



# ***Consumers perspectives on Smart Meter & Smart Grid standards***

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**Chiara Giovannini**  
**ANEC Senior Manager, Policy&Innovation**

# Consumer participation...



has been  
centralised at the  
European level  
since 1995



***'The European Association for the  
Co-ordination of Consumer  
Representation in Standardisation'***

*(or 'The European consumer voice in standardisation')*



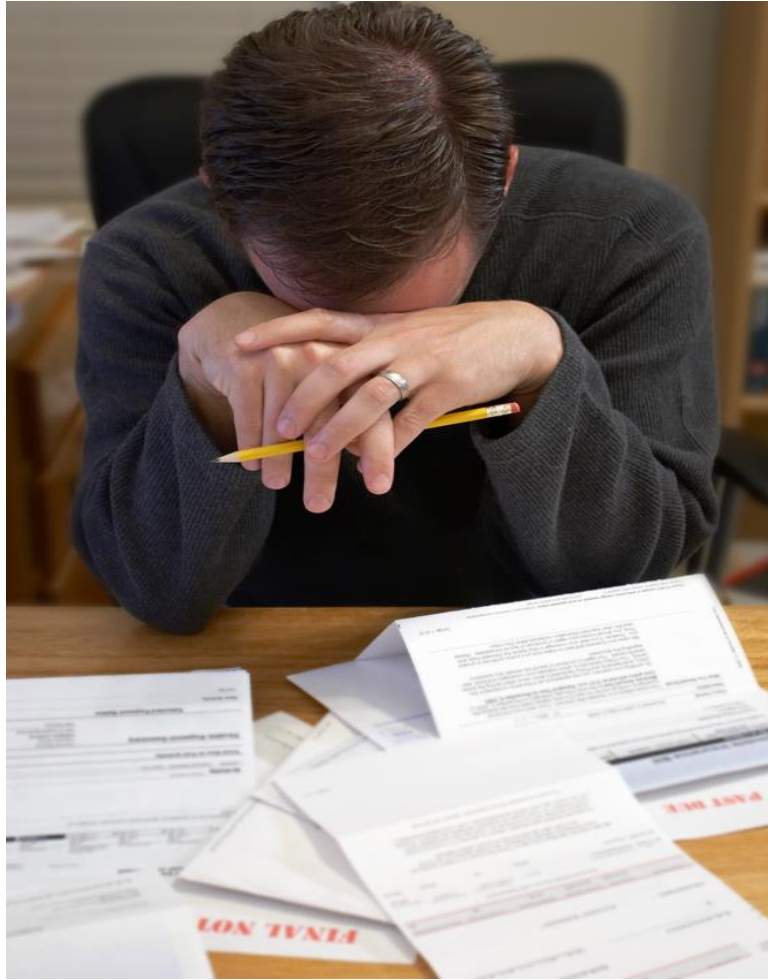


**60.000+**  
**experts**  
from business



**50 experts in**  
**CEN committees**  
on behalf of consumers





# ***ANEC aims and objectives***

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**Protect consumers against risks from new functionalities**

**Protect consumers from risks related to control of data**

**Help consumers realise benefits and avoid detriment**

**Meet the specific requirements of consumers in vulnerable circumstances**

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## Consumers need to have access to a usable interface which provides them with understandable and usable information

- However: Which information is available to the consumer is up to Member States to decide
  - risk of smart meters having a limited functionality
  - many consumers would not be able to realize the benefits from smart meters as they would not have control over data or access to information on demand or through monthly readings
- ANEC provided input to CLC TC205 WG16 which develops a standard on application specification (prEN 50491-11) to ensure smart meters are at least capable to communicating the information where available
  - Information on current and historical consumption in both units of quantity (kWh) and costs (€)
  - Comparative current/historical consumption information
  - Active tariff price (€).....

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ANEC withdrew membership from the SGCG in 2012 and joined the **European Commission Smart Grid Task Force (SGTF)**

- Consumer issues such as interfaces, interoperability, etc. were hardly addressed
- Lack of resources

SGCG to develop gap prioritisation based on User Cases of **interfaces with smart grid users** and **interoperability testing** (Mandate iteration, 2013-2014)

- If EU Benchmark Report shows no harmonisation of interfaces across EU, large (negative) impact on consumers

- ANEC recently joined the **Smart and sustainable cities and communities Coordination Group (SSCC-CG)**
- SSCC-CG: Mapping of relevant standardisation initiatives within the scope of smart and sustainable cities and communities
- Concerns:
  - EC Operational Implementation Plan (OIP): “standards” part is not currently linked to major citizen/consumer issues
  - Lack of consumer representation
  - Slow work progress
  - Mainstreaming of accessibility



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## **Smart meters/grids need to assist the active participation of consumers in the energy market in order to contribute to sustainable growth:**

- Functionalities in smart meters be present across Europe for enabling consumers to reap potential benefits
- Consumers need to have free and easy access to a usable interface
- Interface must communicate understandable and usable information on current and historical consumption and more
- Consumers should be able to realise the benefits of demand/response, but not be disadvantaged by such a system
- Privacy and data protection must be ensured at all times
- Consideration of vulnerable consumers (accessibility, etc)

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