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C I R E D . N E T



WORKING GROUP
#2018-2
ON DIGITAL DSO

**New opportunities
and challenges to improve
customers relationship
and to increase
their participation
in the distribution system**

June 2020

Summary

Smart Grids place Customers at the core of new services and functionalities provided by market energy players (e.g. Suppliers, ESCO). Customers are increasingly more digital, proactive and demanding. As such, they will ask for more technologically enabled solutions that must guarantee at the same time more simplicity and transparency looking forward to receive valuable information in real time and to interact with their solutions provider through new or improved digital channels. As such, new touch-points between DSO and Customers are emerging: the information transfer between the DSO and Customers will be a great opportunity as a decision support tool to optimize DSO grid management and to promote a more efficient, reliable and sustainable power system, but at the same time must guarantee that Customers are provided with independent and valuable information.

Report Elaboration

With the purpose of creating a consistent vision considering the entire value chain, from the academic theory to the tech firms and DSOs implementation, and consequently reap the full benefits of a digital SG, the present working group was created to investigate:

- How to improve customers experience by providing valuable information/services?
- Which kind of information may be provided and which kind of technologies and interfaces between DSO and its stakeholders are more suitable to maximize the value of a digital smart grid for all power sector stakeholders?
- How can emerging technologies deployed by the DSO provide new services and enhance customer engagement?
- Which kind of use-cases are being developed by DSO?

Both technical and regulatory issues are addressed in this report.

Structure of the final report

The report will have a structure which considers the follow chapters:

- I. Vision and Trends for Electricity sector
- II. Regulatory and Legal Framework
- III. Information management: from DSO as a data manager to the data governance
- IV. Technology as an enabler for new services for all stakeholders
- V. Use Cases and Roadmap
- VI. Outlook and Final Remarks

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