



# DSP - Risks and Opportunities

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## overview

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- Understanding consumers ability to participate on the demand side
- Innovation and Consumer Protection
- Skilling consumers to participate



## Demand Side Participation (DSP)

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- Response to pricing signals
- Utilisation of distributed generation
- Energy Efficiency



## Current thinking

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‘Smart meters and grid technologies will fundamentally change the tools available to consumers, retailers and networks for increasing energy efficiency.

New Tools could include real time monitoring.... a wide range of off-peak tariffs, and direct load control appliances.’

*Report to the Prime Minister’s Task Group on Energy Efficiency 2010 [168].*



## Response to Pricing Signals

- Access to technology
  - Web accessed information and tools
  - In-home display units
  - Skills



## Roger- a case study

- Mobility reliant on a motorised wheelchair
- Receives Home and Attendant Care Services
- Lives in private rental accommodation



## Barriers and Opportunities

- Understand consumer diversity
- Ensure participation across the broad customer base is maximised.
- Consider incentivising targeted programs



## Consumer Protection and Innovation

- GridX islanded network
- 16 house demonstration project in Glenfield
- Heat from mini gas fire generators supplied clothes dryers and central hot water systems
- Chillers provided cool air and chilled water



# Consumer Protection and Innovation

- Retailer of last resort
- Operator of last resort
- Access to Dispute Resolution



## Solar PV – Dispute Resolution in NSW

- Purchase of PV Systems – Fair Trading NSW
- Installation - Clean Energy Council (safety)
  - Fair Trading Installation (service)
- Connection to the Grid – EWON



# Smart Grids Smart City





## Innovation and Education

- New time of use tariffs
- Complex contracts conditions
- Agreements to allow load control during peaks



## Homogenous Consumer approach

- Well resourced
- Well informed
- English Speaking
- Technologically Savvy