

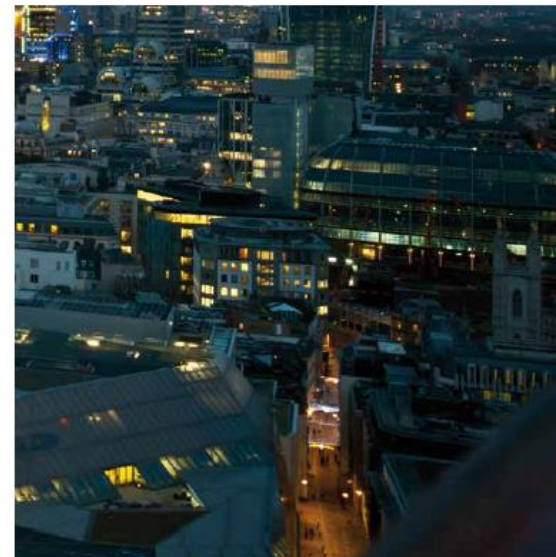
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CEER

Public hearing on Customer Data Management for
Better Retail Market Functioning

22 Septiembre 2014



Key messages on Transparency

- Customer must know who can access its data, why, for how long, ...
- Great benefits from new technologies that collect detailed consumption and grid data
- Aggregated or anonymous data is sufficient in most cases
- DSOs are the neutral market facilitator: they already collect, store, manage and process data from meters, and assure data protection and security.

Transparency: - make consumption data available to customers

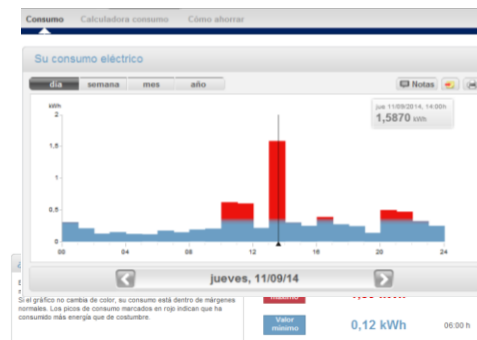
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- build customer confidence: education on how the consumption data is used (shared task by all market participants and NRAs)

- customer must be able to request detailed info on data usage

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- data content and information exchange at national level (local market model, tariff model, etc.).



Consumption data available through DSO web portal

Key findings from Meter-ON project

For further information regarding the Meter-ON project key-findings:

www.meter-on.eu

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For a DSO point of view on data management, see the latest EDSO report:

www.edsoforsmartgrids.eu