



# EURELECTRIC Views on Meter Data Management

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EURELECTRIC TF Smart Grids, Flexible Loads and Storage  
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## **A customer-centric market**

- **Well-functioning and competitive retail market**
- **Continued power quality, security and reliability of electricity supply**
- **Secure access to relevant data is essential (by regulated parties, market actors and customers)**
  - Provision of information to the relevant market players in a timely, efficient and non-discriminatory manner



## Core principles for smart grids and smart meters

- **Smart grids and smart meters are not an end in themselves but a means to achieve well-functioning and competitive energy markets**
  - Allowing an increasing amount of variable RES to be integrated into the power system
  - Encouraging customers to actively manage their energy consumption
  - Providing better services and tailor-made products to consumers



## Demand Response

- **Customer motivation**
  - Willingness, ability and potential varies
- **Simple customer interface necessary to facilitate customer awareness and active participation**
  - Supplier as major point of contact
- **Demand response with smart meters will only deliver full potential when regulated prices – still present in 19 out of 27 EU member states – have been removed**
  - Customers need to realise the economic value of (shifting) their consumption



## Meter data management

- **Data type**

- **Technical data** needed to operate the grid and meet the power quality thresholds
- **Static data** needed for administrative (e.g. switch between supplier)
- **Commercial or product data** which customers need to seek a product or service that suits their needs, and which suppliers need to invoice customers and to develop products and services

- **Responsibility / Task or Services / Ownership**

- Data access, measurement, information exchange, storage / record keeping, quality control





## Third party access to data

- **Access to data is essential to ensure the smooth functioning of retail markets**
  - The meter reader has to provide information to the relevant market players in a timely, efficient and non-discriminatory manner
  - Suppliers should have access to relevant information and their own customers' data to offer innovative products and services based on customer preferences
  - DSOs should have access to the technical data (e.g. metering point identification number) necessary to manage the grid effectively



## Metering

- **In most EU member states, the DSO both owns the metering assets and is responsible for meter reading**
  - BE, NL, AT, IT, NO, FI, CZ, DE, DK, FR, HU, SE, GR
- **Alternative models exist**
  - In UK, suppliers are responsible for the provision of a meter and for meter reading. They contract with third parties (either DSOs or independent meter asset providers) to fulfil their obligation
  - In Germany, the DSO is usually responsible for meter reading, but it can also be the supplier (e.g. by offering services which comprise meter reading) or a third party
- **The frequency of meter reading varies among countries**
  - It is often on a yearly basis for low voltage customers
  - Smart meters will allow more frequent and accurate consumption data



## Information exchange

- Within the EU we can identify three different models through which information is exchanged between the metering operator (usually the DSO) and the supplier
  - In the currently most common market model, information exchange is **direct and bilateral**: all market parties directly send one another standardised messages (e.g. IT, NO, FI, ES, SE, DE, DN, FR, HU, GR).
  - As an alternative, messages can be sent to a **data hub**, intended as a kind of 'post box' where messages are subject to a quality check and are then forwarded to the final addressee (e.g. CZ, NL).
  - Data hubs can also be organised as a **central database** where the exchanged data is not only checked, but also stored. This provides added value in the form of record keeping and data storing (e.g. UK).





## Data privacy and security

- **Customer confidence is a precondition for the well-functioning of retail markets**
  - Data security and privacy are crucial
- **A privacy framework that protects customers, yet enables new services and technology, is essential**
  - The anticipated wealth of data from new technology (smart meters, ICT, in-home units) can be used to tailor products and offer better prices and services to customers
  - Data from smart metering may prove valuable in managing grid constraints thus contributing to security of supply and reduced costs by reducing grid investments
- **National regulators could draw lessons from sectors such as banking and telecoms to ensure that the benefits of smart grids are fully delivered, while adequately safeguarding customers' privacy and data security**



## A trend towards Data hubs?

- **With Data hubs, messages are sent to, checked by, received from and possibly also stored in just one address**
  - Data hubs are likely to become increasingly relevant to the future smart energy systems, which will be characterised by greater complexity
- **A trend towards information exchange through data hubs can already be observed within the EU**
  - Some countries have already implemented it (NL, CZ) or decided to fully adopt it (BE, DK)
  - Some countries have decided to adopt it just for some processes such as switching (AT, ES, IT)
  - Some countries are implementing this model as a voluntary alternative (SE)

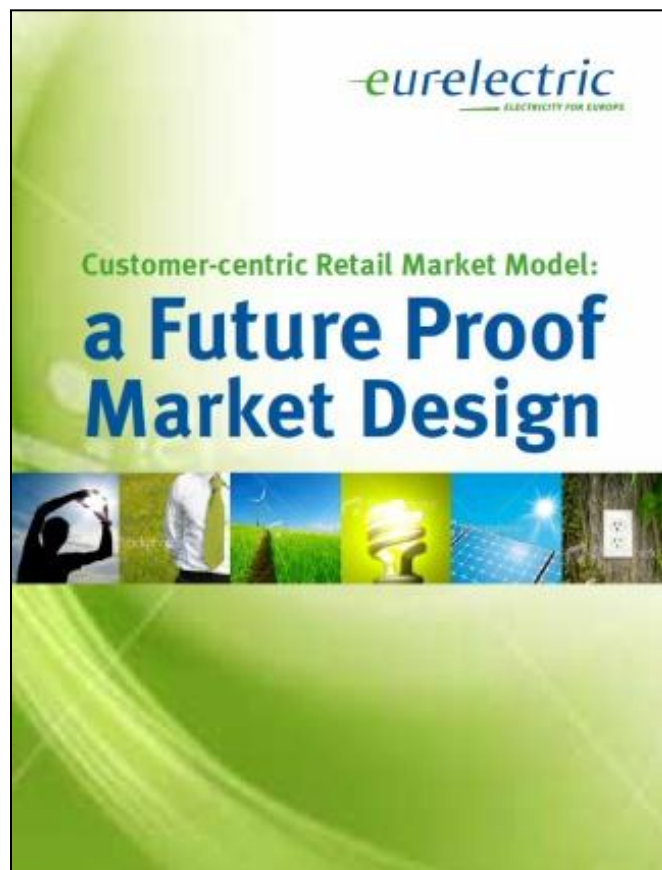


## Meter Data Management Model fit for purpose

- **Building on the Third Energy Package, clear roles and responsibilities and flawless information exchange between market actors should be promoted**
  - Suppliers should be the main point of contact for consumers to make all (major) retail market processes simpler / DSOs should act as neutral market facilitators
  - Suppliers need access to commercial data to “package” innovative products for customers / DSOs need access to technical data to manage grid stability
  - Flexibility in meter data management to enable future needs of market players, and therefore customers, can be met
- **Need to further investigate the advantages/drawbacks of different meter data management ownership/control regimes by focusing on criteria such as quality, cost-efficiency and governance**
  - Given their confidentiality obligation, **DSOs** could be effective in fulfilling this role
  - Ownership/control by **national industry associations** (SE, NL, DK) could also be efficient
  - Ownership/control by an **independent party** (e.g. Energie Data Services Nederland)

**The Report “Customer-Centric Retail Markets: A Future-Proof Market Design” is available on our website**

**[www.eurelectric.org](http://www.eurelectric.org)**



**Thank you for your attention !**