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

![Load Curve Flattening Diagram]
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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