


Joint ECRB-CEER-Eastern Partnership Workshop for Energy Regulatory Bodies



Interactive Session: Digitalisation impact to end-customers

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Energy Market Evolution



- **Significant changes in the energy system – environmental policy and technological development**

- Increased share of (intermittent) renewable energy sources, distributed generation
- New market players and services
- Technology: from smart meters and smart grids to digitalization of the energy system (+sophisticated home appliances)
- Security of supply concerns
- Customers: raising awareness (PCT, price, trust, privacy, environment)

Interactive session: How does digitalisation in the energy sector affect end-consumers?



- **Energy transition**
 - Sustainable digitalised system
 - Active and protected customers
- **Digitalization – tool for sustainable development**
 - Impact to the market
- **Opportunities**
 - New players and services (active customers, aggregators, local energy communities, energy storage, electro-mobility integration, etc.)
- **Challenges**
 - Complexity of the energy sector (interconnected)
 - Cyber-security, data privacy, awareness
 - Information, education, knowledge, understanding
 - Special focus on vulnerable customers

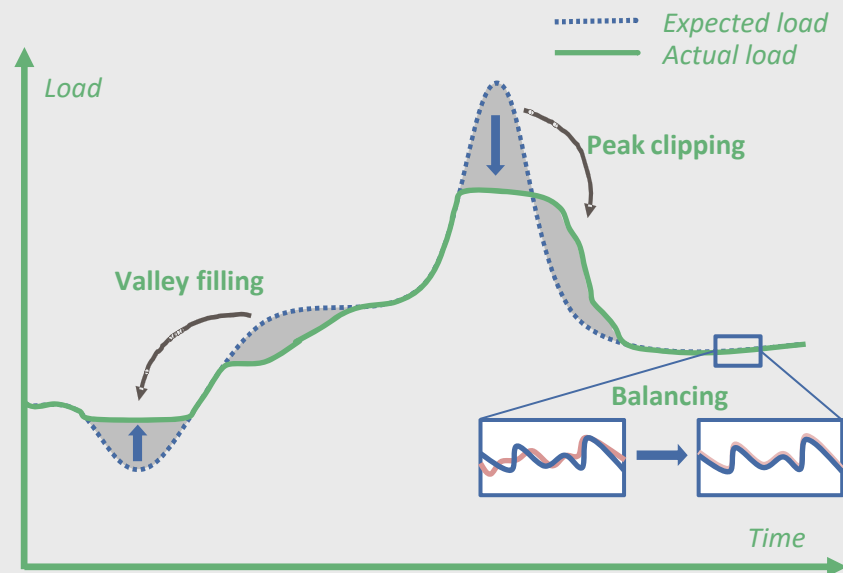
Interactive session: How does digitalisation in the energy sector affect end-consumers?



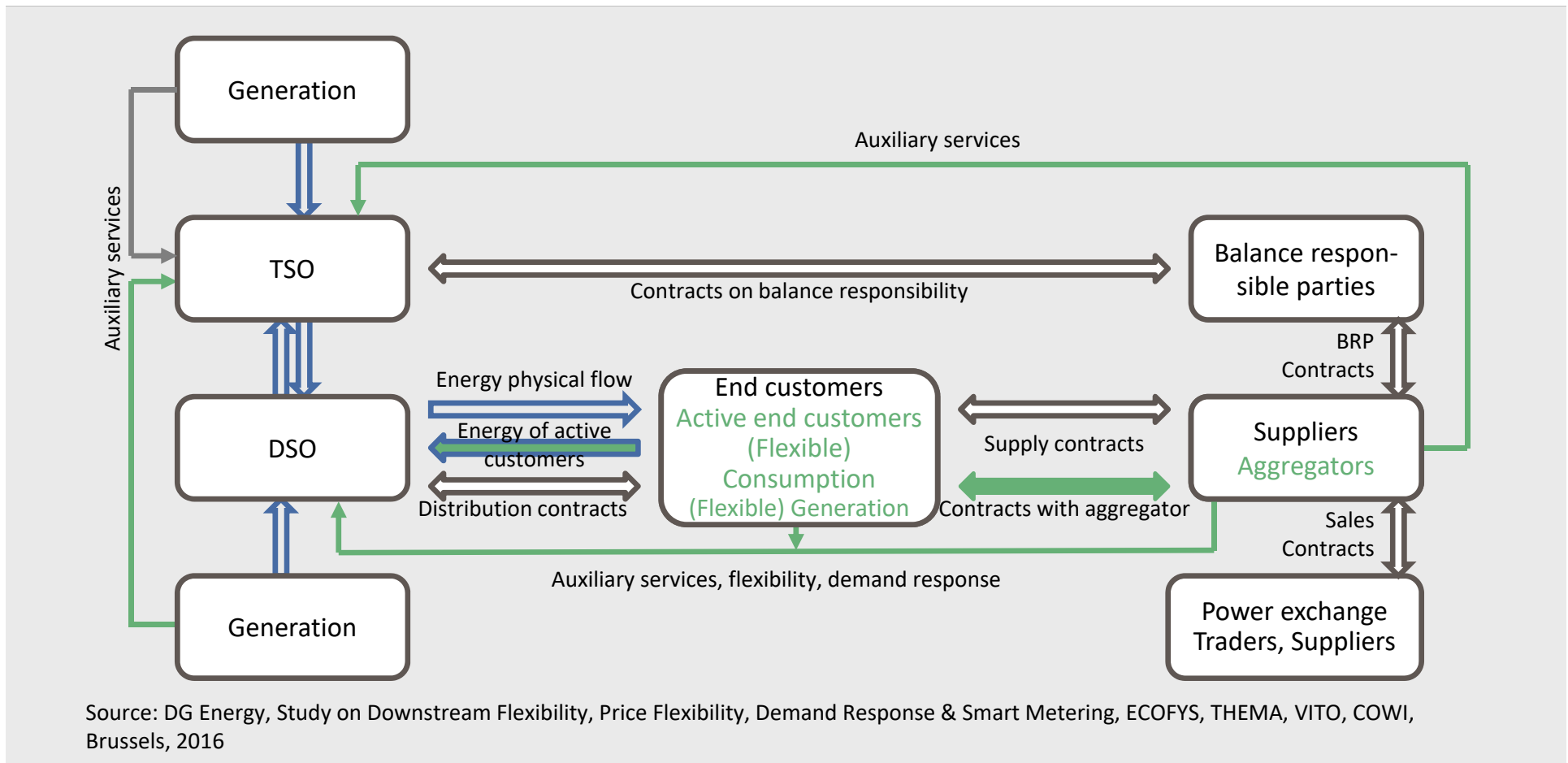
- **Exchange of knowledge and experience on topics of common interest**
 - Consumer empowerment and digitalisation ahead: debating the future from a regulatory perspective

Load Curve Flattening

- Demand side flexibility (DSF) is part of the answer
- Flexibility – ability of (active) consumers to change their electricity usage in response to some form of signal
- Benefits of DSF:
 - Balancing
 - Capacity
 - Generation
 - Grid



Example of Model Market – New Players



Digitalisation Challenges and Opportunities



- **The main challenge – adapting to rapid market evolution – accelerating the processes**
 - It is not just the industry that needs to change
 - Changes in legislation, regulation and standards
 - Threats to be pro-actively managed
- **A number of benefits coming from new opportunities**
 - New markets (storage, demand response, smart charging)
 - New opportunities (active customers, aggregators, etc.)
 - Smoother integration of renewables
 - Boost in energy efficiency
 - More efficient grid operation, planning and asset management through smart networks.



*Thank you
for your participation!*

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