

Technical assistance projects

Proposed projects:

Proposal 1 Smart systems Implementation Strategy

Objective: Analyse the status and options for implementation of smart meter roll out policy and implementation strategy based on the most effective use of the smart meters to optimize the grid and facilitate transition to grid automation

1. Smart Meter implementation

Based on the findings and recommendations from the study conducted for Moldova¹ to analyse the following:

- a. use of data received from smart metering - where is it used, for what purposes, targeted coverage
- b. method to define optimum coverage

2. Network Automation Strategy

Present the experience and lesson learned in the pier-list of European DSOs in advanced stage of automation with the following information:

- a. automation technologies
- b. target level of automation
- c. sequence of automation (stages)
- d. economic efficiency of investments.

3. Workshops

- a. presentation of the Study for smart meter implementation and training on a definition of coverage
- b. presentation about automation processes/ pier DSO visit
- c. training in evaluation of economic efficiency of investments in automation

Proposal 2 Smartening Customer Support

Objective: analyse the customer relation and customer support associated with automation and smart systems

To make a research and create a pier-list report of European DSO, showing their current level of service and providing understanding of what is the best and what is “enough” level of DSO customer support.

- d. Automation service features and indicators:
 - i. IVR features
 - ii. Self service area on web site
 - iii. Mobile APP
 - iv. Chat bots/ AI
 - v. Special solutions for brigades (for field staff)
- e. Human service options and Service levels:
 - i. Contact Center
 - ii. Social Media support
 - iii. Office staff etc.

¹ EU4Energy, Moldova project

- f. Core business operation indicators and features:
 - i. Terms and options for new connection
 - ii. Terms and options for customer meters operations
 - iii. Terms and options for new Contract conclusion
 - iv. SAIFI and terms of power supply recovery.

Proposal 3. Impact of active customers (prosumers) on distribution grid

Objective: Comprehensive analysis and assessment of technical and financial impact of prosumers' connection for DSO operation

1. Based on the definitions from adopted Directives on internal market and renewable energy sources, and connection network codes,
 - o prepare an overview of legal status and roles of active customers;
 - o present an overview of status and experience with active customer's connection and roles in EU MSs, lesson learned and problems identified
2. Recommendations of requirements and procedure for active customers connection to the grid, including definition of protection system, metering system, interaction with other network users and market participants;
3. Assessment of active customers' impact on DSO revenues and recommendations
4. Workshops
 - o definition of technical requirements for connection (for DSO and for customer)
 - o assessment of financial impact on DSO revenues and fair cost allocation.

Proposal 4 Challenges of transition to electric heating

Development of the network with the transition of the country to electric heating

- a. market analysis with forecasts for the transition to electric heating
- b. predictive assessment of network development in case of transition
- c. possible sources of funding for network development
- d. standard for calculating the technical capabilities of the network (TC) in the event of a new client contacting.