



Building another face of Europe 2020 with User Centric SmartGrids

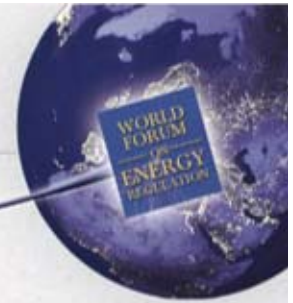
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VP, Head of EMEA Utilities & Communications industries, SAP

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- World Forum on Energy
Regulation IV
Athens, Greece

Energy Insight predictions



Energy efficiency “first fuel” choice

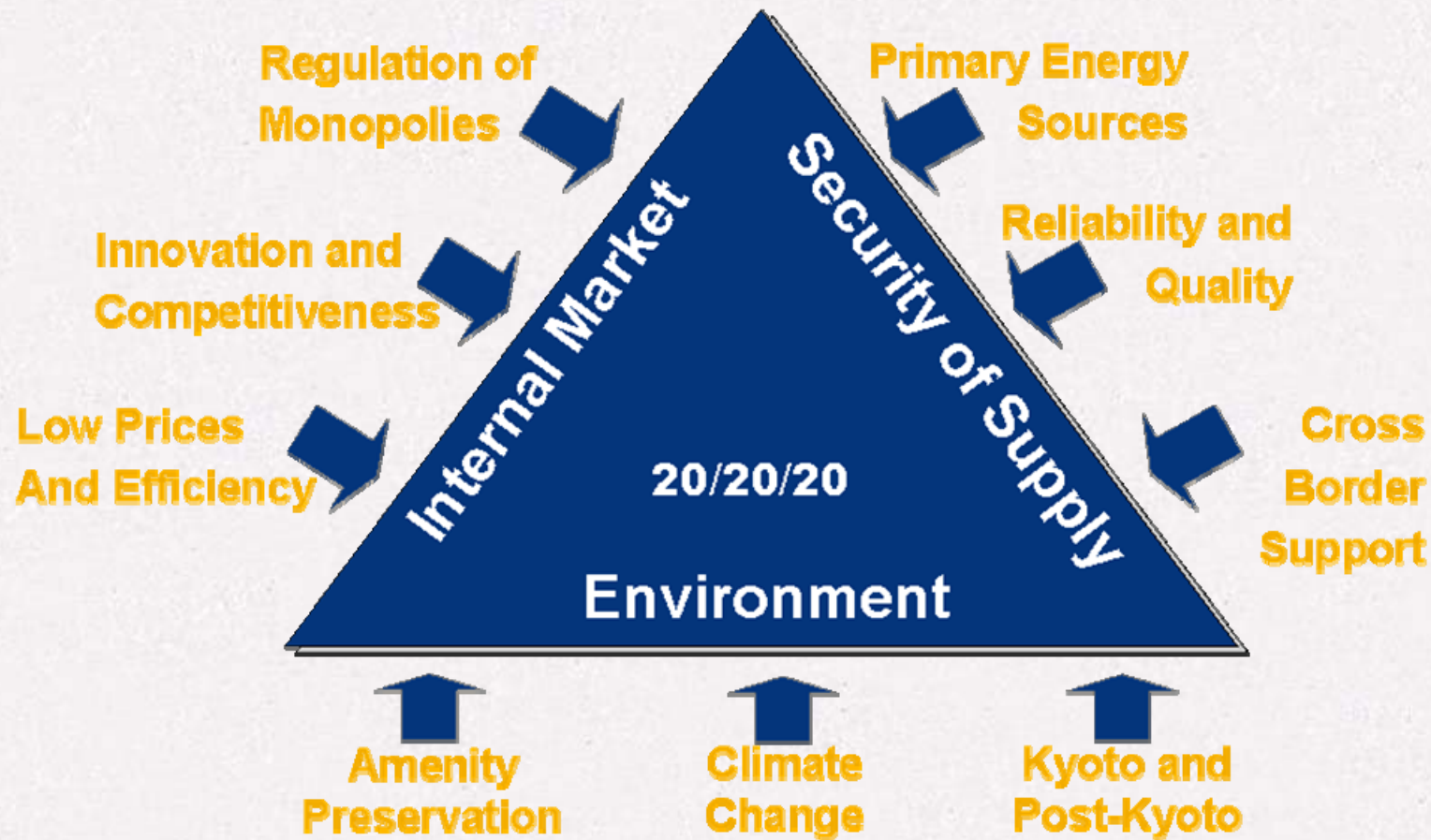
DER as a grid support tool

Intelligent grid up to \$70 billion in 2013

Web portals key for active consumers

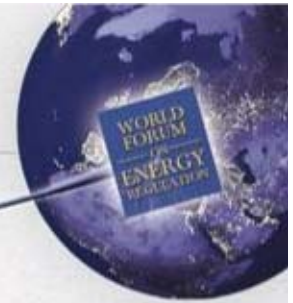
Generators focused on CO₂ reduction

SmartGrids targets



European SmartGrids 20/20/20 in 2020

Empowering end users



Smart Prosumers will consume and produce smarter when offered smarter « automatic » advices in the marketplace

Stakeholders involved

European Union,
Governments and
Utilities

Consumers acting as
Power Suppliers

Suppliers, Consumers,
Technology & Service
Providers

Retailers to Consumers

Consumers

Customer participation aspects

eEnergy
(electronic marketplace, DR, virtual ...)

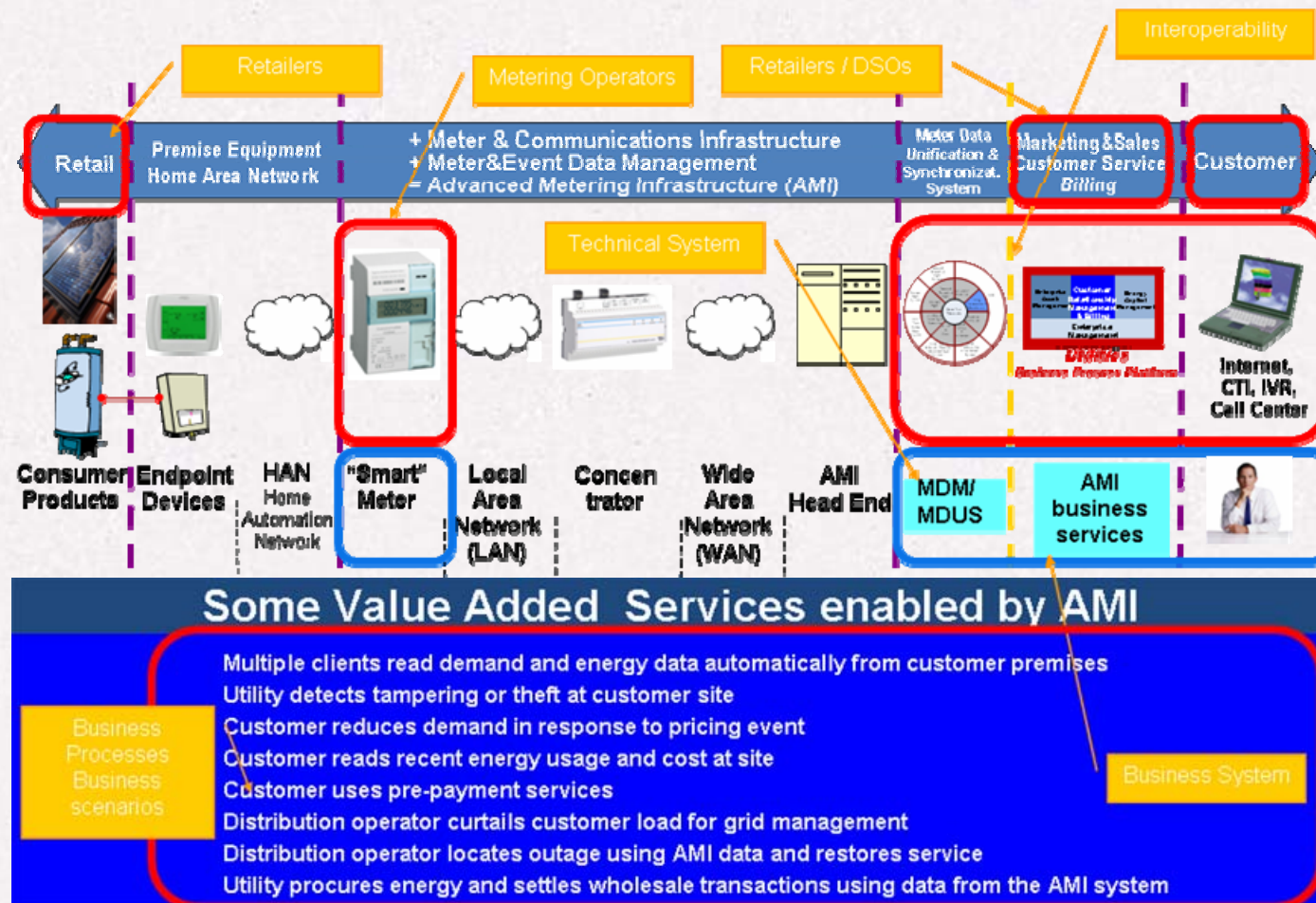
Prosumer & active retailing
(bi-directional trade, DR, AMI)

Automatic decision support system
(Intelligent automation, benchmarks, forecasting, DR, AMI)

Better real time prices (price signals)
(Connected devices, DR, ICT, AMI)

**Visibility, transparency, customer empowerment,
Devices losses, buildings losses, etc**
(analytical tools, AMR)

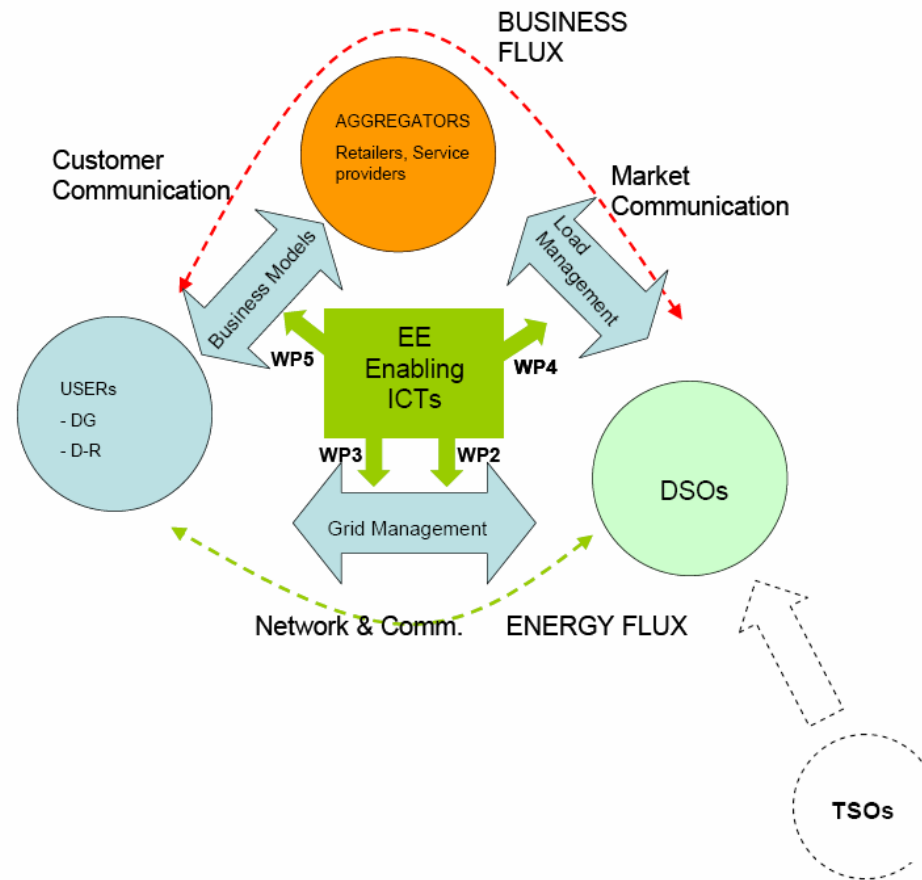
Smart metering processes at the end user



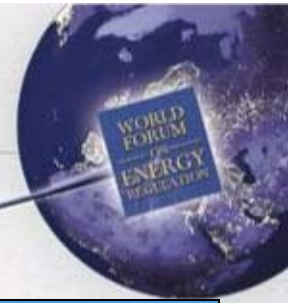
A complex liberalized competitive market



KEY FIGURES and INTERCONNECTIONS

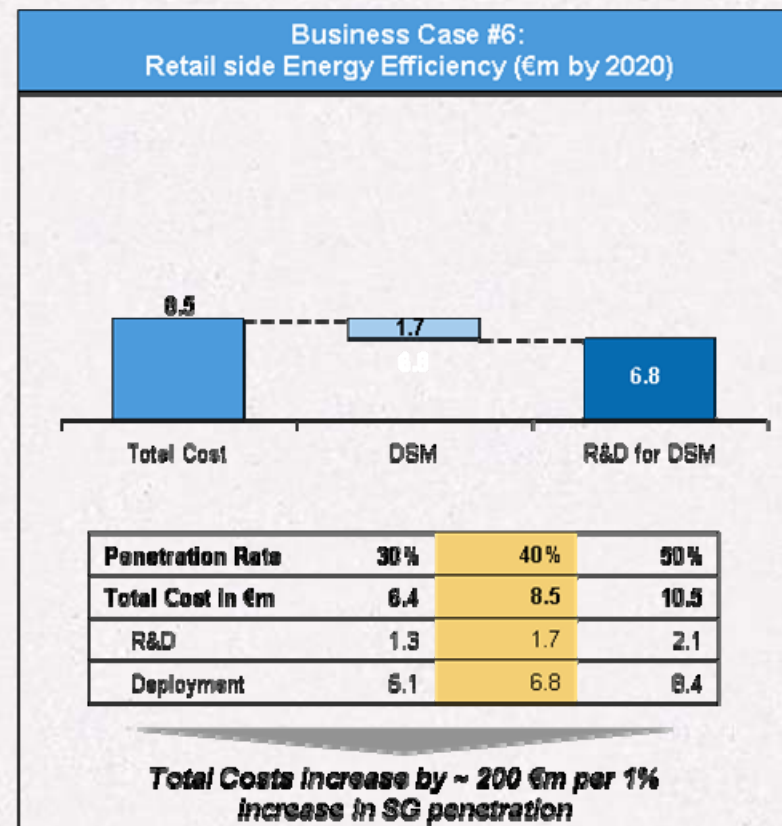
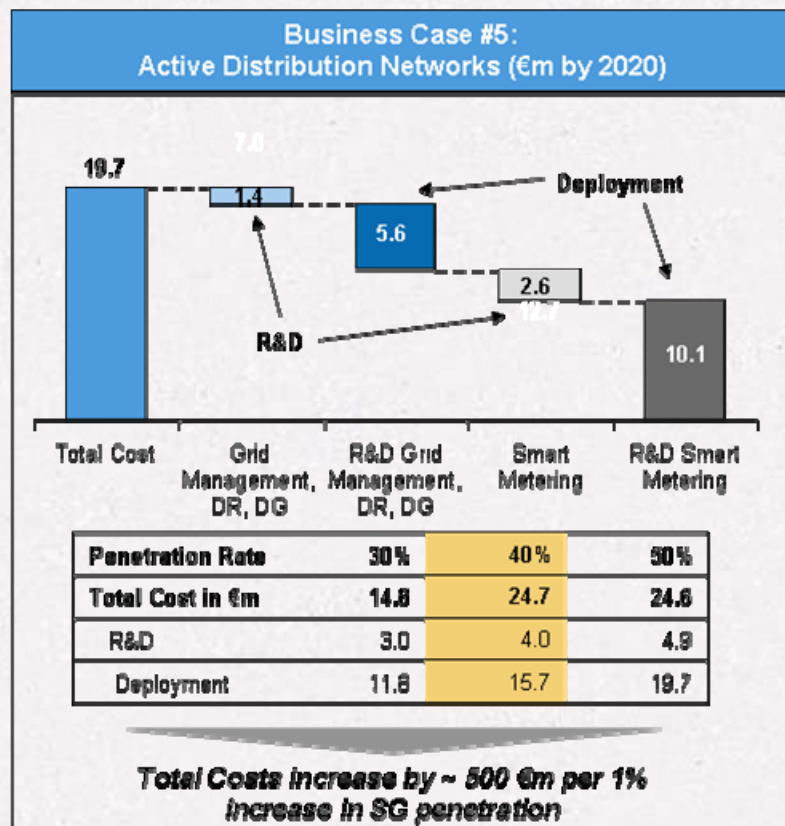
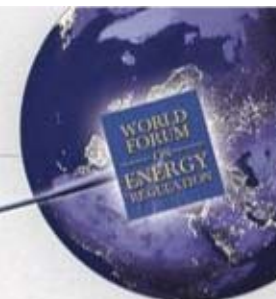


Asking the right questions in SmartGrids deployment



	Business Case #5: Active Distribution Networks	Business Case #6: Retail side Energy Efficiency
Infrastructure Layer	<ul style="list-style-type: none"> • What structural changes to the physical infrastructure are required? • How can asset value be enhanced through increased monitoring & control? 	<ul style="list-style-type: none"> • To what extent will beyond the meter applications be linked to the physical grid?
Communications Layer	<ul style="list-style-type: none"> • What requirements drive the digital grid? • How to deal with the new breadth of information? • How to ensure data integrity and security? 	<ul style="list-style-type: none"> • How will Smart Home devices become linked to the digital ICT layer?
Applications Layer	<ul style="list-style-type: none"> • How to integrate EV? • How to manage & dispatch DG? • How to institutionalize DR? • How to optimize grid operation? 	<ul style="list-style-type: none"> • How can individual retail customer devices and applications be utilized to achieve large scale energy efficiency improvements?
Other	<ul style="list-style-type: none"> • How will the interfaces between Transmission, Distribution be impacted • What role will new market participants play? • What regulatory schemes are required in the new set-up 	<ul style="list-style-type: none"> • How Customer Relation and Portal Self Services will become a standard multi-channel interaction ? • How Energy Data Management will become mandatory for forecasting, reconciliation, settlement, balancing and Smart Metering ?

RD&D costs Active DN and Retail in SmartGrids



Peak demand reduction



Based on \$20 M pilot by California utilities, that involved 2,500 customers, over a three year period, gateway systems reduced loads far in excess of dynamic pricing and smart thermostats alone. (**)

Technology	Peak Demand Reduction*
Time of use Pricing Information	8%
Dynamic Pricing Signals	13%
Smart Thermostat	27%
HEMS like device	43%

* *The Brattle Group "The Power of 5 Percent", The Electricity Journal, October, 2007*

** *Source INTEL*

Demand Side Management Benefits



Projects	Topic	Benefits
Finland	Smart metering	7% energy efficiency
Norway (SINTEF)	Demand Response	24.5% energy efficiency
CRE (French regulator)	Smart metering	Reduction of non technical losses by 50% Residential energy efficiency by up to 5% CO2 reduction by up to 5% (CRE)
DONG Energy	Demand Side Management	25%-50% reduction in Non Delivered Energy 35% reduction in fault search time Up to 90% reduction in Network Reinforcement costs

The magic formula



**Wise
Vision**

+

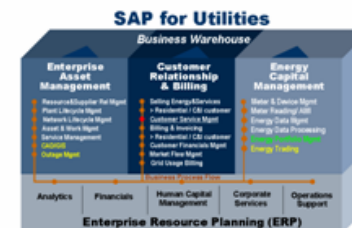
**Smart
Technology**

+

**Flexible
Processes**

=

INNOVATION



- Automated Metering infrastructure
- Customer gateway to market

CORE
Focus: Differentiation

Innovation

Network Lifecycle Management

Grid Engineering and Construction

Grid Maintenance and Operations

Connections Management