Ministry of Economic Affairs

Smart meter roll-out in The Netherlands

Inger Huizing
i.f.huizing@minez.nl

Content

1. Characteristics of roll-out in the Netherlands
   - Roles and responsibilities

2. Results small-scale roll-out:
   - Results market monitoring
   - Energy savings monitoring programme

3. Challenges for large-scale roll-out

1. Characteristics of roll-out in the Netherlands

- Roll out in <u>two phases</u>: small scale (2012 – 2014) and large scale (2015 – 2020)
- Goal small scale roll-out:
  - to gain experience, detect bottlenecks and take necessary steps/actions before large scale roll-out
- Roll out on <u>voluntary</u> basis. Consumers have options:
  1. accept the meter
  2. reject the meter
  3. administrative off
- 7.6 million households, roll-out of electricity and gas meters

June 2014: Parliament approved decree for large-scale roll out 2015 – 2020 (aim is to provide all households smart meters)

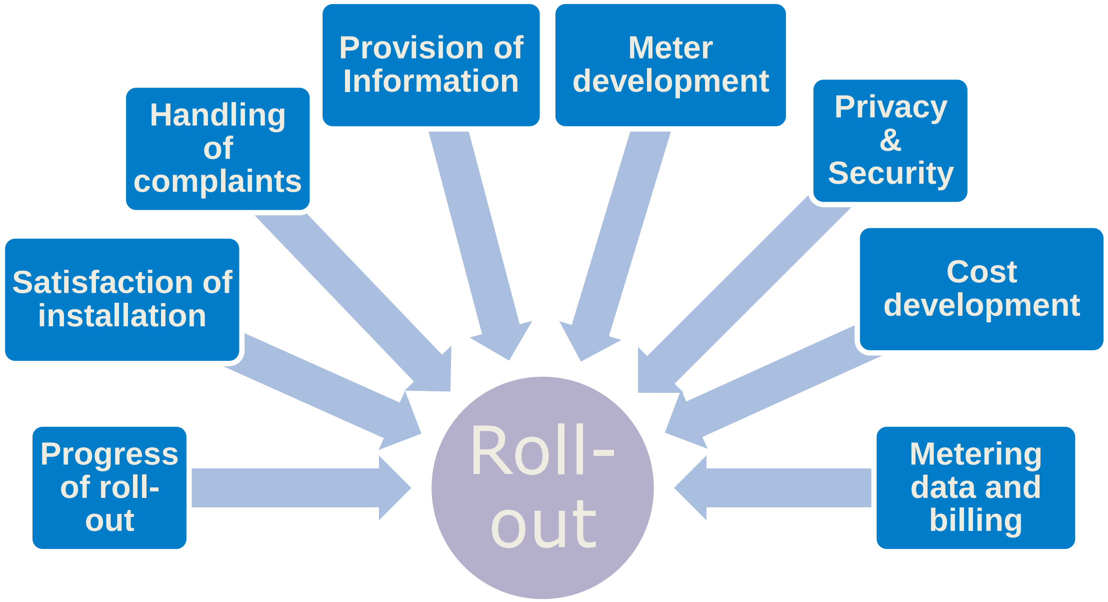
Roles and responsibilities

- DSO's:
  - ➢installation of smart meters
  - ➢maintenance of smart meters (ownership)
- Suppliers:
  - ➢provision of bi-monthly home energy report
  - ➢collection and validation of consumption data
- Suppliers and service providers:
  - ➢energy saving products and services
  - ➢variable tariffs

To guarantee privacy, the default is standard readings of data:
- 6 x per year
- switching
- removal

DSO: makes high frequency data only available to supplier or service provider, on consumers request

2. Monitoring part 1: market/ roll-out monitor



Too limited information about possibilities of smart meters

No insight in roll-out planning

No level playing field in market for smart metering services

In general roll-out is going well, no major obstacles

Acceptance rate high: 98%

Good dispute settlements, no structural complaints

Good cooperation between DSO’s: privacy, security and meter development

2. Monitoring part 2: energy savings monitor

1. Energy savings <u>effects</u> of bi-monthly home energy report (indirect feedback)
2. Energy savings <u>potential</u> through alternative feedback
   - 3 alternative feedback pilots by DSO's (in-home display, web-based information systems and community-based concepts)
3. Market monitor: developments in related energy products & services

Pilots show that energy savings potential can be achieved

Market conditions for smart metering services should be improved

Actual energy savings so far are limited: 0,6%E en 0,9%G (compared to 3,2%E en 3,7%G of CBA)

Home energy report not always provided, adequate or noticed by consumer

Although first at a limited level, new services en products are appearing

Intention to purchase products or services with smart meters is low

Recommendations (related to energy savings)

- Consumers should be better informed about possibilities for energy savings
- DSO's should be more transparent in roll-out planning to enable suppliers and service providers to better market their products
- Level playing field on energy services market is necessary
- There should be a great variety of services to fit different consumer groups (not 'one size fits all')
- Roles and responsibilities should be clear, market interference can result in withdraw of market players

20/6: Voluntary agreement between DSO's, suppliers and service providers. Essence of agreement is to make roll-out planning public and provide better information for consumers