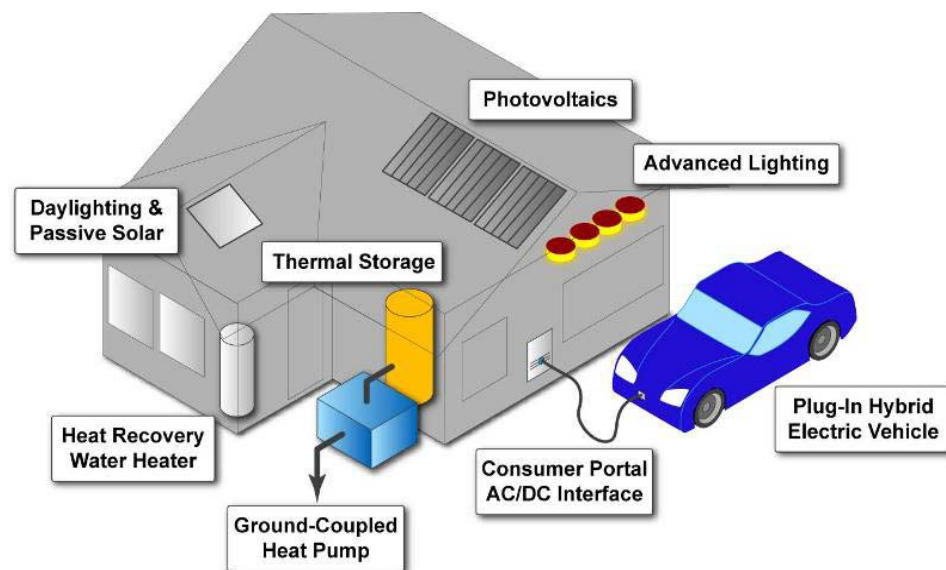


WG 4 “Generation and Storage” Session

Topic 2

Customers : anticipating their needs and opportunities

M. Rioual
EDF – R&D
France





Customers : anticipating their needs

□ From passive customers to active players :

- Increase of electricity prices
- Incentives for energy efficiency
- New technology opportunities

□ A sociologic dimension : non spontaneous customer behaviour



Smart interface : an enabler ?

SMARTGRIDS

□ Short term : deployment of smart metering

- price signal, environmental impact, weather forecast signal, consumption signal...)

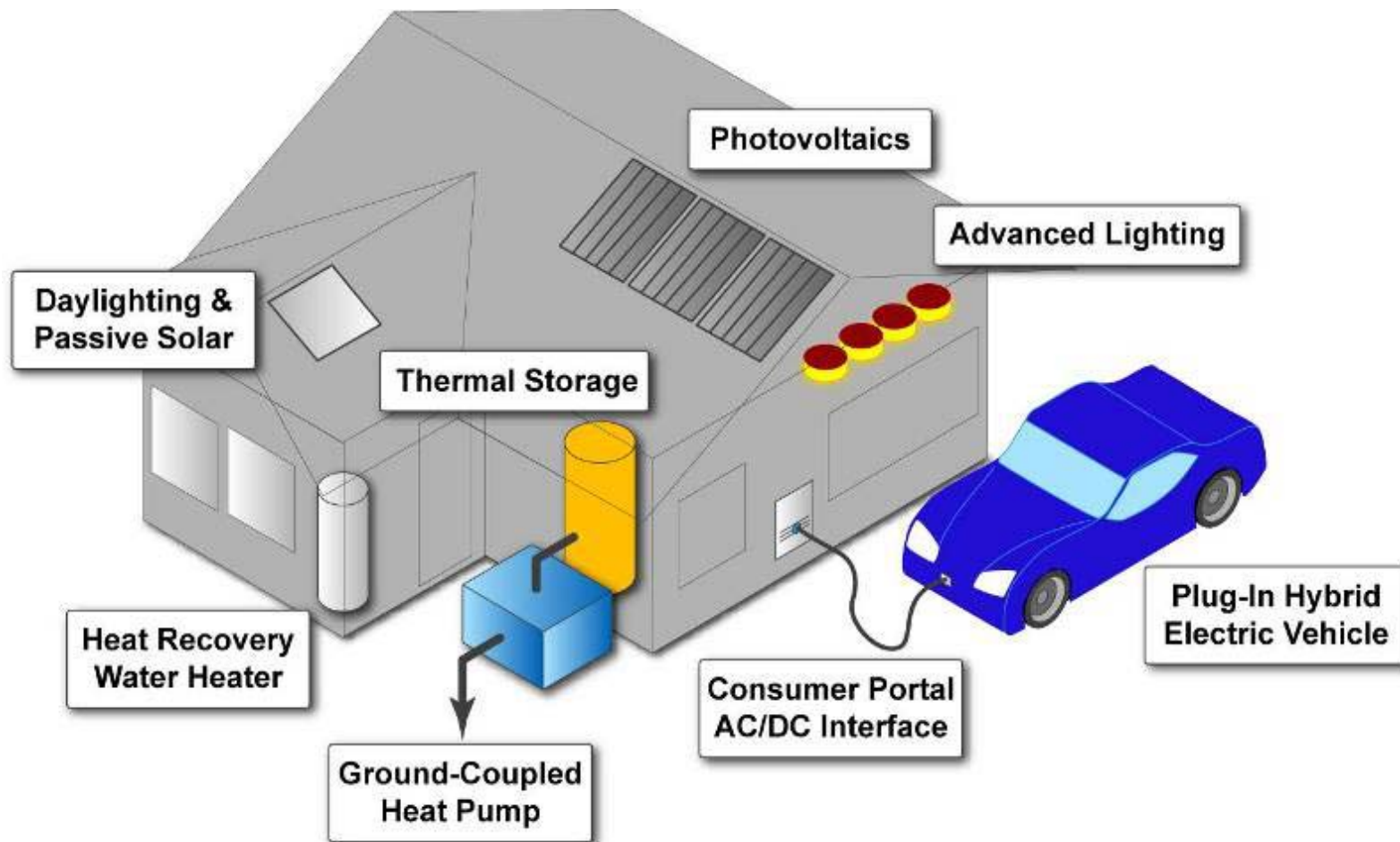
□ Medium term : customer portal

- Energy management ;
- Interactive services ;
- Comfort services, ...



SMARTGRIDS

Smart building





Aggregation and control of local production

- Maximising value of DER ;
- A win-win game between customers and DSOs :
 - Quality on demand
 - Ancillary services
 - Emergency situation
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