consultant Engineer in ESB International, has been selected to receive the Cork Institute of Technology's STEM Graduate Achievement Award. These awards have been introduced to CIT to recognise graduates whose work in science, technology, engineering or mathematics (STEM) has made a significant contribution in a professional context. Louise is currently a consultant engineer in ESB's Generation Engineering Department and works on Irish and international power plant and gas pipeline projects. She has worked in Ireland, the UK and Spain in engineering and project management roles for power generation projects. ■



ESB'S NATIONWIDE ROLL-OUT OF FAST CHARGE POINTS CONTINUES TO EXPAND

There have been a number of recent additions to ESB's fast charge network in Ireland, making long distance driving even more convenient in an electric vehicle. The fast charge points enable a compatible car to charge up to 80% in as little as 25 minutes.

The newly installed fast charge points are located close to or on major inter urban routes such as Kilbeggan and Ballinasloe on the M6 - Carlow and Knocktopher and Kilkenny on the M9, as well as Dun Laoghaire, South Co. Dublin and Rochestown, Cork City.

A key location on the M8 at Urlingford, Co Kilkenny is also due to become operational shortly. There are now a choice of charging options on routes between Dublin and Belfast, Sligo, Galway, Limerick, Cork, Waterford and Wexford. The expansion of the fast charge network is in addition to over 1,500 domestic, public and commercial charge points already installed by ESB.

Fast charger facilities are now available on the M1, M4, M6, M7, M8, M9 and further installations planned for the M3 and M4. ■

ESB International staff briefing



Attendees at the event.

On Friday 16th May a staff briefing for ESB International staff was held in Croke Park. This briefing was to update staff on business developments and was opened by Ollie Brogan, Managing Director ESB International.

The following speakers gave presentations on the topics outlined below:

Frank Shiel, ESB International Safety and Quality Manager, who briefed staff on the ESB Road Safety Strategy for 2013 to 2020. Frank outlined the key elements of the strategy and provided an update on recent changes to road safety legislation.

Joyce Farrell, HR Manager Innovation, provided an update on the HR

priorities for the rest of the year and a recap on the last 12 months.

Michael Mahon, Carrington Project Manager, updated on the Carrington CCGT project, discussing the role of ESB International and how unplanned events have been managed during the project.

Brian Gallagher, Consultant OHL Engineer ESB International, presented on the Donegal 110kV project. Brian outlined the challenges encountered and the innovative solutions that were implemented to overcome these challenges.

Anne Sherlock presented on the new 24-hour counselling services available to ESB staff both at home and abroad, while Niall O'Connor, EAP officer, gave an overview of the EAP services available. ■



Far left: Ollie Brogan, Managing Director, ESB International, speaking at the event. Left: Anne Sherlock, BSC, presented on the new 24-hour counselling services.

EirGrid project update

ESB INTERNATIONAL

ESB INTERNATIONAL, working as EirGrid's consultant, managed the planning approval process for the Laois – Kilkenny Reinforcement Project. This included the route selection, design of the infrastructure, preparation of an Environmental Impact Study and a public Oral Hearing held by An Bord Pleanála. The project will re-inforce the trans-

mission system in the Irish midlands. The scope includes a 400 / 110 kV GIS substation close to Timahoe, Co. Laois, 1.4km of double circuit 400 kV overhead line, a 110 / 38 kV / MV GIS substation close to Ballyragget, Co. Kilkenny, expansion of the Kilkenny 110 kV substation and over 50 km of 110 kV overhead line in Counties Laois and Kilkenny. Congratulations to all who contributed to this work. ■

Innovation Conference offers glimpse of tomorrow's world



John McSweeney, Head of Innovation, speaking at the conference.

Dan Wright of Heliex Power addressing the group.



ESB International Staff Briefing and ESB Innovation Conference presenters.

ON FRIDAY 16TH May the ESB Innovation Conference was held in Croke Park. The theme of the conference was 'Enhancing the Power of Today for the World of Tomorrow.'

John McSweeney, Head of ESB Innovation, opened the conference, outlining the critical role of innovation in our business and how ESB is integrating innovation in our business practices. There were presentations made by representatives from the business units of the Innovation Directorate listed below.

- E-cars – Conor Cooney
- Emerging Energy Technologies - James Tedd
- ESB International – Donal McKenna

- ESB Telecoms Ltd – Keith Conlon
- Fibre to the Building – Joe Duignan.

Throughout the day the conference attendees watched videos from our staff based on site in locations including Oweninny Wind Farm, Woodhouse Wind Farm, Kulim, Rousch, Turkey, and Bahrain.

The final presenter was guest speaker Dan Wright from Heliex Power, a company that ESB Innovation is currently working with.

ESB Innovation would like to thank all presenters for the excellent insights into the differing business units and the organising committee for their contribution to the success of the conference. ■

FIRST HEAT RECOVERY STEAM GENERATOR INSTALLED IN CARRINGTON



The first heat recovery steam generator (HRSG) boiler module was installed at Carrington power plant during April.

ESB INTERNATIONAL

ON SATURDAY 19TH April, the first heat recovery steam generator (HRSG) boiler module was installed in the Unit 11 support structure at Carrington power plant. This is the first of ten modules to be placed in this Unit.

Each module is stripped of its transport steelwork and fitted with lifting framework before being moved to the lifting area. A main crane and a tailing crane top and tail the module into a vertical position. Once in the upright position, the tailing framework is removed and the module is hoisted into the correct position in the support structure by the main crane. The gross weight of the modules varies between 170 and 268 tonnes.

The Carrington power plant is located in Greater Manchester and will generate enough electricity to supply the needs of approximately one million homes when it becomes operational. The 880MW facility is being constructed using the latest natural gas combined cycle technology (CCGT) to ensure maximum energy efficiency and minimal impact to the environment. It will be one of the most efficient generators of electricity in the United Kingdom. ■

ESB INTERNATIONAL HOSTED THE DELEGATION FROM OMAN

ESB International hosted a delegation from Oman on Monday April 7th to Friday April 11th. The group consisted of individuals from our client Electricity Holding Company, the regulatory authority (AER) and the distribution companies who are the beneficiaries of our consultancy project.

The purpose of the visit was to engage in training for senior Omani customer service managers and directors, in respect of ESB International's customer service improvement consultancy contract being carried out by Strategic Consultancy Group. The delegation visited the Electric Ireland Customer Call Centre, operated by outsource partner Abtran on Wednesday 9th April and ESB Networks Customer Call Centre located in Cork on



ESB International hosted the delegation, made up of individuals from our client Electricity Holding Company, the regulatory authority (AER) and the distribution companies who are the beneficiaries of our consultancy project.

Thursday 10th April.

ESB International would like to thank both ESB Networks and Electric Ireland for their significant contribution to the success of this visit, both in terms of facilitating the call centre visits and making the strong presentations to the delegation which were very well received. ■

Generation & Wholesale Markets

Happy 40th Anniversary Turlough Hill!

This month marks the 40th anniversary of operations starting at Ireland's only pumped storage system - ESB Turlough Hill. On behalf of everyone at ESB, I want to say congratulations and thank you to colleagues both past and present involved in building, operating and maintaining the station. It's part of our history and the strong tradition of sustainable innovation at ESB, and it's an incredible feat of imagination and engineering. Turlough Hill has continued to play a strong role ever since in making sure we meet our customers' requirements, day in and day out.

Here's to the next 40 years!

Kind regards,
Paddy Hayes
Executive Director Generation
& Wholesale Markets.



Excavation work being carried out on the massive engineering project which commenced in 1968.

DID YOU KNOW?

'Turlough' is the Gaelic name for a dry lake - one which loses its water through a swallow hole in dry weather.

DID YOU KNOW?

Turlough Hill is located 60km south of Dublin in the Wicklow Mountains close to Glendalough which is the second most visited tourist site in Ireland.

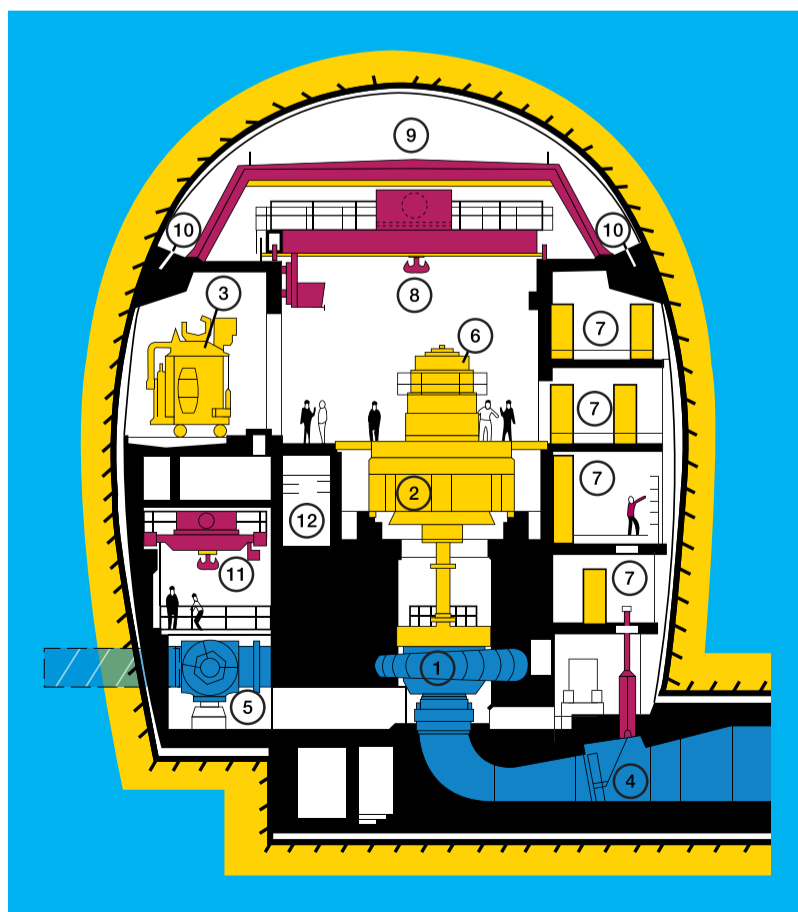
GETTING STARTED

Our engineers started looking for the right location in County Wicklow, which features plenty of mountains and lakes, plus it's also fairly close to one of Ireland's main centres of demand - Dublin. Eventually, the team settled on Turlough Hill because it already had a natural corrie lake - Lough Nahagahan - which could become the lower reservoir for the station. There was also a suitable site on the mountain where we could build an artificial upper reservoir.

With the site decided and with approval from the Government, we started work on the construction phase in the autumn of 1970, supported by many staff from different areas of expertise across ESB, as well as contractors, to bring the project to life.

DIGGING IN

If you take a look at the diagram below, you'll see why the project really caught the public's imagination at the time - it was the country's first (and, so



The Hydro Control Centre today at Turlough Hill.



The first unit went live in 1973. The remaining three have been operating since 1974.

SINCE IT'S THE 40th anniversary of ESB Turlough Hill, it seems like a good time to flash back and celebrate how it came to be...

ELECTRICITY FOR AN EXPANDING ECONOMY

By the late 1960s, ESB had been steadily supplying electricity to customers for over 40 years. At that point, we knew that electricity demand would continue growing across Ireland. We knew we needed to be responsive and flexible to help manage that demand. And we knew we wanted to be as environmentally conscious as possible in whatever we developed next for existing and future generations.

Designing and developing a pumped-storage hydro station was a unique and innovative civil engineering solution for Ireland at the time - expanding the electricity supply for a growing population through an environmentally-friendly system.

Plus, it would provide flexibility when it came to handling peaks and troughs in demand throughout any given day, which is always a challenge. You can't store electricity for very long and large power stations can take hours to fire up before they are working at full capacity.

Pumped storage, however, can go from standstill to full capacity/generation in around 70 seconds.

Having a rapidly responsive resource like this as part of the generation mix would be a huge advantage to customers across Ireland at peak electricity demand times.

far, only) pumped storage station and there hadn't been anything quite like it in terms of scale since the Shannon Scheme was built in the 1920s.

TAKING CARE

ESB was always very conscious that we were working in an area of outstanding natural beauty and wanted to make sure we minimised our impact wherever possible. As mentioned earlier, the main station was buried out of sight, inside the mountain, but ESB also:

- successfully used a pioneering (at the time) technique to restore grass growth on the verges of the newly-constructed two-mile long road to the mountain top, using a mix of water, fertiliser, wood pulp, peat moss and grass seed;
- used the 1.305 million cubic metres of granite excavated from the upper reservoir to build its embank-

ment (maximum height: 34m, length: 1,445m);

- made sure that the administration of offices and transformer compound can't be seen from the Wicklow Gap road.

ALL SYSTEMS GO!

In December 1973, ESB Turlough Hill's first generating unit started operating, followed by the three other units in the summer of 1974. And this incredible feat of civil engineering has been supplying Ireland with electricity ever since.

In 2004, ESB Turlough Hill became the Hydro Control Centre (HCC) for the company. This means that we can operate any of our 10 hydro stations direct from one single control room on site - increasing our responsiveness to customer needs even further. ■

The construction team worked hard over six years:

- carving out a massive underground chamber inside the granite mountain to house the main station, so that it would be hidden from view (length 82m, breadth 23m, height 28m - the same space as a medium-sized cathedral);
- excavating 2.5 million tonnes of rock to build the upper lake, then lining it with asphaltic concrete;
- drilling tunnels through the rock to connect the station and the upper/lower lakes.

1. Pump Turbine
2. Motor/Generator
3. Main Unit Transformer
4. Flap Gate
5. Turbine Inlet Valve
6. Pony Motor/Generator
7. 10 kV Switchgear, Control Panels and Relays.
8. 2 x 70 ton Bridge Cranes
9. False Roof with Soundproofing
10. Haunch Beams
11. 50 ton Bridge Crane
12. Cable Gallery for 220 kV Cables

Focus on Asset Assurance & Engineering

Liam Lawlor, Turbines Specialist
G&WM Asset Management



Photo shows the four missing blades on the first row of the rotating blades.

WORKING WITH STATIONS and the ESBI Generation Engineering Team, Liam Lawlor, G&WM Turbines Specialist provides engineering and technical expertise for more than 4000MW's of steam, gas and hydro turbines which makes up the G&WM fleet.

A recent engineering problem Liam was involved with was the steam turbine damage on a 305MW unit in Moneypoint. When higher than normal vibration levels were detected on Unit 2, a detailed investigation took place which determined the likely cause to be a liberation of steam turbine blades from the High Pressure Turbine.

A decision was taken to shut the unit down, remove the covers and inspect the turbine condition. It was found that four blades had broken off the first row of rotating blades as well as severe erosion on the first row of stationary blades. Repair and replacement options were sought from three companies, including the OEM, and

a cross-functional team of Specialists and Station Staff carried out a detailed evaluation of all options.

It was decided to opt for an interim repair solution that was both technically and commercially acceptable. This solution required removal of the damaged row of blades. In addition a new High Pressure Turbine was purchased and is due to be installed in 2015.

Another element of this project was determining the root cause of this failure and offering recommendations to prevent its reoccurrence.

It was concluded that solid particle erosion caused damage to the stationary and rotating blades and this damage altered the steam flow on the blades and ultimately led to cracks starting from the trailing edge of a blade and resulting in failure.

The above project gives an insight into the type of engineering problems dealt with by the Asset Management Turbines Specialist. ■

ESB MONEYPPOINT EMERGENCY EXERCISE

▶ Action stations as Moneypoint tests its Internal Major Emergency, Crisis and Business Continuity Plan



The Fire Incident Commander.

ON FRIDAY, 2ND May, the ESB Moneypoint team launched 'Operation Ola' to test its Internal Major Emergency, Crisis and Business Continuity Plan. The scenario: a simulated oil spill from the jetty heavy fuel oil (HFO) unloading arm, with the possibility of a pool fire, oil entry into the river Shannon and a person falling from the jetty.

As you can see from the photographs, it was a complex exercise, with nearly 40 station colleagues taking part, including Operations, Safety, First Line Managers, Mechanical Fitters, Electricians, Bulk Material Operations, Administration, General Services, Corporate Press Office and the Management team as well as regular contractor staff. And the following groups attended to watch and offer feedback: H.S.A. Inspector, Gardaí, Kilrush Fire Brigade, Irish Coast Guard (Kilkee Unit), RNLI, Clare County Council, Shannon-Foyes Port Authority, Aughinish Alumina and ESB's Security Contractor.



RNLI rescue a dummy - simulated personnel fall from jetty.

Many thanks from the ESB Moneypoint team to all involved on the day, which was a success because of the huge effort that everyone put in. Importantly, it highlighted the areas that need improvement. ■



The Seveso HSA inspector and Gardaí discuss the exercise.



Fire service prepare for entry into the simulated HFO pool fire.

PART OF A BIGGER FUEL SAFETY PLAN

Operation Ola wasn't a stand-alone exercise but part of a much bigger fuel safety plan.

BACKGROUND

According to the Control of Major Accident Hazards (COMAH) regulations, a Seveso site is a place where significant quantities of dangerous substances are stored. Due to the reclassification of Heavy Fuel Oil (HFO) in the COMAH regulations, ESB Moneypoint Power Station is now a Seveso site and is now registered as an 'Upper Tier' Seveso site - the only one in ESB.

WHAT DOES ESB MONEYPPOINT HAVE TO DO AS A RESULT?

Specific duties required by a Upper Tier Seveso site like ESB Moneypoint include:

- producing a detailed safety report addressing all major hazards,
- preparing and testing on internal emergency plan (Operation Ola in this case),
- providing information to those responsible for off-site emergency plans, and
- providing information for the safety of the public.

Over the last year, the ESB Moneypoint Team has been working to achieve all of the points listed above. As part of that work, the team has been:

- in regular contact with other ESB Lower Tier Seveso sites (Aghada, Poolbeg and North Wall) as well as external Upper Tier Seveso sites in the pharmaceutical and other industries;
- working with the Health & Safety Authority inspector to make sure ESB Moneypoint complies with requirements.

ESB staff and friends complete The Maamturks Challenge

A GROUP INCLUDING ESB staff and friends took part in the 39th Maamturks Challenge which took place on Saturday the 12th of April, organised by the NUIG Mountaineering Club.

The Challenge Walk encompasses 24.3km over the tough, mountainous terrain of the Maamturks Range, with a total ascent of 2336m (the equivalent of climbing Carrantuohill twice) over the course of the walk, commencing between Maam and Maam Cross and concluding in Leenane. The walk commenced at 05:00, with 179 officially registered participants attempting to complete the Maamturks Challenge. After a gruelling start of rain and wind, the day fortunately brightened up to be sunny and cool.

Participants made their way through eight checkpoints over the range namely Corcóg, Mám Eán (Patrick's Well), Binn Idir an Dá Log, Loch Mhám Ochóige, Binn Bhriocáin (Letterbreckaun), Binn Bhán (Maumturkmore), Col of Despondency and Leenane Hill. There were strict cut-off



Pictured (l-r) Tom Malone, Danny Reilly (Poolbeg), Brian Cormack and Seamus Cannon (Ballyshannon).

times of 14:00 at Loch Mham Ochóige and 17:00 at the well named "Col of Despondency". Participants that did not make these cut-offs were directed to either Finish 1 or 2. Due to inclement weather from early morning, several participants made the difficult decision to finish the Challenge early at Mám Eán, following the Western Way back to Maam.

The ESB group completed the walk in 12 hours and despite initial threats of 'never again', plans are already in place for next year! ■

CONSTRUCTING CARRINGTON: the story continues

►► The project has reached an incredible milestone, clocking up over one million working hours

By John O'Connor, Carrington Programme Director.

WE'RE NOW IN the 20th month of construction and, so far, we've clocked up over one million working hours on the project, which is an incredible milestone – congratulations and many thanks to everyone who has put in the time to get us to this point.

Last time we reported back, the main civil works were just getting started.

Now we are well on with that part of the project and we've also started putting the mechanical pieces of the plant in place.

So, far, we have:

- positioned the first gas turbine and electrical generator units on the foundation blocks in April, followed by the second gas turbine and generator scheduled for placement in mid May.

- started cladding the main turbine halls and the permanent overhead cranes are now in position - the goal is to make the turbine halls weathertight over the next few months.

- started installing the heat exchange modules within the Heat Recovery Steam Generators (HRSGs) with the 1,200t crane (see picture on page 15 of a module being carefully lowered into the boiler house). There are 10 modules per HRSG so in total 20 modules will be positioned.

On average, over 500 workers are now on-site, which will ramp up to a peak of over 800 during the summer period.

The mobilisation of the Operations and Maintenance (O&M) team is on track, with on-site training scheduled to take place later this summer. The plan is that

the O&M team will take an active role in the commissioning of the plant, under the direction of the main contractor, in order to maximise learning during this "hands-on" time.

Finally, many congratulations go to Michael Clancy, who started working on the Carrington site on May 1st 2009 and hit his five-year anniversary on the project this month.

Michael is our Site EHS manager, playing a pivotal role in embedding a strong safety culture and building strong local relationships at the project site during his time there.

I look forward to sharing further updates in the next edition of EM. Until then, if you have any questions, please just get in touch. ■



The generator enters the turbine hall.



Moving the generator on the lorry via remote control is a delicate job. (All photographs by Greg Harding Photography).



The lorry has to line up very precisely with the platform inside the turbine hall for the transfer to work.



Checking everything is exactly level before starting to transfer the turbine and generator.



Putting the guides into place, so the team can move the generator and turbine from the lorry to their final positions.



The turbine going into place (the generator is on its blocks in the background).



Securing one of the heat exchange modules before it's hoisted into the air.



Michael Clancy celebrates his five-year milestone at Carrington.



Heat exchange module, mid manoeuvre.



The heat exchange module is guided into the boiler housing.

SALE OF ESB GENERATION ASSETS

THERE WAS A significant recent milestone in the process to sell generation assets in order to fund a special dividend to government of up to €400m. The sale of the ESB's stake in the 755MW Amorebieta CCGT Generation Station in the Basque region of Spain was completed. This investment was extremely successful for ESB and Paddy Hayes, Executive Director for G&WM, acknowledged the commitment and professionalism of all the managers and staff at the plant who made this possible in the following note that went out to G&WM staff. ■



The Amorebieta plant in the Basque region of Spain.

I want to let you know that the sale of Bizkaia Energia SL (BESL), our generating plant in the Basque region, together with our operating company ESBI FM Espana, has been finalised.

BESL was the first independent power producer (IPP) developed in Spain. It has been a very successful business for ESB due not only to the excellent development and construction, but also to its strong commercial contracts and the engineering quality underpinning the project. Throughout, BESL's continued success has been delivered by an exceptional and dedicated team operating and managing the project.

BESL was a joint venture between ESB and Osaka gas and the whole business of BESL, together with FM Espana, is being bought by Arclight capital partners, a US-based energy investment firm. Arclight intends to continue to operate the plant as a going concern.

Due to Arclight's confidentiality requirement, I can't tell you exactly what the sale proceeds are. However, I expect that the sales of Marchwood and BESL together will deliver in excess of €200m in the context of the government's requirement for €400m.

I would like to thank everyone involved in the BESL project from the start, but - most importantly - the staff in both BESL and ESBI FM Espana for their commitment and support in making the business such a success, and I would like to wish them all the very best for the future.

Regards
Paddy Hayes

The process to sell West Offaly Power, and Lough Ree Power is currently ongoing, with the Vendor Due Diligence process underway.

REMEMBERING PJ ROURKE

1956-2013

In a fitting tribute to an enthusiast of all things vintage, the whistle from a Ransomes, Sims and Jefferies steam engine rang out as the remains of our friend and colleague, PJ Rourke were laid to rest recently. From all corners of Ireland and beyond, ESB staff and engine collectors joined with PJ's neighbours, friends and family, in what was a wonderful farewell to one of life's true gentlemen.

PJ joined ESB in 1973 as an apprentice fitter in Shannonbridge Power Station. Always willing to share his experience with others, PJ's technical ability was widely acknowledged and admired by all who worked with him. His wealth of knowledge on ESB plants made him a valuable member of Shannonbridge Station and later West Offaly Power, where he worked until his illness was diagnosed.

For one who loved all things mechanical, PJ's chosen career would also become his hobby. In the world of vintage machinery, his aptitude for mechanical problem solving was equally well recognised and sought after. A quiet and unassuming man, the many tributes paid to PJ in the publications associated with the vintage world are testimony to how well he was regarded. His interests in rare old stationary engines made him many lifelong friends and brought PJ and his wife Catherine to all corners of the globe, from Britain and the continent to Canada and Australia.

Closer to home, PJ was involved in the restoration of the Turnbull Grant and Jack steam engine at Lockes Distillery in Kilbeggan. The craftsmanship displayed on this project led to it being described in vintage circles as one of the 'most impressive piece of restoration carried out anywhere in Europe in recent times'. Fittingly, the engine is being run during an open day in May as a tribute to PJ, with a collection taking place for the Multiple Myeloma Society.

PJ is survived by his wife Catherine, children Carmel, Kevin, Catriona and Pdraig, mother Bridie, brothers Seamus and Ciaran, to whom we extend our deepest sympathies. With PJ's untimely passing, the world has lost a wealth of information and a true gentleman who will be sadly missed by all who were fortunate enough to have wandered into his path. ■



IN MEMORY OF EMMA



Greg presenting €4,000 to the students and staff of Gallen Community School.

"TWO YEARS HAVE passed since my wife Emma lost her life in a tragic road accident. Since then I have kept her memory alive by setting up The Emma Dooley Foundation with the aim of raising money for charities close to her heart.

A group of extremely loyal family members, friends and work colleagues joined me in a series of 10k race events culminating in the hugely successful Emma Dooley Foundation 10km and 5km run/walk in Ferbane on 15 June 2013.

Since then I have collected the sponsorship raised from all these events and recently passed on almost €40,000 to the following beneficiaries:

- Emma felt passionately about Organ Donation and ensured she was a donor so she could help others in the event of her passing. I presented a cheque for €15,000 to Strange Boat Donor Foundation which helped towards the creation of the Circle of Life National Commemorative Garden in Salthill.
- €15,000 was presented to the National Rehabilitation Hospital Foundation.
- Along with Emma's family I was delighted to present €4,000 to Scoil Mhuire (Portroe), Emma's national school, to support ongoing fundraising efforts.



Greg presenting a cheque for €15,000 to Denis and Martina Goggins on behalf of the Strange Boat Donor Foundation.

- €4,000 went to The Cluny Centre at Gallen Community School, Ferbane – a unit designed to meet and progress the needs of students with Autism and special needs.
- The remainder of the money was donated to the Ferbane Branch of St Vincent De Paul as it strives to meet the growing needs of the less well off.

I would sincerely like to thank those who have made the Emma's Foundation such a success, all who participated in the events and raised the monies recently donated. It has been a labour of love for me and it's one in which Emma would have taken great pride. The work and support of her family and friends, her neighbours and work colleagues, her acquaintances and those she may never have met have ensured that her memory is as bright now as her character was in life and her good work continues unabated."

Greg Dooley ■

ESB presents paper at KELI Conference

THIS YEAR'S VGB KELI conference on electrical engineering, instrumentation and control, and information technology in Power Stations was held on the 6-8th of May in Landshut, Germany. The VGB, where ESB is a member, is the union of power generating utilities in Europe.

The focus of this year's conference was the transition to sustainable energy sources and the challenges the industry faces. Over 400 delegates around Europe were present and participated at various discussions, presentations and an exhibition where many major manufacturers and service providers showed their products.

On May 8th, Grainne O'Shea and Marios Zarifakis from G&WM Asset Management gave a presentation outlining the historical, regulatory and technical issues and challenges from an



Grainne O'Shea and Marios Zarifakis from G&WM Asset Management, pictured at the VGB KELI Conference in Landshut, Germany.

Irish and especially ESB's perspective. In the presentation they discussed how the changes to the Irish Grid Code will enable a higher wind penetration and the technical challenges a conventional generating fleet is facing. The presentation was well received and it became clear to the other utilities in attendance that in Ireland, even with its unique geographical position and its ability to benefit from wind as a sustainable energy source, the challenges to conventional generators and turbo generators in particular are transferable. ■

PAS 55 scope extension

ESB GENERATION had its first surveillance audit in May since receiving its PAS 55 accreditation last December. PAS 55 is an Asset Management Standard applicable to any organisation whose physical assets are a key factor in achieving its business goals.

Part of this audit was a scope extension and we are delighted to report that our auditors, Lloyds Register, have recommended that both Marina and Coolkeeragh generation stations be accredited to PAS 55 – joining Aghada, Corby, Dublin Bay Power, Lough Ree Power and West Offaly. It is planned that the full generation fleet will be PAS 55 ready by the end of the year. ■



BSC & Electric Ireland



GET SMART
Access ESB internet
and email on your
smart device P18

Windows 7 Project – delivering on many fronts

► The project has achieved much since its initiation, including reduced costs, better performance, enhanced security and easier support



WINDOWS 7 PROJECT KEY FIGURES:

- 5,500 devices across ESB upgraded to Windows 7.
- 2,500 Thin Clients rolled out.
- 165 locations across ESB visited as part of the project, including three UK locations.
- 1,391 decommissioned desktops and laptops donated to charity.
- 64 bit operating system for improved application performance.
- 450 applications down from 11,000 applications.
- 40 second boot up time for Thin Clients.
- 1 User, 1 Device – ESB's corporate IT policy which was delivered by the project.
- €350 for a Thin Client in comparison to €800 for a desktop or €1200 for a laptop.
- €1,000,000 savings over three years with the introduction of Thin Clients.
- 26699 option 1, for any queries regarding Windows 7 or Thin Clients.

Top left: Members of the Windows 7 Project team (l-r): Keith Gibbons, Bernard Murray, Paul Byrne, Declan Lannon, Ciaran McManus, Piotr Kakol, David O' Loughlin, Dadeolu Odugbose, Lorna Davey, Kevin Connolly, Denise Delaney, Aoife Mawhinney and Sinead Fahy.

Left: Anne O'Connor, Programme Manager for the Windows 7 Project, pictured with Business Unit coordinators (l-r) Maura Kirby and Frank Gilmartin (BP & IT Team, ESB Networks) and Conor O'Sullivan, Sharon Tobin and Karen White (IT & BP Team, GWM and Innovation). Missing from photo: Elaine Ryan (GWM); Kevin Scanlon and Willie O Sullivan (ESB Networks); Tim Hartnett and Ciaran Hand (Electric Ireland); and Joope Seebus (ESB Telecoms).



Windows 7 – in their words...

"The enhanced Citrix / MyDesktop environment allows staff to log-on to any device quickly and easily without the need to reset or install personal settings." **Richard Dufficy** – Manager Desktop Support, Business Service Centre.

"By reducing the number of devices, the project have enabled us to reduce the number of software licences we pay for." **Edel O'Gara** – Licence Manager, Business Service Centre.

"Enhanced Windows 7 security features will help to protect our systems and data from the threat of viruses and hacking, while a streamlined Citrix environment means we can implement essential security patches much more rapidly than before." **Garbhán Blake** – IT Security & Governance Manager, Business Service Centre.

"Almost 1,300 computers have been donated to the Camara charity by the project, helping to deliver digital literacy skills to over 42,000 students in disadvantaged schools in Ireland, Africa and the Caribbean." **Lorna Davey** – Windows 7 Project Manager, Business Service Centre.

"New streamlined 'Bit Locker' encryption for laptops delivers significant improvements on their current boot up times." **Declan Lannon** – Windows 7 Transition Manager, Business Service Centre.

"Thin Clients use just 10% of the energy in comparison to a standard PC and emit just 120lbs of CO2 in comparison to 378lbs – that is a €56K per annum saving in energy costs for 2,000 Thin Clients." **Anne O'Connor** – Programme Manager, Business Service Centre.

AFTER 16 MONTHS, the Windows 7 Project was completed in May. During that time the project has delivered on many fronts in terms of reduced costs, better performance, greater efficiency, enhanced security and easier support. Not only this, but the project also won a Sustainability award, donated old computers to help students and teachers in the developing world and even had poetry written about it!

The Windows 7 Project was established as part of Microsoft Upgrades Programme to upgrade ESB's operating platform from Windows XP to Windows 7. The requirement for this was borne out of the fact that from April 2014, Microsoft would no longer provide any support for Windows XP. With over 13 million external attempts to access ESB's systems and approximately 20 laptops per month being treated for viruses, the risk of not upgrading to Windows 7 would

have meant that we would not be able to rollout regular security patches to defend ourselves from such attacks.

"The success of the project is not limited to the upgrade to Windows 7 or the deployment of Thin Clients. The project has brought about many positives in terms of cost savings, the ability to deploy new technologies

quicker, managing applications, sustainability, security, performance, reliability, license compliance, corporate social responsibility and more," said Eoghan Barrett, Project Sponsor and IT Service Delivery Manager, Business Service Centre.

"None of this would have been achieved without the help and support

of nearly every single staff member in the company who completed their upgrade to Windows 7. Central to the success of this were the project team, the Business Unit IT & BP teams and the Local Coordinators who worked tirelessly to complete the project," added Anne O'Connor, Programme Manager, Microsoft Upgrades Programme. ■

POETRY IN MOTION

To coincide with Valentine's Day, the Windows 7 Project ran a poetry competition. There some great entrants, but it was Ann-Marie McDermott, ESB Networks who emerged as overall winner. Her winning entry captured the imagination of the (expert!) panel of judges through its excellent rhyming, witty charm and of course the praise which it heaped upon Windows 7 and Thin Clients in particular.

Ode to Windows 7

For Operating Systems, ESB's new corporate version is Windows 7,
With 'Jump Lists' and 'Pinning Icons', I've gone to computer heaven.
The 'Indexing' and 'Integrated Search' features are oh-so-very cool,
And when I'm creating presentations, I simply use the 'Snipping Tool'.
But when my complicated transactions, sometimes get me in a mess,
Windows 7 'Problem Steps Recorder' really is the very best.
So when you acquire new Windows 7,
I don't want to hear you protest or whine,
Just contact your local 'Super-User' or get plenty of help online.

Access Internet and Email on your Personal Smart Device

Did you know that you can now access your ESB email on a personal smart phone or tablet on the move or from within ESB main office locations? The Mobile Email and Corporate Wi-Fi services have now been improved to cater for staff using their personal smart phones and tablets.

MOBILE EMAIL

The Mobile Email Service provides access to Email, Calendar, Contacts and Tasks on company owned smart devices and compatible personal devices.

To request the service via the online form and see a full set of compatible devices, please see ESBNET AtoZ under Mobile Email.

You will need your manager's approval and to agree to the Mobile Email Terms and Conditions to avail of the service.

Please note: because access to Mobile Email can potentially breach ESB systems you must report to the BSC Customer Service Centre if your device is lost or missing; ESB can remotely 'wipe' your device if so required.



WI-FI

The Corporate Wi-Fi network is available in many of the larger ESB offices around the country, including the majority of Area offices. The network is broadcasted in meeting rooms for most area offices and provides approximately 80% coverage in ESB's main offices.



There are two wireless networks available.

- Corpnet (for ESB Laptops) provides wireless access to all services on the corporate network. Corpnet gives you the same access as if you connected your laptop via a wired network connection.
- MyWiFi (for non-ESB laptops) provides wireless internet access for staff, visitors and 3rd party contractors/partners.

Accessing Wi-Fi couldn't be easier. Simply contact the BSC Customer Support Centre (Ext 26699) or reception in Head Office (Ext 27386) or Stephen Court (Ext 38000) for the password.

Note: the password will change regularly, so if you are unable to connect you most likely will need to request the password again.

A full list of locations that have wireless access points is available under 'Wi-Fi' on the AtoZ links on ESBNET. ■



I was delighted to take part in the pilot using my own iPad. Accessing email and calendar while on the move around ESB locations makes planning and communicating easier and faster." - **Donal Flynn**, Executive Director, Finance and Commercial

Paul Melinn (ITS Desktop Service), Peter Veale (Technology Innovation Manager) and Mark Nolan (ITS IP Networks) with Donal Flynn, seated middle (Executive Director, Finance and Commercial) using his personal iPad to access Mobile Email on the MyWiFi wireless network in ESB's Head Office Canteen.



The Wi-Fi service has been great for me to be able to quickly and easily give both visitors and travelling ESB staff access to Wi-Fi as they arrive and pass through Head Office reception. Reception is a good focal meeting point for people and a familiar place to access the Wi-Fi service." - **Sylvia McGilloway**, ESB Head Office Receptionist

Paul Newe (Manager, CSC & Service Management, BSC) and Sylvia McGilloway (ESB Head Office Receptionist). The BSC Customer Support Centre and Head Office Reception are two locations where staff and visitors can request access to the Wi-Fi network.

"Mind Your Buddy" pilot programme

► Eleven new Buddy Support Persons trained under the ESB and Pieta House initiative

LAST YEAR ESB teamed up with Pieta House to run a pilot initiative, called "Mind Ur Buddy", which is aimed at raising the awareness of suicide prevention across the company. Under the pilot, 11 staff members volunteered to undergo training with Pieta House and take on the role of Buddy Support Person (BSP) in order to be able to offer immediate support to any of their colleagues who may be feeling suicidal or acutely distressed. This year an additional group of nine staff have been trained as Buddy Support Persons.

Under the pilot scheme any staff members who are feeling suicidal will be able to contact one of the Buddy Support Persons in confidence, for help and guidance. The BSP will meet

with / talk to the staff member and explain how the scheme works. The BSP will try to reassure the staff member that what they are feeling is normal and that, regardless how difficult the problem seems to be, immediate professional help is available free of charge.

The Buddy Support Person will have the name and contact details of a designated Pieta House Therapist who will be available to meet or talk with the BSP and take the referral. Pieta House will offer a programme of professional counselling in order to guide the staff member through the crisis and help him/her take control over the problem and get their emotions and feelings back to normal. ■



The Buddy Support team (names listed below).

Complete List of Buddy Support Persons

Name	Location	Ext. no.	Mobile no.	DDI no.
Mary Gaffney	BSC Head Office	26672	-	01 7026672
Orla Gardner	BSC Head Office	25105	087 2232893	01 8815312
Peter Murphy	BSC Head Office	26228	087 2370005	01 7026228
Leon Brinkley	BSC Head Office	27244	086 2334854	01 7027244
Elaine Fay	Elec. Ire. Santry	34284	-	01 8934284
Alan Daisey	Elec. Ire. Santry	34416	087 7526887	01 8934416
Mary Bourke	Networks Castlebar	56703	-	094 9038703
Sharon Hurley	Networks Wilton	54352	-	021 4844352
Maureen Bruen	Networks Wilton	54475	-	021 4844475
Fintan Dunne	Networks Portlaoise	-	087 6771562	-
Michael O'Brien	Networks Sligo	33927	087 9480132	071 9114927
Dave O'Neill	Networks Dublin	32611	087 2202040	042 9370611
Dominic Kilpatrick	Networks Dundalk	32605	087 2251121	-
Michael Flynn	Networks Carrick on Shannon	-	087 4198491	-
Barry McGowan	Networks Donegal	-	087 7975821	-
Carol O Dowda	ESB International	37153	087 9501856	01 7037153
Jim Corcoran	Power Gen Head Office	26508	087 6318202	01 7026508
Antoinette Carmody	G&WM Moneypoint	-	-	-
Denis Maher	G&WM Moneypoint	60451	-	065 9080451
Ger Slyne	Power Gen Marina	65279	087 9851750	021 4917539



Lunch & Learn

Peter Veale (Technology Innovation Manager, ITS, BSC) with Jacinta Ryan (Strategic Business Performance Manager, ESB International) following the Lunch & Learn presentation to an engaged ESB International audience in Stephens Court. Peter's presentation provided an overview of IT Innovation, his role as Technology Innovation Manager and the programme of IT Innovation Projects taking place.

For further information about the IT Innovation Programme, please contact Peter Veale (Technology Innovation Manager, ITS, BSC) on ext. 26460 or go to <http://esbmoss/sc/gsict/itgs/Innovation/default.aspx> or the BSC Customer Support Centre at 26699/email itservice@esb.ie

2014 ESB Third Level Education Awards

▶▶ Call for entry to third level education awards for children of staff



ESB IS OFFERING three third level education awards to children of staff who are commencing full-time undergraduate degree and diploma-level studies in the 2014/2015 college year, at an approved university or higher education institute within the EU.

Selection is by an open draw, which takes place on **Friday, 7th November, 2014**. The draw is open to dependent children of regular full-time, part-time staff currently employed in ESB and ESB Innovation (including those on secondment), to children of staff receiving ongoing VSS payments and to children of retired and deceased staff. Each award is valued at €3,000 (subject to PAYE/PRSI) per year for a maximum of four years and is subject to satisfactory college performance and passing of the course examinations. There is a limit of one entry per student and a family may be in receipt of only one ESB Education Award at any time.

ENTRY REQUIREMENTS

Applicants must have completed the Leaving Certificate Examination or equivalent in 2014. If successful in the draw, proof of Leaving Certificate Examination or equivalent in 2014 will be required.

Eligible Courses

For the purposes of recognition, degrees and diplomas should be accredited by a recognised university, the HETAC (formally NCEA) or equivalent accrediting institution.

- Full-time undergraduate ordinary degree studies (Level 7 NFQ or honours degree studies Level 8 NFQ) - NFQ (national framework qualifications);
- Full-time Diploma/Higher Diploma studies (Level 7, 8 NFQ) - NFQ (national framework qualifications);

NOTE: Not Eligible

This award does not cover part-time, post-graduate studies or certificate courses.

How to Apply

Applications to be made online using the attached link: <http://esbmoss/sc/bsc/tlea/Lists/Awards2014/New-Form2.aspx> on the ESB Intranet site / ESBnet News / Staff Noticeboard. This year applications will only be accepted online to improve the efficiency of the process (consistent with OneHR) and ensure that all applicants get automatic acknowledgement of entry into the draw. No manual applications will be accepted. **Closing date is Friday, 17th October, 2014.**

For further information you can contact Carmel Hosey at 057-9319915/extension 71415 or mobile 087-7424751, Recruitment & Staff Development, HR Operations, Business Service Centre. ■

The Draw will take place on Friday 7th November, 2014 in ESB Head Office, 27 Lr. Fitzwilliam Street, Dublin 2.

Electric Ireland wins advertising campaign award

ELECTRIC IRELAND WAS delighted to receive the Best Advertising Campaign Award at the All Ireland Marketing Awards. Shortlisted finalists included Diageo, Aviva, No Nonsense Insurance and Sky. ■



Left to right: Emma Gavagan of Newstalk presenting the award to Jackie Garvey and Tim Wynne of Electric Ireland.

Energy Suppliers launch new Energy Engage Code

▶▶ Energy Suppliers commit to never disconnecting an engaging customer by signing up to the Energy Engage Code



IRISH ENERGY SUPPLIERS have launched a new voluntary code that aims to keep domestic customers connected to their energy supply. The Energy Engage Code comes into effect on June 1, 2014 and sets out a programme of measures that Suppliers will take to encourage customers in arrears and at risk of disconnection to ensure that they remain connected to their energy supply.

The Energy Engage Code was officially launched by Pat Rabbitte TD, Minister for Communications, Energy and Natural Resources, along with managing directors of the participating Energy Supply companies: Bord Gáis Energy, Electric Ireland, Energia, Flogas Natural Gas and SSE Airtricity. The launch, which took place at the Society of Saint Vincent de Paul, Sean MacDermott Street, Dublin 1, was also attended by Tom McSweeney, National Vice Chair, Saint Vincent de Paul, and Owen Wilson, Chief Executive, Electricity Association of Ireland (EAI).

The Energy Engage Code is a co-ordinated industry-led approach to further assisting customers in arrears and at risk of disconnection. The key principle underpinning the Code is a firm commitment by Suppliers that they will never disconnect an engaging customer.

Currently all Suppliers have their own individual approaches to address arrears. For all companies the disconnection of energy supply for non-payment is used only as a last resort. To date suppliers have so far succeeded in installing over 140,000 Pay-As-You-Go meters for electricity and natural gas customers. The combined effect of supplier measures has been to reduce electricity and gas disconnections by 31% and 16% respectively in 2013 compared with the previous year.

With the launch of The Energy Engage Code, Suppliers are further aim-

ing to progressively reduce electricity and gas disconnections to an absolute minimum.

In addition to this commitment, Suppliers are integrating enhanced measures into all debt management processes including improved communications with customers and support agencies and a range of debt management and repayment options.

Jim Dollard, Executive Director, BSC & Electric Ireland, said: "Electric Ireland is very pleased to support the Implementation of the Energy Code and fully endorses the core principle of the code that will never disconnect an engaging customer."

"We welcomed the opportunity to work with EAI and other suppliers in the development of the Energy Engage Code," Jim added. "It emphasises Electric Ireland's commitment to work with our customers in managing arrears and through ongoing engagement to guarantee continuance of supply while solutions are put in place with individual customers."

“While we have seen a significant reduction in electricity and gas disconnections over the last year, Electric Ireland recognises that we must continue to engage with customers that are experiencing financial hardship to assist them in managing their energy usage and promote mutually acceptable payment plans or the installation of PAYG meters where appropriate.”
Jim Dollard, Executive Director, BSC & Electric Ireland.

"Electric Ireland continues to work with MABS and SVP to assist customers in financial difficulty. We are proud to have delivered the lowest rate of disconnection in the electricity market in 2013 and are confident that the Energy Engage Code will assist us in our aim to reduce domestic disconnections to less than a quarter of 1 per cent of our energy customers by the end of 2014." ■

The coordinated Energy Engage principles will help customers resolve the difficulties that arise when they begin to accumulate arrears and include a firm commitment from participating Suppliers to:

1. Never disconnect an engaging customer
2. Provide every opportunity to customers to avoid disconnection
3. Establish new early ways of identifying customers at risk and targeting communication with these customers to encourage early engagement
4. Treat customers as individuals, recognising no two customers face the same circumstances
5. Offer a range of debt repayment options in order to find the most appropriate solution for a customer in arrears including realistic and achievable payment plans
6. Always offer a customer in arrears a PAYG meter as an alternative to disconnection, where a network solution is available
7. Introduce a new individual case review in advance of any customer being disconnected
8. Put in place clear processes for interaction with customer representatives and support agencies acting on behalf of a customer, such as the Money Advice and Budgeting Service (MABS).

Abbey Theatre celebrates 110 years of drama and diversity

▶ Ireland's National Theatre remains at the forefront of the arts in Ireland – and ESB Group is one of their corporate sponsors

THE ABBEY THEATRE is celebrating its 110th anniversary. It was founded as Ireland's National Theatre, by W.B. Yeats and Lady Gregory in 1904 "to bring upon the stage the deeper emotions of Ireland". Although written more than a hundred years ago, this is still the kernel of what constitutes the artistic imperative for the Abbey Theatre today.

ESB Group including Electric Ireland are one of 20 corporate guardians at The Abbey Theatre. This sponsorship allows ESB to be associated with the uniquely recognised and respected institution that is the Abbey Theatre.

It clearly demonstrates commitment to Corporate Social Responsibility by helping to play a significant role in ensuring the future of Ireland's National Theatre. In addition, as part of the theatre's policy of pro-

actively supporting companies that are involved with it, the Abbey sources its electricity requirements from Electric Ireland.

Over the years, the Abbey Theatre has nurtured and premiered the work of major playwrights such as J.M. Synge and Sean O'Casey as well as contemporary classics from the likes of Sebastian Barry, Marina Carr, Bernard Farrell, Brian Friel, Frank McGuinness, Thomas Kilroy, Tom Mac Intyre, Tom Murphy, Mark O'Rowe, Billy Roche and Sam Shepard. It continues to support new Irish writing through their commissioning process and their New Playwrights Programme.

The Abbey Theatre is the only theatre in Ireland with a full time in-house Casting Department dedicated to seeking out new and emerging talent, as well as keeping abreast of the

PRIZE

To be in with a chance to win two tickets to attend a performance at the Abbey Theatre, please answer the following question:

Question: What anniversary is the Abbey Theatre Celebrating?
Answers by email to: sponsorship@electricireland.ie by 30th June.

continued work and development of previously established actors from all over the country and abroad. The Abbey produces an annual programme of diverse, engaging, innovative Irish and international theatre and invests in and promotes new Irish writers and artists. ■

For a full list of what's on, log onto www.abbeytheatre.ie

YOUR ESB DESKTOP SERVICE

▶ The End User Improvement initiative is designed to improve your IT experience

THE BSC DESKTOP Support Service team has recently undertaken an End User Improvement initiative with an aim to improve your overall experience while using IT systems.

In order to provide you with a top class service, we are visiting your offices and sitting with you while you work so that we can see that our recent improvements have had a positive effect.

We also want to take note of and address any issues (big or small) that you may still have. For this reason we strongly urge you to log any problem you may experience with the Service Centre (phone 26699) and give the agent as much information as possible.

As part of a continuous program of ensuring your I.T. systems are top class, we are getting our design and operation verified by a third party. Detailed Health Checks have been carried out on ESB's Email System and Active Directory infrastructure and one for Citrix is currently underway.

Improvements to monitoring and alerting have been made that help us to react and prevent issues from impacting you as you get on with your day. This also allows us to use our resources more efficiently which will provide you with more I.T. resources for your work.

In addition, a bandwidth upgrade program is ongoing with Eircom to improve network response for the more remote ESB offices.



We will continue to keep you informed of Service improvements and will also be distributing some guides on how to get the most from your applications (such as Outlook) in the coming weeks.

Expect new versions of your software will be rolled out shortly too - including SAP 730 and Lync 2013.

We are very happy that we have been able to provide you with reliable service throughout the recent period of change while the Optimised Virtual Desktop and Windows 7 projects were ongoing. With your help, we hope to continue to improve your desktop service and enable you to carry out your work as efficiently as possible.

If you want to talk to us or arrange an office visit so we can improve your service please let us know. ■

Contact ITService@esb.ie for more information.

Since undertaking this initiative we have resolved many of the issues effecting you on a daily basis. We have improved your login time to Citrix by up to 20 seconds. We identified and eliminated application conflicts that were resulting in 1400 crashes per week on Internet Explorer.

We have removed many of those annoying gremlins and messages (and will continue to!) in order to make your experience a more pleasant one.

We have reduced the number of I.T. issues you have logged with the Customer Support Centre by up to 40% on average.

We have also improved the quality of information being captured when you log a call. This has assisted us in identifying common issues and trends and will assist us in improving your desktop experience.

Electric Ireland Powers Darkness Into Light 2014

▶ 80,000 people were out in force to raise much-needed funds for suicide crisis centre Pieta House

SATURDAY 10TH OF May was the day for Darkness into Light, an experience that began at 4.15am as thousands of people walked or ran a 5km route while dawn was breaking. This year's event had 39 new locations around Ireland and attracted 80,000 participants, double the turnout of last year's walk, in which 40,000 people partook in 20 areas across the country.

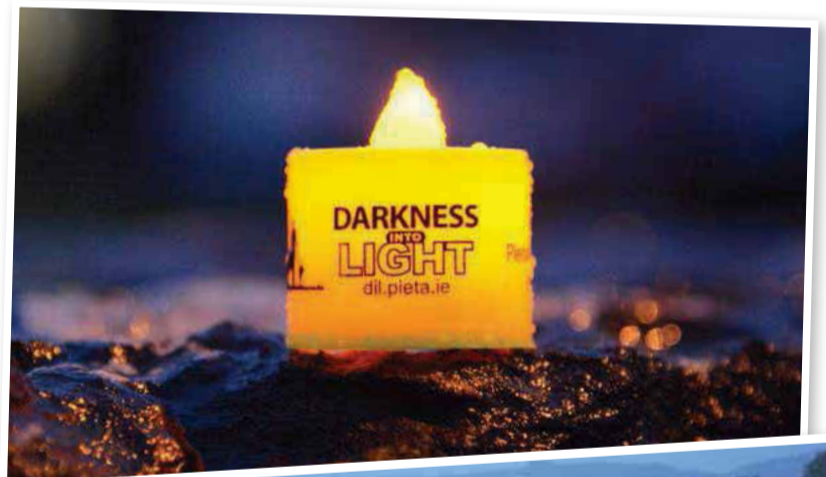
It was all in aid of suicide and self harm crisis centre Pieta House, and this year was ESB Electric Ireland's second time supporting the initiative. The early dawn represents hope and is symbolic of the work of the charity - helping to bring people back from darkness and into the light.

Joan Freeman, CEO and founder of Pieta House said: "Darkness into Light is an incredible experience and

one that people remember for a long, long time. It's going from strength to strength. This year we tied the event in with our Mind Our Men campaign that aims to reduce male suicide".

Darkness into Light is the most vital component of Pieta House's fundraising calendar. As demand for the service continues to grow and with more than 80% of Pieta House's income depending on public donations, funds raised during Darkness into Light are essential for Pieta House to continue to provide a free service for the increasing numbers seeking help.

Jim Dollard, Executive Director Electric Ireland said: "Pieta House have really captured the heart of the nation with this initiative by demonstrating support and empathy for people affected by suicide. Electric Ireland is happy to play its part in supporting them". ■



Over 80,000 people participated in the Darkness into Light walk in May, in aid of Pieta House.

ESB Networks Ltd

Big day at
Portlaoise
Opening of
Burnwood
38kV
Station P22



ESB Networks hosts visit from Oman Delegation

ESB NETWORKS, CUSTOMER and Business Performance area recently hosted a delegation from Oman, who were interested in learning from ESB Networks National Customer Service Care Centre (NCCC) and the Scheduling Support Centre (SSC), based in Wilton, Cork. As well as including personnel from the utility, the group also included members of the government and regulators that regulate the electricity business in Oman.

ESB Networks NCCC operates to world class standards and continuously achieves customer satisfaction ratings over 90%, which is an exceptional standard for call centre operations. Beyond this, the new services offered through the NCCC in the form of the @ESBNetworks Twitter account and the texting service are of real interest to the visitors, as they receive a great response from customers.

The Wilton-based, centralised Scheduling Support Centre (SSC) op-



ESB Networks hosted a delegation on behalf of ESB International made up of individuals from our client Electricity Holding Company, the regulatory authority (AER) and the distribution companies who are the beneficiaries of our consultancy project.

timally schedules all meter works orders across the country, including Pay as you Go Meters, de-energisations, re-connections, Token Meter resets and many other meter activities. Since the implementation of the cen-

tralised scheduling process, where all activities are managed and scheduled in real time to respond to customers needs, ESB Networks have increased the efficiency of customer calls by 20%. ■

ESB Networks prepares for Price Review 4



About ESB Networks

ESB Networks is responsible for building, operating, maintaining and developing the electricity distribution system in the Republic of Ireland. This network includes all distribution stations, overhead electricity lines, poles and underground cables that are used to bring power to Ireland's two million domestic, commercial and industrial customers. We are also responsible for carrying out the construction and maintenance of the high voltage 400kV, 220kV and 110kV transmission system, comprising over 6,600 km of overhead lines and 30 large transmission stations. This work is all carried out in accordance with the requirements set down

by EirGrid who are the Transmission System Operator (TSO).

Cost Recovery and Return –Price Reviews

The Commission for Energy regulation (CER) regulates ESB Networks and EirGrid's activities and incomes. Every five years we have a Price Review, when the CER sets the income ESB Networks and EirGrid can collect from electricity customers for the following five years. The aim of the Price Reviews is to set revenues at a level that will allow well-run businesses to fund their activities. They are set through a combination of examining the specific underlying costs and benchmarking against best international companies. The allowed revenue

This approach is designed to ensure that consumers are protected, while offering the regulated business a clear and stable environment to make the necessary investments to ensure a modern and efficient network system and high level of customer service.

is then collected from Electricity Suppliers via a Distribution Use of System charge (DUoS) and a Transmission Use of System charge (TUoS), which are then recovered from final customers.

The latest five year review – PR3 – covers the period 2011 to 2015. PR4

PR4 preparation is now well underway with all submissions due to CER by the end of the year. There will be two distinct elements to the review. The first is provision of a detailed analysis of expenditure and work carried out in the PR3 period, as compared to that approved by the CER. The second is provision of a comprehensive set of submissions backing up operating and capital expenditure planned in the period 2016-2020.

When ESB Networks makes its submissions to the CER, a lengthy period of engagement will commence, with a view to concluding the process mid-2015. The engagement will involve the analysis of submissions made on both historic and forecast costs, meetings, site visits and the benchmarking of costs and performance against international best practice. ■

STAFF ARE KEY TO DELIVERING CSIP



ESB NETWORKS STAFF are a key pillar in delivering “Our Customer Commitment”, the ESB Networks Customer Service Improvement Plan (CSIP) 2013-2016. A video, narrated by Jerry O’Sullivan, MD ESB Networks and Paul Mulvaney, Manager Distribution & Customer Service, has been developed outlining our customer commitment and the important part staff have to play in delivering this. This has been briefed to all ESB Networks staff.

To complement this, Jerry has written to each ESB Networks Staff member to highlight that, in whatever work they do, they are critical to delivering safe and excellent customer service. The CSIP includes many initiatives that will be delivered through front line staff, including:

- improving information to customers during power interruptions
- refining our appointment process
- keeping customers more informed

during the New Connections process

- being respectful and careful when we work on customers property or land
- minimising the environmental impact of our work and
- increasing our communications channels with customers.

Many of these initiatives have already started. ■

ESB Networks Staff have been asked to enter a draw to win a Mini Ipad through simply answering a set of questions on the Customer Service Improvement Plan 2013-2016 and returning it to CSIP Competition, ESB Networks, Sarsfield Rd, Wilton, Cork by June 30th. Prizes for each division / organisational group. This is confined to ESB Networks Staff and limited to one entry per person.



D&CS South Division takes direct marketing route with safety message



AS PART Of our effort to reach as many stakeholders as possible in relation to delivering safety critical messages, STSS South, Mike O’Sullivan has been piloting a number of novel strategies to engage with key interest groups, one of which is the farming and agricultural contracting community.

Mike set up an information stand at several of the bigger marts across the division and used the opportunity to highlight the need for vigilance on farms, particularly coming up to silage-cutting and harvest seasons, and the reactions from those that Mike and the team met were very positive. ■

BIG DAY FOR ESB NETWORKS

► There was huge activity at the Networks Training Centre in Portlaoise on May 29th, marked by a number of key events

From page 1



Jerry O'Sullivan, MD Networks, officially opens Burnwood 38 kV Station. Right: Alan Kelly, Training Operations Manager. Below right: Stephen McCarthy Operations Training Officer, explains the fault panel.

This gives our operators and controllers of the system unparalleled experience and training in a completely safe environment. What makes Burnwood absolutely unique is the installation of a fault appliance panel.

On the day, following a briefing on the minimum safety requirements and JSSP (Job Site Safety Plan) by Operations Training Officer, Stephen McCarthy, visitors to the new substation got to explore the facility, including the new switchroom and state of the art classroom or smart room, with modern AV equipment installed.

OMS and SCADA are available at each workstation in the room on PCs with dual monitors. The SCS control may also be transferred to the classroom for demonstration purposes during training programmes.

The spacious switch room, compound and control room gives adequate space for the delivery of courses such as station maintenance, network operations and SF6 gas handling.

“Designed by Kieran Rourke, Level 2 Commissioner, it allows for the application of over 30 various individual alarms or trip signals to the station's protection relays and to the station control system,” said Alan. “The station will operate/react in exactly the same way as it would if these faults manifested on the system, but this time on the Training Officers terms, not because of Mother Nature or equipment failure which is often the case.”



Jerry O'Sullivan, MD ESB Networks with Brid Horan, Deputy Chief Executive and Kieran Rourke, Level 2 Commissioner, who designed the fault appliance panel.



On the day, tribute was also paid to Pat Deasy, Training Services Manager who is retiring in August with over 40 years of distinguished service. His contribution to training has been enormous and Conal thanked him particularly for his work recently for “putting us on this path so we can confidently continue our journey”.



The new professional image of the NTC staff.

THE NETWORKS TRAINING CENTRE – OUR JOURNEY

Back in 1969, what was to become ESB's Networks Training Centre was actually a Line School for the company, developing into a distribution training centre in 1996. In 2008 it underwent another major shift when it moved back into ESB Networks, explains Conal Bonnar, Manager of Fleet and Technical Training.

As time continued, the focus of the centre shifted from supplying a service to becoming a core component of ESB's business. The Fleet organisation and the Networks Training Centre joined to become Fleet and Technical Training in August 2012, and “after developing a vision for the new organisation at the start of 2013, we then developed a Technical Training Strategy which gave us a clear map to assuring competence in the business,” said Conal.

“Core to delivering that strategy was having a training centre of excellence and so we asked the staff in the training centre ‘what would that look like?’ This process led us to defining our initial journey around five themes, excellence in our standards, in our identity, our innovative approach, our facilities and above all our approach to our core safety value.”

Today, the centre prides itself on future proofing and best practice. “We have made progress in all areas of our journey. In our standards one of the things we identified is a best practice in course design and we have piloted this on the new JSSP training. We have introduced a new trainer professionalism with a dress code along with our new vision to enhance our identity,” said Conal.

As part of our facilities improvements: “we have refreshed our appearance from painting to signage as first impressions count,” said Conal, “and we have introduced a pilot smart room where interactive learning can take place”.

The entire 27-acre network site is an innovative hub where we have worked tirelessly to bring the future to the training centre such as trialing ambitious new projects like Fibre To The Building, OPPC and HTLS which helps us to be at the cutting edge required to design and deliver new courses, and we have also commenced developing eLearning packages for the business.

A major theme of the redevelopment has been safety, said Jerry O'Sullivan, MD of ESB Networks, in his keynote speech on the day.

“

A major theme of our focus in the Networks Training Centre is ensuring the competency of our teams now and into the future as our business and associated technologies evolve”

*Jerry O'Sullivan,
Managing Director,
ESB Networks.*

“Competency is one of our four strategic safety pillars - the others are leadership, compliance and engagement, all feeding our absolute core value of safety. Safety as a core value is never, ever to be compromised by customer, programme, regulatory, cost or other pressures. We have a journey to make before this is fully in the culture and DNA of everyone, no matter what role we have in ESB Networks and I am absolutely committed to ensure that we successfully make this journey and transition.”



The six shortlisted apprentices Pdraig Carthy, Kevin McDonnell, Shane Barron, Chris Forde, Michael Buckley and Conor Clarke, with John O'Gorman (centre).



Judging of the Apprentice Competition took place during the morning.

COMPETITION FOR APPRENTICE OF THE YEAR

On the day, the final of the ESB Networks Apprentice Network Technician of the Year competition was held. Six of the country's 4th year apprentices were shortlisted on their apprenticeship performance and on the standard of their third year projects: Pdraig Carthy, Kevin McDonnell, Shane Barron, Chris Forde, Michael Buckley and Conor Clarke.

The competition was launched earlier in the day by John O'Gorman, HR and Support Manager, ESB Networks, where he said: "we want to motivate our apprentices to achieve excellence and through this competition we will recognise that excellence". John wished them the very best of luck before they commenced a series of four tasks under time restraints that were assessed by joint judging panels of both training officers and business line management. All six competitors

received a silver finalist medal presented jointly by Jerry O'Sullivan and John O'Gorman. The overall winner was Michael Buckley from Cork, who said he was "very happy and proud" of his achievement, adding that the rest of the apprentices were "also very good".

The competition is particularly significant for ESB Networks, as its award is in memory and honour of Shane Conlan. Jerry O'Sullivan said that: "The competition and perpetual award honours the memory of Shane Conlan and reminds us all of the lethal dangers of the product that we work with every day and our need to strive for safety excellence."

Jerry presented Michael with a gold medal. Shane's sister and cousin presented him with the Shane Conlan Perpetual Award.

As part of his keynote address, Jerry paid tribute to Shane, describing him as an "excellent apprentice" who "completed all tasks to the highest standards."

"Shane made many a great friend during his time at ESB and is sadly missed by all," he said.

Jerry also paid tribute to Oisín Crotty, a young apprentice who lost his life two days after Shane's passing, driving to the Networks Training Centre. Oisín said Jerry, was a "highly regarded apprentice" who would have graduated this year. "He would have most certainly been shortlisted as a finalist for Apprentice of the Year," he said.

Jerry presented Oisín's parents Mairead and Sean Crotty with a silver medal. Jerry also spoke on the day about how the tragic loss of Oisín served as a reminder that young drivers are most at risk on our roads.

"As part of ESB's new Road Safety Strategy 2013 to 2020, we have introduced a Young Drivers training programme for ESB staff under 25, regardless of whether you drive for ESB or not. Young Driver training is an initiative, which seeks to build on a driver's baseline understanding of vehicles, the physics of driving, how a vehicle may react in given situations, observation skill and therefore advance their driving competence and awareness.

"We hope that the programme will make a positive contribution to our young colleagues and save lives in the future," he said.



Jerry O'Sullivan and John O'Gorman, HR manager, ESB Networks presented Sean and Mairead Crotty, parents of Oisín, with a silver medal similar to those presented to the six short listed apprentices.



Jerry and John presenting a replica of the Shane Conlan Perpetual Award to Shane's cousin and sister, Jack Walsh and Lorna Conlan.



Jerry O'Sullivan with Mary Mangan, Group People and Sustainability, with the extended Conlan family.

Jerry poignantly covered the ongoing sense of loss felt by the Conlan and Crotty families and of colleagues in ESB. Reflecting on the death of Shane Conlan, he said: "we had to search our own souls in relation to this tragic loss of life and how such a tragedy could happen.

"Following the very detailed investigation, I put in place a new organisation for Safety & Organisational Transformation in ESB Networks with a dedicated team to ensure that we all have a sustained focus to fully implement all the recommendations from the report and deliver a fundamental culture change and organisational transformation. Following a study of international best practice, we put in place our new safety strategy. Together these form the bed rock to change our culture, making safety a core value, understood and lived by us all."

Controlled access has been newly installed at the centre, and safety induction and registration of all who come on site has been introduced.

Conal commended the entire staff in the Networks Training Centre for their efforts, input, feedback and workshops in starting on this journey together.

"It's been a huge team effort. All staff have become involved, in everything from appearance, facilities, design and training." He asked the business line to equally join them in this vision for ESB Networks, adding that: "together, we can assure technical competence for all, now and into the future."



Conal Bonnar, Manager of Fleet and Technical Training, at the launch of the strengthened Apprentice Network Technician Programme.



Michael Sweeney, Competence Development Manager at the Training Centre, with Conal Bonnar.



Jerry O'Sullivan addressing guests at the event.

STRENGTHENED APPRENTICE PROGRAMME

The competition coincided with the launch of a strengthened Apprentice Network Technician Programme that morning. One of the recommendations from the investigation into Shane Conlan's death in Finglas station was that ESB Networks produce a Supervision Policy Document for Apprentices. While developing this Policy Document which is at an advanced stage and will be implemented shortly, a full review of the existing Apprentice Programme was undertaken with some of the following also being introduced:

- a new structure where apprentice management is now under the Competence Development Manager, Michael Sweeney, with the support of his technical competence and apprentice team
- development of a New Apprentice Log Book
- Introduction of Apprentice Mentors, an Apprentice Advocate and a confidential email address for apprentices safety concerns

- Introduction of a Red Hi Viz Vest for apprentices
- An increase in the technical training from 15 weeks to 20+ weeks at the NTC for apprentices and the introduction of an Apprentice of the Year competition to focus apprentices on achieving excellence.

In attendance that morning were the Networks Safety Committee, Institute of Technology and Solas representatives. "It was an appropriate time to review all aspects of the Apprentice Programme from apprentice management, technical training to on-job experience and the recording and development of apprentice progress," said Conal. "The core principle agreed during the review was that the focus of the apprenticeship should be on the Safety and Development of the apprentice and the logbook will serve as a full portfolio of learning, development and training of the full four-year apprenticeship. It shows the level of training, experience and exposure of each apprentice in the network environment."

A Day in the Life - Ger Lydon

► Here Ger Lydon, Construction Supervisor for Loughrea and Ballinasloe, explains the day-to-day duties of his job

"I AM THE Construction Supervisor for Loughrea and Ballinasloe, and have 17 staff reporting to me. I also look after the premises in Loughrea and Ballinasloe, dealing with safety and security issues and arranging fire drills.

The work we do has changed, from New Supplies and System Improvements in the boom time, to now carrying out works on our Public Safety, hazards and maintenance cycle work.

No two days are the same for me, as there is a great variety of work.

On Monday I travel to Loughrea, approve the timesheets for all my staff and issue work packs for the week's work ahead. I then deal with customer queries and emails and meet with our poling contractor.

The rest of the week is taken up with planning outages, issuing new poling work, calling to Ballinasloe to meet the crews, and safety and quality audits. I also organise and plan work for the following week.

“

I am also Chairman of the ESB Galway Sports and Social Club, which runs many events, including hill walks, charity events, nights at the dogs and a Christmas Party, when I also provide a special service - that unfortunately requires a lot of padding - to fill the role of Santa!

I am the Credit Union agent for Galway, helping current and retired staff with any advice they may need.

This year we had the experience of dealing with storm Darwin. We dealt with this successfully because of our NTs, who worked tirelessly, first in their own area and then volunteered to help their colleagues in the south. A supervisor is only as good as the team and I'm lucky to have such a good team.

My priority is that my staff and colleagues go home safely at the end of every day.” ■



Ger on site and in the office.



Retail Market Design Service celebrates new website

► New site heralds a new era for staff and customers

On May 1st, RMDS (Retail Market Design Service) launched their new website. RMDS is the “ring fenced” function within ESB Networks, responsible for all aspects of the retail electricity market design on behalf of the Commission for Energy Regulation (CER).

The website is pivotal in providing a cost effective service to help achieve the CER's objectives of encouraging competition in the retail electricity market and quality of service to all customers.

The new site is a result of a collaboration between RMDS and ITS and introduces many changes. From a customer perspective, it is now easier to navigate and find information. From an RMDS staff perspective, they now have control and ownership of their website to easily manage all of the content.

In recent years, ITS have used cloud solutions, where appropriate, for certain business requirements. A recent example was the Emergency website used for keeping customers informed during the storms. In this case ITS deemed it appropriate to build this new site taking ad-

vantage of reputable low-cost cloud based web technologies.

The RMDS site was built and hosted using WordPress, an open source web content management system. Some 20% of all web sites on the web now use WordPress to build and manage their sites. The site also uses a Google Calendar that is fully integrated into the RMDS website, to allow market participants view details of forthcoming and past meetings.

Project participants included Brian McMahon, Charlie Horkan and John Davis from ITS. In RMDS Aileen O Connor, David Walshe and Tracy Caffrey were responsible for the layout as well as the content transfer from the old website and the addition of new content. ■

To see the new website please visit www.rmdservice.com



Other advantages achieved:

- Low cost to build – using a customised template ITS delivered a very quick, low cost delivery, whilst offering agility for design iterations. RMDS staff were actively involved in the design and build process and populated most of the site content themselves.
- Low cost to support - content is now created and published directly by RMDS through use of the Web Content Management System. This allows RMDS to modify the website speedily and easily to provide up to date information and messages for the Retail Market.
- Uses the Google Calendar effectively.
- Mobile and browser friendly. The site uses a Responsive Design ensuring it works well on all devices and all web browsers.

ESBN South division and HV South staff support Marymount Hospice

AS PART OF a fundraising initiative involving a raffle for two All-Ireland Hurling Final Tickets, the very significant sum of €1,000 was raised and donated to the Marymount Hospice in Cork. Marymount provides a wide range of services to patients and families of patients, and staff chose this particular charity because of its reach and close connections with several ESB colleagues over recent years. ■

Peter Brennan (winner of the All Ireland Tickets) - NT Garry Keane. Front Row L to R - Michele Deegan ESB Cleric Support Cork - Marie Murphy (Marymount Hospice) & Geraldine Mackey (Marymount Hospice).



All about Telecoms Services

►► Telecoms Engineer David Bradley explains his role and how the group works

DAVID BRADLEY WORKS as a Telecoms Engineer in Telecom Services, ESB Networks. He studied Electronic Engineering in UCD and since joining ESB has completed a Masters in Business Analytics from the Michael Smurfit Business School, UCD. David works in the Telecom Operations Centre (TOC) and will soon be moving team to work on a telecoms research project part funded by the EU.



What are the main tasks and responsibilities of your job?

I currently work in the TOC which controls and operates all of Telecom Services infrastructure nationwide, as well as ESB's Telecom subsidiary ESB Telecoms Ltd. We use an array of computer management systems to remotely operate and manage the equipment and systems. If a fault does occur, we try to resolve the problem from the TOC. We also keep our customers updated and if necessary call out support personnel to assist.

Why does ESB need its own Telecoms group?

ESB has had its own Telecoms group for over 50 years primarily due to the critical reliance on data circuits to control, operate and protect the transmission and distribution networks. Public carriers cannot deliver the resilience and emergency power backup required, particularly for blackstart.

You completed a Masters in Business Analytics, what did this entail and why did you choose this?

I chose this Masters to expand my existing skillset. The availability of useful data for businesses is growing exponentially. This highly regarded course pro-

vided the skills to enable the effective analysis of business data, to support problem solving and decision making to create real business value.

You are moving to a new role in a telecom research and development project, can you tell us a little more about what this is?

The project known as FINESCE is a part-funded EU project to use Internet-based telecommunications to enable improvements in the Energy sector. We are looking at using advanced communications to control the charging profile of a large number of electric cars. We're also trialling fast optical communications to control and protect transmission and distribution substations.

With ESB's expanding involvement in the Telecoms market, what advice would you give to someone wanting to work in a Telecoms role in ESB?

Telecom Services is relatively small compared to the major Telco carriers, so you need to be prepared to work with a wide array of technologies. This can be a bit daunting at first, but does make the job very interesting! ■

ESB Networks recruits 11 professional engineers



Image shows Jerry O'Sullivan, Managing Director, ESB Networks, Donal Crean, Pdraig O'Hiceadha and Paul Mulvaney with the new recruits. Mark Stewart, Kieran Daly, Shane Lynch, Michael Lynch, Anthony Doyle, Rui Abegao, Conor Molloy, Fergus Sweeney, Stephen O'Gorman. Missing from the photograph is Keith Buckley.

ESB NETWORKS RECENTLY recruited 11 Professional Engineers to work with us, initially in our Asset Management and HV Delivery and Contracting organisations. The new recruits attended a two-day induction course in our Leopardstown offices on March 26th and 27th last.

The induction was opened by Jerry O'Sullivan, Managing Director, ESB Networks, who extended

a very warm welcome to the group and wished them well in their careers.

An informal two hour meet and greet session followed and Jerry, joined by three members of his Senior Management Team - Donal Crean, Manager Asset Management; Pdraig O'Hiceadha, Manager, HVD&C and Paul Mulvaney, Manager D&CS, facilitated a wide ranging discussion on topics includ-

ing the ESB Corporate Strategy, ESB Networks Strategy 2027 and the specific roles and responsibilities of Asset Management and HV Delivery and Contracting within ESB Networks.

A very successful two days followed covering many topics. Thanks go to Dave Hughes and the Performance and Development Team in BSC and to all the presenters for their support. ■

ESB Networks staff complete Advanced Technician Diploma in Electrical Engineering Theory



Pictured is Albert Price, Meter Asset Management (MAM) being presented with his certificate by Claire O'Sullivan, Manager MAM.

The course was conducted almost exclusively online via candidates home email addresses. The programme was entirely self-directed with students choosing both the duration and pattern of study, with most engaging with the course material well in excess of the recommended study guidelines.

the online learning platform, with videocasts for particularly challenging parts of the programme. Informal assessments and feedback was provided via a multi-choice quiz. Tutors delivered online sessions on a regular basis and students participated in peer group online forums.

ESB Networks were very happy to support this educational programme. The initiative is a critical part of growing our technical knowledge base, building on the existing competence and knowledge of our technical staff. Local management have recognised the achievements of their staff with formal presentations of certificates at monthly briefings. We would like to congratulate the graduates of the Advanced Technician Diploma on their excellent achievements. ■

A TOTAL OF 85 staff ESB Networks staff have successfully completed the Advanced Technician Diploma in Electrical Engineering Theory (City & Guilds).

The Advanced Technician programme is the culmination of over 2 years dedication and achievement measured by success in four exams:

- Engineering Fundamentals
- Electrical Power

- Advanced Electrical Principles
- Distribution and Utilisation of Electrical Energy.

City & Guilds (Ireland) partnered ESB Networks with the programme, facilitating a range of student support services, including designated tutors, who were available to students through online forums and direct contact. Self-paced workbooks and other learning materials were available on



Fall in love with family fitness

Page 27

HEALTH & HABITAT

Image in-box

a selection of your photography



1. 'The duck's not for turning' by Catherine Bracken 2. 'Battle of Clontarf Millenium' by Brian Fleming
3. 'Volcano near Jakarta, Indonesia' by Conrad Murphy 4. 'Rock of Dunamase, Laois' by Pam O'Shea

WHAT'S NEW? BMW'S I3 IS FUTURISTIC AND FABULOUS

By Dave Washe

THE I3 IS a big car for BMW. It was launched simultaneously in New York, London and Beijing. Why? Well it's BMW's first car using the fuel of the future – electricity. The i3 is 'a sporty, agile, yet space-efficient and comfortable premium car for an urban environment' and this being the boast the ideal fuel to use in an urban environment has to be electricity.

Research has shown that approximately 80% of drivers travel less than 50kms per day, so it's time to buy cars that fit

our needs rather than perceived needs.

To cater for journeys longer than 130-160kms BMW can fit a 2 cylinder petrol engine that will allow the car travel a total of around 290kms before recharging / refuelling. The petrol engine acts as a generator charging the batteries, so you always drive using the electric batteries.

Step inside this 4 seater and you step into one of the best interiors available. It looks like a futuristic concept car that will be available in 20 years time –

but it's actually available today. Two high definition screens capture everything about the vehicle from SatNav, stereo, phone, battery information etc. to keep you well informed. There is also a brilliant app that records everything about the car and will even guide you back if you can't remember where you left it. All manner of high tech materials are used to reduce weight – the enemy of every car when it comes to fuel consumption. The front seats are a design master class in themselves – being utterly supportive yet a lot leaner than most seats.

All of this would count for nothing if the drive was a let down. With perfect 50:50 weight distribution the car handles so well. The power delivery

from the 170hp electric motor is instant with 0-100kmph taking just 7.9 seconds. Around town it is super nippy and out on the motorway it is a stable and able performer. BMW has remained true to their ethos of providing excellent driving dynamics.

For the brand conscious you can get a BMW iWallbox fitted to your home for fast charging purposes that will take less than 3 hours for 80% of a charge with charging from the normal plug top taking 10 hours. The rear doors are hinged like the Opel Meriva at the back but without the B pillar thus allowing full unimpeded access to the car – a good thing. Not so good is the inability to open the back door without opening the front door first.

IT WON'T KILL YOU TO PUT IT AWAY



MOBILE PHONES WHILE DRIVING – CHANGES IN THE LAW FROM 1ST MAY 2014

By Grainne Coogan

Pre-Existing Mobile Phone Legislation (remains in force)

It is an offence to hold a mobile phone while driving a mechanically propelled vehicle in a public place. An offence is committed by holding a mobile phone (this can be in the hand or supporting or cradling it with another part of the body, i.e. between the neck and shoulder) while driving, and matters such as whether or not the phone was being used or switched on at the time are not relevant.

Pre-Existing penalty

Making that call or holding that phone results in 2 penalty points and a €60 fine payable within 28 days.

New regulations in respect of mobile phones and driving came into force on 1st May 2014, making it an offence to send or read a text message from a mobile phone while driving.

'Send a text message' includes composing and typing a text message, but does not include anything done without touching the mobile phone.

'Read a text message' includes accessing or opening a text message (other than by voice activation) so that it can be read.

These regulations apply to mobile phones which are not being held, i.e. to hands-free devices.

It is not an offence to touch a button on a hands-free device in order to answer a phone call, or to speak via a hands-free device.

WHAT IS THE PENALTY?

Cases will come to court and, if convicted, the penalty will be:
€1,000 maximum fine for a first offence
€2,000 maximum fine for a second or subsequent offence
€2,000 maximum fine and/or up to three months in prison for a third or subsequent offence within a twelve month period.

Regardless of any legislation and as outlined in both ESB Drivers' Handbooks, research shows that it is dangerous even to use a hands-free mobile device while driving. Find a safe and legal place to park before use. Do not phone colleagues who you suspect may be driving at the time. ■

For more information email esbroadsafetybureau@esb.ie or visit the ESB Road Safety Bureau Website: <http://esbnet/esbroadsafetybureau/>.

The exterior matches the interior's futuristic theme. All the lines look deliberately disrupted producing a unique appearance. There is nothing like it on the road and it looks fabulous.

costs €48.5k but that included €7.5k of extras – some of which are must haves, I felt. The basic model starts at €34k with no range extender.

The i3 is a perfect example of designing a car based on trip requirements whilst making it very enjoyable to drive. It is another step along the way to our migration to electricity. ■



ALAN GALLAGHER THIRD LEVEL EDUCATION AWARD

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

By Simon Dunne

THE ALAN GALLAGHER Third Level Education Award is now in its 9th year. Its purpose is to improve the social and economic well-being of members, and recognise the value of their contribution to the community, in this case ESB. The award is not about charity or welfare but about enhancing members' lives and providing opportunities.



Details:

- One Education Award per annum will be offered to students commencing their third level studies in the next academic year. Selection will be on the basis of an open draw.
- The value of the Education Award is €3,000 per annum for a maximum period of four years. This is subject to satisfactory performance including passing the prescribed exams.

Eligible Courses

For the purpose of recognition Degrees & Diplomas should be accredited by a recognised University, The

HETAC (formerly NCEA) or equivalent accrediting institution.

- Full-time undergraduate ordinary degree studies (Level 7 NFQ or honours degree studies Level 8 NFQ) National Framework Qualifications.
- Full-time Diploma/Higher Diploma studies (Level 7, 8 NFQ) National Framework Qualifications

Not eligible

The award does not cover part-time, post-graduate studies or certificate courses.

How to apply

Your application for the ESB Third Level Education Award will automatically include you in the draw for the Credit Union Award.

Applications to be made online using the attached link:

<http://esbmoss/sc/bsc/tlea/Lists/Awards2014/NewForm2.aspx> on the ESB Intranet site/ESBnet News/Staff Noticeboard. This year applications will only be accepted online to improve the efficiency of the process (consistent with OneHR) and ensure that all applicants get automatic acknowledgement of entry into the draw. No manual applications will be accepted. **Closing date is Friday 17th October 2014.**

The Draw will take place on Friday 7th November 2014 and the winner's name will be announced on the Credit Union website by mid-November.

Please contact Simon Dunne on 01-6325100 if you have any questions. ■

YOUR HEALTH & WELLBEING



GET FIT - HAVE FUN - FEEL GOOD - SIGN UP TO THE GET ACTIVE TEAM CHALLENGE

BEING MORE ACTIVE has a positive impact on our physical health as well as on how we feel and how we manage the daily pressures and stresses in our lives

A "Get Active Team Challenge" is starting on Monday 9th June, 2014 for 4 weeks.

Get Active Challenge

- How many minutes of exercise can your team complete over 4 weeks
- Winning team and individuals get prizes.

What you have to do

- Nominate a Team Leader and think of a unique name
- Enrol your team of up to 5 people - GOTO <http://esbnet/> (Home Page)
- Pin Number ESB (Capital letters)
- Record weekly activity totals
- Check your progress online.

Some ideas that may be useful

- Have walk and talk meetings
- Get together and exercise as a team – join a class, walk to work, stair climb at lunchtime, play 5 aside
- Motivate each other by text, Facebook, twitter
- Download apps such as strava, endomondo to track activity
- If facilities allow – bring an exercise to work and exercise in breaks
- Commute in a healthy way.

Prizes for the top 3 teams, top 5 individual participants, best team name, funniest photograph and lot more. All teams will be in with a chance of winning.



Walking for Health

Walking will tone up your muscles, strengthen your cardiovascular and respiratory systems and reduce your risk of heart disease. Walkers also get the mental boost regular exercise provides, reducing both stress and your risk of depression. Walking for 30 minutes, each day of the week without over-exerting yourself can make you healthier.

The benefits of regular physical activity:

- Reduced risk of heart disease and

- stroke by between 20% to 35%
- Reduced risk of Type 2 diabetes by between 33% to 50%
- Prevention and lowering of high blood pressure
- Reduced risk of cancer; breast cancer by 30% and colon cancer by 40% - 50%
- Improved ability to cope with stress, improved mood and reduced anxiety.
- Improved bone health. ■

www.irishheartfoundation.ie

HEALTH & WELLBEING COMPETITION

Win a €50 One 4 All voucher

To be in with a chance of winning one of the vouchers, please answer the following question: What date is the 4 week "Get Active Team Challenge, starting?
(a) 9th June (b) 19th June (c) 21st June.
Please email your answer to Kathleen.mcdonnell@esb.ie
 Closing date: Wednesday 9th July.
 Congratulations to Eoghan Judge, working in ESB Networks, who was the lucky winner in the last draw.

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 is the value of the Credit Union's Third level Educational Award?
 a) €1,000 p.a. b) €2,000 p.a. c) €3,000 p.a.
 Important: only one entry per person, no mail entries acceptable, and the closing date is the 25th July 2014.
 Last issue's winner was Jackie Power, working in Moneypoint. Congratulations Jackie and your iPod nano is on the way out to you.



FALL IN LOVE WITH FAMILY FITNESS



Benefits

The benefits of keeping fit are numerous. Regular exercise helps you feel better and have more energy for work and leisure time. You'll feel more able to do things like playing with your kids, gardening, dancing, or biking. Children and teens who

FAMILY HAS THE most influence on young people's health habits so it's important to instill the value of family fitness from an early age. Being active for at least 30 minutes on five days of the week can help us to be healthier in both body and mind. Children and youths should be active for at least 60 minutes everyday.

are fit may have more energy and better focus at school.

When you stay active and fit, you burn more calories, even when you're at rest. Being fit lets you do more physical activity. And it lets you exercise harder without as much work. It can also help you manage your weight.

Improving your fitness is good

for your heart, lungs, bones, and joints. And it lowers your risk for heart attack, diabetes, high blood pressure, and some cancers. If you already have one or more of these problems, getting more fit may help you control other health problems and make you feel better.

Enjoy it

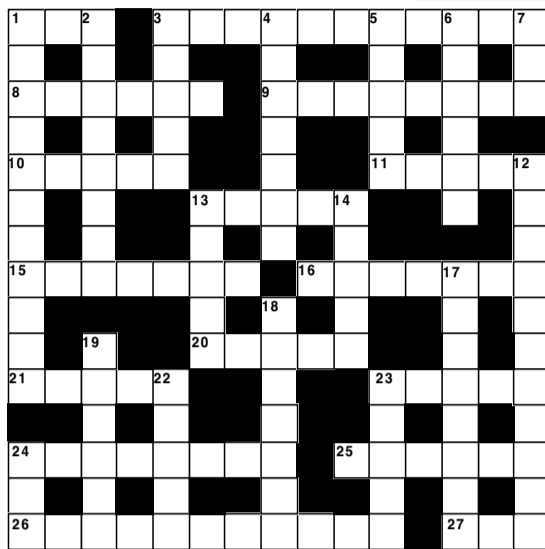
What does each person in your family really like to do? Find out and then base family activities around those things. There is no point in trying to enjoy activities that your children don't find appealing. Research shows, those who do stick with their fitness plans are the ones who actually enjoy what they are doing. ■

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

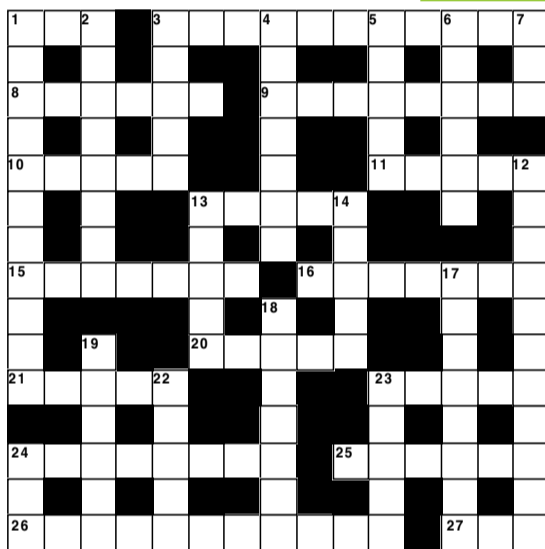
1. Insane. (3)
3. The fifth book of the Old Testament. (11)
8. Moist. (6)
9. Punctuation mark. (4,4)
10. Yoga position. (5)
11. Reside. (5)
13. Yonder. (5)
15. Yearning. (7)
16. Large, flightless bird. (7)
20. Funny circus performer. (5)
21. Proof of payment of postage. (5)
23. Unpleasant liquid found in the hull of a boat. (5)
24. One called the same as another. (8)
25. Declared. (6)
26. Sauce often served

- with roast beef. (11)
27. Failure. (3)

Down

1. Socio-economic group. (6,5)
2. Downgrading. (8)
3. Solids found at the bottom of the liquid. (5)
4. Buttery sweets. (7)
5. Lubricated. (5)
6. Beginning. (6)
7. Canine sound. (3)
12. Giddy. (5-6)
13. The jacket of a uniform. (5)
14. German city. (5)
17. Cut off, on one's own. (8)
18. Maintain. (7)
19. Tool. (6)
22. Glue. (5)
23. An amount of bread. (5)
24. Form of Japanese theatre. (3)

Crossword 2

€200
to be won!

Across

1. Weep, cry. (3)
3. Scenic area in Southern Italy. (3,2,6)
8. Calculate. (6)
9. Blameless. (8)
10. In golf, a pitching club. (5)
11. Type of antelope. (5)
13. Deluge. (5)
15. Invasive progress. (7)
16. Islamic tower. (7)
20. Place of storage. (5)
21. Reigned. (5)
23. Unit of Swiss currency. (5)
24. Ulster county. (8)
25. Two piece swimsuit. (6)
26. Traditionally, money in secure form - a 'cheque' made out by the post office. (6,5)
27. Female sheep. (3)

Down

1. Type of tool. (11)
2. Rear entrance. (4,4)
3. Smashed. (5)
4. Point of view. (7)
5. Dwelling. (5)
6. Allowance. (6)
7. Part of a tennis match. (3)
12. Ruinous. (11)
13. Not as colourful as when new. (5)
14. Move aimlessly - on a current perhaps. (5)
17. Kinsman. (8)
18. Tool. (7)
19. Town in 24 across. (6)
22. Creed. (5)
23. Monk. (5)
24. Piece of cleaning equipment. (3)

Summer delights



ROCKET PESTO PENNE

Serves 4

- 300g penne
3 tbsp pine nuts
200g rocket, stems removed
210g fat-free natural Greek yoghurt
60g Parmesan, grated, plus extra to serve
3 garlic cloves, crushed
Salt and black pepper
4 x prosciutto slices, thinly sliced
150g cherry tomatoes, quartered

To serve:
Extra-virgin olive oil

- 1 Bring a large saucepan of salted water to the boil and cook the penne according to

- the package instructions.
2 Toast the pine nuts on a dry frying pan over a medium heat for 2-3 minutes until lightly browned.
3 Combine the rocket, yoghurt, Parmesan, garlic and pine nuts with a generous pinch of salt and pepper in a food processor. Purée until smooth.
4 Drain the pasta very well and toss with the rocket pesto sauce, prosciutto slices and cherry tomatoes. Serve with a drizzle of olive oil and some Parmesan.

Per serving: 392kcal, 11.1g fat (3.2g saturated), 49.3g carbs, 2.3g sugars, 24.7g protein, 1.6g fibre, 0.45g sodium



RASPBERRY JELLY PARFAITS

Serves 6

- 200g raspberries, plus extra to serve
60g caster sugar
400ml raspberry ripple ice cream, softened
135g raspberry-flavoured jelly, prepared according to the package instructions
200g Madeira cake, cubed

- 1 Combine the raspberries with the sugar and 100ml of water in a saucepan over a medium heat. Bring to the

- boil, then remove from the heat and purée in a blender.
2 Push the mixture through a fine sieve and discard the pulp.
3 Stir together the ice cream, jelly, Madeira cake pieces and the raspberry sauce. Divide among serving glasses. Freeze for two hours until set, then serve with fresh raspberries on top.

Per Serving: 311kcal, 13.8g fat (6.5g saturated), 44.3g carbs, 35.7g sugars, 4.3g protein, 2.3g fibre, 0.12g sodium

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.



LUXURY TWO-NIGHT BREAK IN CLAYTON HOTEL, GALWAY

This month, the luxurious four-star Clayton Hotel in Galway City are offering one lucky person the chance to win a two night break for two people in one of their luxurious Executive Suites.

The hotel features 195 spacious and contemporary bedrooms, a leisure centre, a choice of dining options, 12 dedicated meeting rooms, and an expansive ballroom catering for up to 800 people. Modern and contemporary in style, the Clayton has something special to offer everyone.

The winner will get to enjoy the exclusivity of their private Executive Fourth Floor. Each executive room features their own separate living area, luxurious pillow topped king size mattresses, and under-floor heated marble bathroom. Guests on the Executive Fourth Floor have access to the exclusive executive lounge with its own balcony, lounge, entertainment



system and complimentary refreshments. Enjoy a choice of Continental or Full Irish Breakfast on each morning of your stay, together with gourmet Dinner served on one evening in either the Enclosure Bar & Bistro or the Tribes Restaurant.

Complete your break at the Clayton with complimentary access to our leisure centre, which features a 20 metre swimming pool, fitness room, steam room and sauna.

To be in with a chance of winning, answer the following question and follow the guidelines below:

How many bedrooms are in the Clayton Hotel?
A) 95 B) 295 C) 195

Contact: (091) 721900. Web: www.clayton.ie

OVERNIGHT STAY FOR TWO AT HILTON DUBLIN AIRPORT

Fancy a relaxing night away? Hilton Dublin Airport is offering one lucky ESB magazine reader the chance to win an overnight stay for two with breakfast.

Whether you choose to slip into holiday mode early, with an overnight stay prior to a planned trip, or if you simply want to relish a night away from it all, Hilton Dublin Airport would love to welcome you to enjoy all the hotel has to offer.

Why not sample the delicious menu at the hotel's Burnell Grill, where the steaks are simply out of this world? With live music from Friday to Sunday night, you won't need to venture outside the comfortable surrounds of the hotel to appreciate a great night.

Hilton Dublin Airport is the ideal location for a family get together, business meeting or a relaxing break away. If you are flying out of Dublin, check



out Hilton Dublin Airport's great advance booking deals and convenient airport transfers.

Contact: 01-8669800. Web: www.hilton.com/dublinairport

To enter just answer the following question and follow the guidelines listed below:

What is the name of Hilton Dublin Airport's restaurant?

A) Burrell Grill B) Bunnell Grill C) Burnell Grill

ONE-NIGHT STAY AND GOURMET DINNER AT KNOCKRANNY HOUSE HOTEL & SPA



We are giving one lucky ESB reader the chance to win a luxury break for two in the stunning Knockranny House Hotel & Spa in Westport, Co. Mayo, awarded AA Ireland Hotel of the Year 2012/2013.

Enjoy a one night stay with a delicious breakfast and a gourmet dinner in La Fougère Restaurant especially prepared by Head Chef Seamus Commons, recently named 'Best Chef in Connaught' at the 2013 FOOD & WINE Awards for the third consecutive year. Seamus and his team go to admirable lengths to use the best freshly grown herbs from their own garden, home-baked breads and local organic salmon

and chicken, which are smoked on-site. Acclaimed as one of Ireland's finest destination facilities, Spa Salveo also offers a vitality pool, expansive thermal spa including a brine inhalation room, sauna, scented steam room, monsoon shower and hydrotherapy body massage stations together with a fitness suite, which are all complimentary to residence over the age of 18 years.

Renowned for its relaxing setting, stunning views and deluxe spa, Knockranny House Hotel is the ideal destination to truly relax and enjoy superb service, excellent cuisine and spa facilities.

Contact: Tel:098-28600. Web: www.khh.ie

For a chance to win, answer the following question and follow the guidelines listed below:

What is the name of Knockranny's head chef?
A) Seamus Commons B) Sean Commons
C) Sean Cummins



HOW TO ENTER COMPETITIONS IN EM

The closing date for all competitions is July 16th. 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 087 985 8238.

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

CLAYTON HOTEL GALWAY

EMCOMP 2

HILTON DUBLIN AIRPORT

EMCOMP 3

KNOCKRANNY HOUSE HOTEL & SPA

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 Lwr Fitzwilliam Street, Dublin 2.

Last issue's competition winners

EM COMPETITION 1
Eimear Barrett
(The winner receives a midweek break at the Lyrath Estate Hotel in Kilkenny.)

EM COMPETITION 2
Mary Lee

(The winner receives a break at the Harlequin Hotel in Castlebar.)

EM COMPETITION 3
Mary Winston
(The winner receives a midweek break at the Knockranny House Hotel and Spa in Westport.)

CROSSWORDS €200 SHOPPING VOUCHER
Jim O'Keefe
Eileen Keogh
R. O'Connor

CROSSWORDS €100 SHOPPING VOUCHER
Mary Burke
T. Connolly
Ger Lee

Last issue's crossword solutions

Crossword 1: Across 1. Quarantine 6. Grub 10. Album 11. Combatant 12. Agitate 15. Ditto 17. Aura 18. ACOL 19. Lapel 21. Dog days 23. Ensur 24. Lean 25. Logo 26. Pulse 28. Presume 33. On the spot fine 34. Inner 36. Credit card
Down 1. Quay 2. Ambiguous 3. Admit 4. Tacit 5. Numb 7. Roast 8. Bottom line 9. Sandals 13. Ambo 14. Eardrop 16. Waterproof 20. Pneumonia 21. Deleted 22. Yoke 27. Latin 29. Rated 30. Swift 31. Spur 32. Bred
Crossword 2: Across 1. Backstroke 6. Coma 10. Canoe 11. Greenwich 12. Restore 15. Regal 17. Moor 18. List 19. Ogham 21. Asunder 23. Costs 24. Miss 25. Horn 26. Beset 28. Tractor 33. Rossaveal 34. In-law 35. Yell 36. Prosperity
Down 1. Buck 2. Consensus 3. Sleet 4. Roger 5. Keel 7. Owing 8. At half mast 9. In error 13. Oats 14. Eminent 16. Blackberry 20. Hoi-polloi 21. Ashtray 22. Ella 27. Sisal 29. Rolls 30. Chive 31. Beer 32. Sway