Creating added value for the customer

the agenda of 2017

1. Customer Data Privacy
2. Market interaction with TSOs & DSOs
3. Smart meter 2.0: “Infrastructure as a platform”

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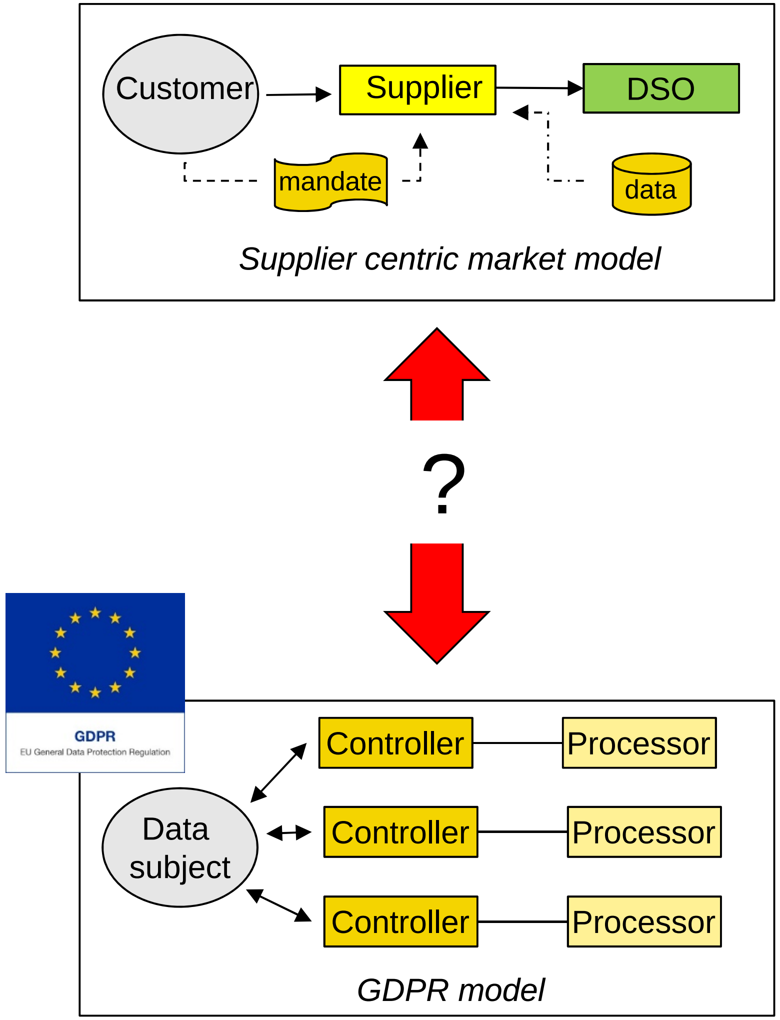
Consumer Data Privacy

- Where does market facilitating ends and where does law enforcement start ?

- An emerging role conflict ?
  - DSO facilitating the market, and
  - DSO enforcing laws

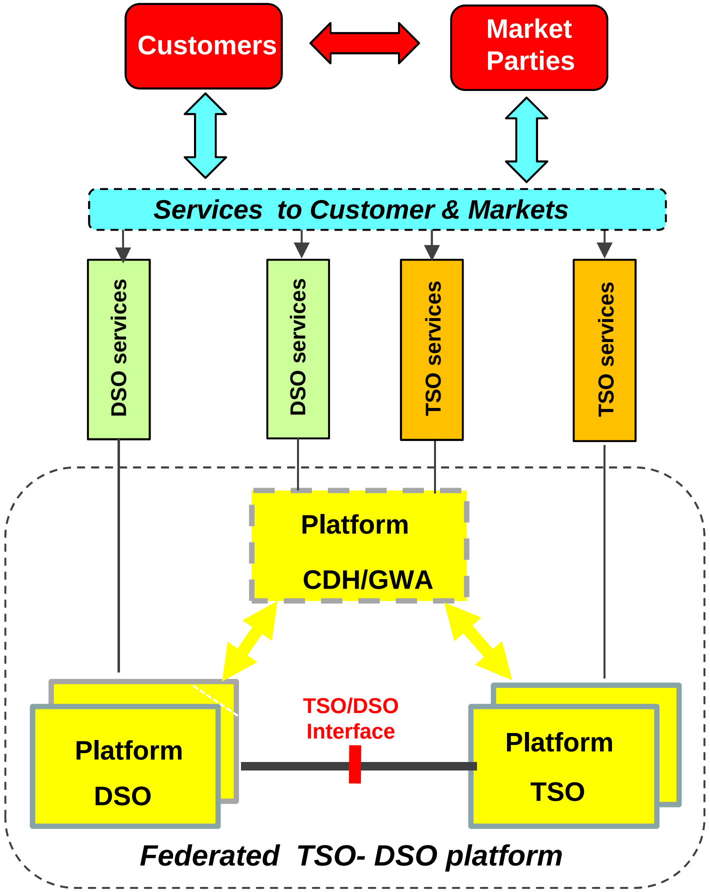
- What is the impact of the General Data Protection Regulation (GDPR) on supplier centric market models in Europe ?
  - Is there clarity ?
  - Is there consistency ?
  - One or two regulators ?

- “The customer in control” over his own data
  Is there a need for a customer consent register ?
  - “Connect my data” service
  - “Download my data” service



Value for the consumer demands a well defined market interaction with TSO/DSO requiring a clear “services catalogue”

- The customer/ prosumer becomes an active participant in the market with access to markets, and the electricity system.
- Boundaries between Retail & Wholesale are blurring. Also new market entrants from other sectors are emerging.
- Introduction of flexibility drives the need for collaboration and data exchange between DSOs and TSOs, as DSO become active on system level
- Market models in Member States differ on existence and governance on datahubs/ platforms
- This however is irrelevant for EU wide market functioning, as the TSO & DSO interactions with the market **(-> services**) are the pre-requisite for that.
- So for EU wide market functioning, garanteeing a level playing field,fostering market innovation and customer value, a well specified service portfolio is essential
- Independently of service delivery, TSOs and DSOs can cooperate and consolidate on platforms



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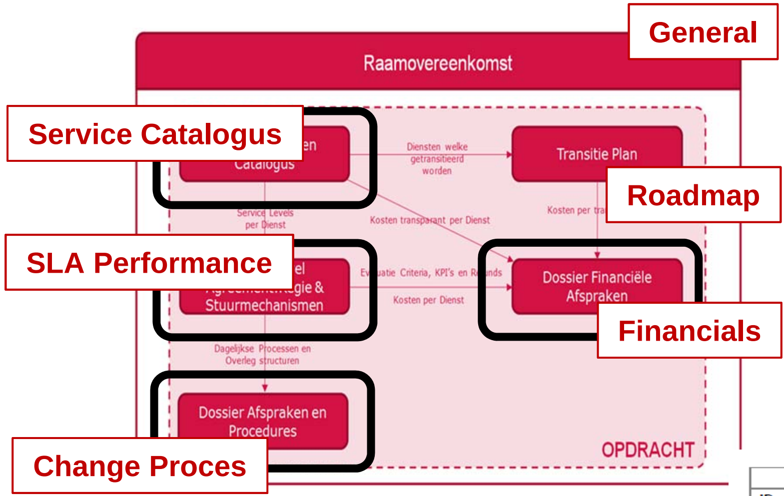
A clear SLA with DSOs & TSOs (example Netherlands)



SLA

Service Catalogue

Service | *Description* | *Users* | *Channels* | *SLA level*

					Marktpartijen			Kanalen		Service Level	
ID	Ver.		Dienst	Omschrijving	LV	PV	MV	GUI	B2B	Prod.	Test
AA	**Connections**										
AA001	1.0		Zoeken aansluiting	Zoeken naar geregistreerde aansluitingen	x	x	x	x	x	A	B
AA002	1.0		Raadplegen aansluiting	De gegevens van een geregistreerde aansluiting raadplegen op basis van klantmandaat	x	x	x	x	x	A	B
AA003	1.0		Raadplegen transactiedossiers	Raadplegen van de transacties die hebben plaatsgevonden of plaatsvinden op een aansluiting	x	x	x	x	x	A	B
AA004	1.0		Opvragen stamgegevens aansluiting	Op eigen initiatief actuele stamgegevens van een	x	x	x	x	x	A	B

ME	**Meters & metering data**										
ME001	1.0		Uitwisselen meterstanden en verbruiken	Uitwisselen meterstanden en verbruiken tussen leverancier en netbeheerder	x			x	x	A	B
ME002	1.0		Uitwisselen historische meetgegevens	Uitwisselen historische meetgegevens tussen leveranciers, programmaverantwoordelijken en netbeheerders	x	x		x	x	A	B
ME003	1.0		Opvragen gegevens primair deel meetinrichting	Opvragen van de door de netbeheerder opgeleverde gegevens betreffende het primaire deel van de meetinrichting			x	x	x	A	B
ME004	1.0		Uitwisselen stamgegevens meetinrichting	Opvragen en uitwisselen stamgegevens van een meetinrichting bij de meetverantwoordelijke	x	x	x	x	x	A	B
ME005	1.0		Uitwisselen disputen over meterstanden	Faciliteren dispuutproces omtrent meterstanden die voor meerdere marktpartijen van belang zijn	x			x	x	A	B
ME006	1.0		Opvragen P4 data	Opvragen P4 data van een aansluiting	x				x	A	B
ME007	1.0		Raadplegen vastgestelde historische meterstanden en verbruiken	Middels deze functie kunnen leveranciers en netbeheerders vastgestelde standen en bijbehorende berichten uitwisselen	x		x	x	x	A	B

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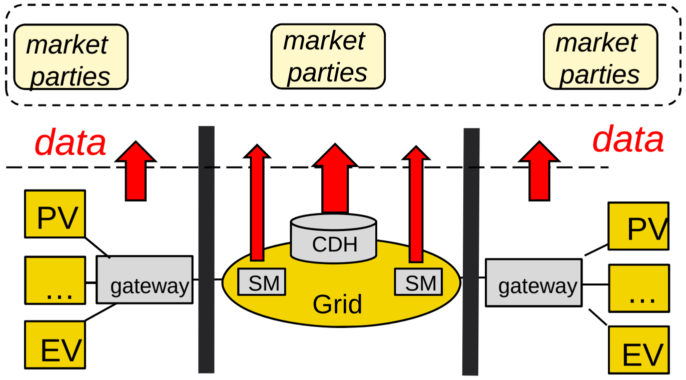
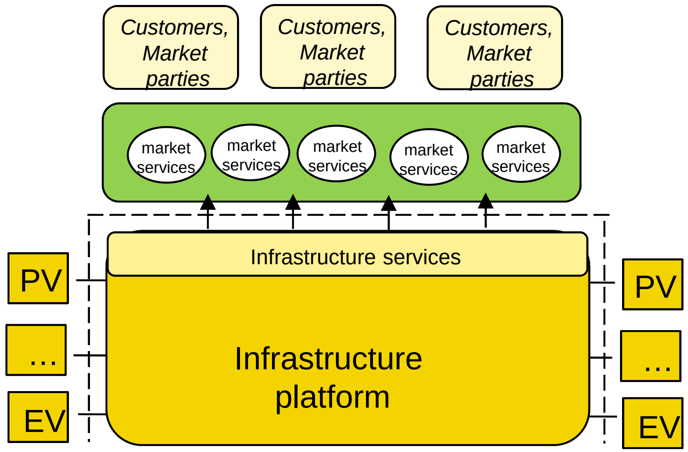
Increasing customer value require an revised vision and strategy on smart metering (smart meter 2.0)

- Rollout of smart meters, based on 2012 agreed common functionalities, is ongoing,
- EV, PV & Demand Response are emerging
- Multiple meters, behind the meter
- Market models are changing
  (multiple parties active on one customer connection)
- Relation between customer assets (PV & EV) on system stability and security of supply is increasing
- Isn't it time to reflect on future smart meter architecture, functionality and a roadmap ?
  - To follow the market
  - To avoid stranded assets & impaired investments



"Vertical silo" oriented market arrangement



"Platform as service enabler" market arrangement