

# Smart Grid Customer Acceptance Paper Outline

Electricity Advisory Committee

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# Thanks To

- \* Wanda Reder
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# Why Separate Paper On Consumer Acceptance & Why An Outline?

- \* In Smart Grid Committee, Conclusion That Issues & Challenges Associated With Consumer Acceptance Required More Detailed Discussion
- \* Reaching This Conclusion Close To October EAC Meeting Resulted In A Detailed Outline Of A Paper Being Achievable

# What Are We Asking For Today?

- \* Brief Discussion Of Detailed Outline & Draft Recommendations To Guide Developing A Full Paper For EAC Review
- \* Comments Can Be Submitted Over The Next Two Weeks
- \* Develop An Approach & Schedule To Develop Full Paper For EAC Review

# Detailed Outline Content

- \* Introduction & Report Overview
- \* Issues Experienced In SG Deployment
- \* Health & Safety Issues
- \* Privacy & Cyber Issues
- \* Regulatory Considerations
- \* Evaluation & Verification For SG Investments
- \* Data, Billing System Costs, Obsolescence
- \* Rate Design
- \* Recommendations To DOE

# Draft Recommendations To DOE

- \* DOE As Key Resource For SG Education & Outreach For Transferable Lessons Learned
- \* As Key Resource, Cultivate Dialogue With Key Stakeholders At National Level
- \* Recognize Utilities & States Have Ultimate Responsibility For SG Education & Outreach
- \* Encourage All Education & Outreach To Deal With Very Real Concerns Of End-Users

# Draft Recommendations (Cont.)

- \* Develop Comprehensive Technical Materials That Can Serve As Resource To States & Utilities
- \* Recognize Need For Materials That Deal With Both Short Term And Long Term Education & Outreach Materials