

International Smart Grid Action Network (ISGAN)
Annex-2: Smart Grid Case Studies
Spotlight on Customer Engagement and Empowerment (CE&E)

The objective of ISGAN Annex-2 is to assess outstanding examples of current case studies, develop and validate a common case study template and methodological framework, and then develop in-depth case studies using this framework. The common framework for case studies will allow comparison and contrast of policies and technologies adopted in different regulatory, legislative, network (grid), and natural environments. The overarching aim is to collect enough information from case studies around the world to extract lessons learned and best practices as well as foster future collaboration among participating countries.

The Consumer Engagement Case Book reflects one way that ISGAN brings together experts and stakeholders from around the world to increase the awareness of consumer engagement in the field of smart grid. Customer engagement and empowerment offers opportunities to save energy for customers and to operate the grid in a more efficient and reliable way for grid operators. Grid operators want to shift or reduce energy consumptions during times of peak consumptions, so they have engaged and empowered customers to do that by proposing some benefits. Cases of customer engagement and empowerment in this book share lessons learned in developing and deploying these technologies to stakeholders.

In this stage, the Case Book includes 11 cases on Consumer Engagement & Empowerment of the top 10 winning projects from the 1st ISGAN Awards Competition. Countries that are included in the Case Book are Belgium, Denmark, France, Japan, Portugal, Netherlands, U.S.A. and Korea.

For further details please visit: <https://www.iea-isgan.org/our-work/annex-2/cee-case/>