8th Citizens' Energy Forum – Agenda

23-24 February 2016

UK Business Design Centre, 52 Upper Street, London N1 0QH

Breakout session 2:

Smart and innovative services for consumers/prosumers

This session will look into the preconditions, good practices and incentives for traditional consumers to benefit from an efficient and dynamic energy market. A closer link between the wholesale and retail markets needs to be established so that suppliers and aggregators can offer new types of contracts and services and consumers react to price signals and consume in smarter and more energy-efficient ways. Some consumers may choose to become prosumers and make use of dynamic tariffs, whilst providing flexibility through micro-generation or storage.

Chair: Manuel Sánchez, DG ENER

Rapporteur: Neil Barnes (CEER/Ofgem)

Presentation: Peter Molengraaf (CEO Alliander, NL) - The Universal Smart Energy Framework

Testimonial: Andrzej Bucko, Polish Consumer Federation

Panel discussion:

* Heikki Linnanen, Head of Projects, IT, and Sustainability, Caruna, FI
* Paolo Falcioni, Director General CECED, European Committee of Domestic Equipment Manufacturers
* Bianca Barth, Policy Director, bne - Association of Energy Market Innovators
* Joerg Muehlenhoff, RES in BEUC (consumer representative)
* Annette Loske, President of IFIEC Europa, International Federation of Industrial Energy Consumers
* Massimo Cavaliere, CEO Suncity, Italy

# Setting the Scene

The session will be about the positive experiences in developing new and innovative services to customers. It will look into the preconditions, good practices and incentives for traditional consumers to benefit from an efficient and dynamic energy market. We will also look at the link between the wholesale and retail markets, the new types of contracts and services and consumers reaction to price signals and dynamic tariffs, etc.

# Questions to facilitate the panel discussion

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| Peter Molengraaf Andrzej Bucko,  Joerg Muehlenhoff  Annette Loske  Massimo Cavaliere | * Smart meters, storage, demand response, etc. will allow more flexibility in the system; is this also key to introducing more renewables in the future? * To what extent can demand response (especially from industry) help to make the system better? * Are consumers fully aware of their huge potential to structurally lower their energy bill and culturally ready to move forward? * Is bank/financial system ready to support the energy transition towards more efficient solutions for consumers? * Is the regulatory framework in Italy favourable to consistently stimulate a conscious use of energy by the final customers and to fully support this new energy model? * Why do most electricity and gas consumers not have smart metering yet? |
| Heikki Linnanen  Paolo Falcioni  Bianca Barth | * Why would consumers opt for smart appliances? How do appliances’ manufacturers intend to address the interoperability challenge? * From a supplier’s perspective, can you tell us about examples and experiences with new types of contracts and services for consumers? * What are some essential preconditions for participating in wholesale markets?” * Talking about DR. When it comes to clear roles and responsibilities for the market players, what are your recommendations? |

# Summary of possible input/output of the session

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|  | Topic to discus: input to the Forum | What possible output from the Forum? |
| Peter Molengraaf Heikki Linnanen | * USEF Vision * What DSOs can do for consumers: information, data sharing with third parties, quality process and consumer services, iPhone APX, etc. | * Note the development of USEF as a consumer centric approach and transparent model * Encourage MSs to allow DSO to purchase flexibility and get remuneration OPEX. * Call for DSO/TSO collaboration on medium to long term planning |
| Andrzej Bucko,  Joerg Muehlenhoff  Annette Loske  Massimo Cavaliere | * Vision of consumers: what is successful and what is missing; * Prosumer views: distributed generation and self-consumption; what experiences are positive and what negative; light-house pilots in regulation and socio-economic experiences | * Grant the consumer the right to get an smart meters with the right functionalities * Ask Commission for a benchmarking on the roll out of smart metering * Grant the consumer to right to generate electricity without supplier's permission and limit the administrative burden * Grant equal footing in access to the wholesale/balancing for (aggregated) distributed resources market * Note the work of Commission on privacy and security |
| Paolo Falcioni  Bianca Barth | * What suppliers and aggregators can do for consumers * Good practices and challenges: social, regulatory and possible technical issues | * Support dynamic price contracts as a voluntary choice for consumers * Recall for a framework for demand response following EG3 recommendations |