



Press Release:

Let's be smart!

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ANEC-PR-2015-PRL-001
13 March 2015

ANEC addressed the consumer view on functionalities and interoperability of smart metering systems at the Citizens' Energy Forum on 12-13 March 2015 in London. Every year, the London Forum brings together a wide range of stakeholders to exchange on consumer perspectives. This year, ANEC stressed its key concerns and advised what needs to happen to help engage consumers in the European energy market.

Neil Avery, Leader of the ANEC Smart Meter & Smart Grid Project Team, spoke on ANEC's concerns about the fragmented implementation of the recommended 10 minimum functionalities for smart metering systems¹.

These functionalities are meant to ensure smart metering systems provide "real time" information about energy consumption directly to the consumer. Moreover, they support advanced tariff structures and time-of-use registers, as well as remote tariff control.

Today, only 8 Member States comply fully with the 10 minimum functionalities². This means some consumers may not benefit from smart meters if they do not have the information they need to take informed decisions about their energy consumption.

Consumers need to be helped and encouraged to change the way they use energy. For instance, easy access to personalised, understandable and usable information on current and historical consumption will show consumers the results of their

¹ [Commission Recommendation on the rollout of smart metering systems \(9 March 2012\)](#)

² [European Commission Benchmarking Report on smart metering deployment in the EU-27 with a focus on electricity](#)

actions and help save money. Independent help and advice on maximising energy savings can also boost engagement, together with incentives.

Neil Avery remarked, "Minimum functionalities and interoperability are essential to ensure consumers have easy access to the information they need, but this is only the start. More work is needed to build trust, encourage consumer engagement and achieve the desired outcomes".

ANEC had expressed its views previously at the European Conference on Smart Grid standardisation achievements on 26 February 2015 in Brussels. For some years, the European Standardisation Organisations (CEN, CENELEC, ETSI) have been working on smart grids standardisation under a mandate from the European Commission. The standards bodies presented the results during the conference.

ANEC Representative, John Ketchell, gave the consumer view on implementation of the standards. During a panel discussion, he stressed several issues of concern to ANEC, such as privacy and interoperability. End-devices need to be interoperable, as otherwise consumers will lose information about energy consumption, and costs of replacing appliances may rise. With the advent of technologies, such as flexibility services, it needs to be clarified how benefits can be shared and how we can protect vulnerable consumers.

The European Conference was hosted by the European Commission with the support of the European Standardisation Organisations.

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About ANEC

ANEC is the European consumer voice in standardisation, defending consumer interests in the processes of technical standardisation and conformity assessment, as well as related legislation and public policies.

ANEC was established in 1995 as an international non-profit association under Belgian law and is open to the representation of national consumer organisations in 33 countries.

ANEC is funded by the European Union and EFTA, with national consumer organisations contributing in kind. Its Secretariat is based in Brussels.



Raising standards for consumers

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ANEC is supported financially by the European Union & EFTA

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