



# SEESGEN-ICT

## 4° GENERAL WORKSHOP

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***D4.4 Recommendations on Privacy and Social Barriers***

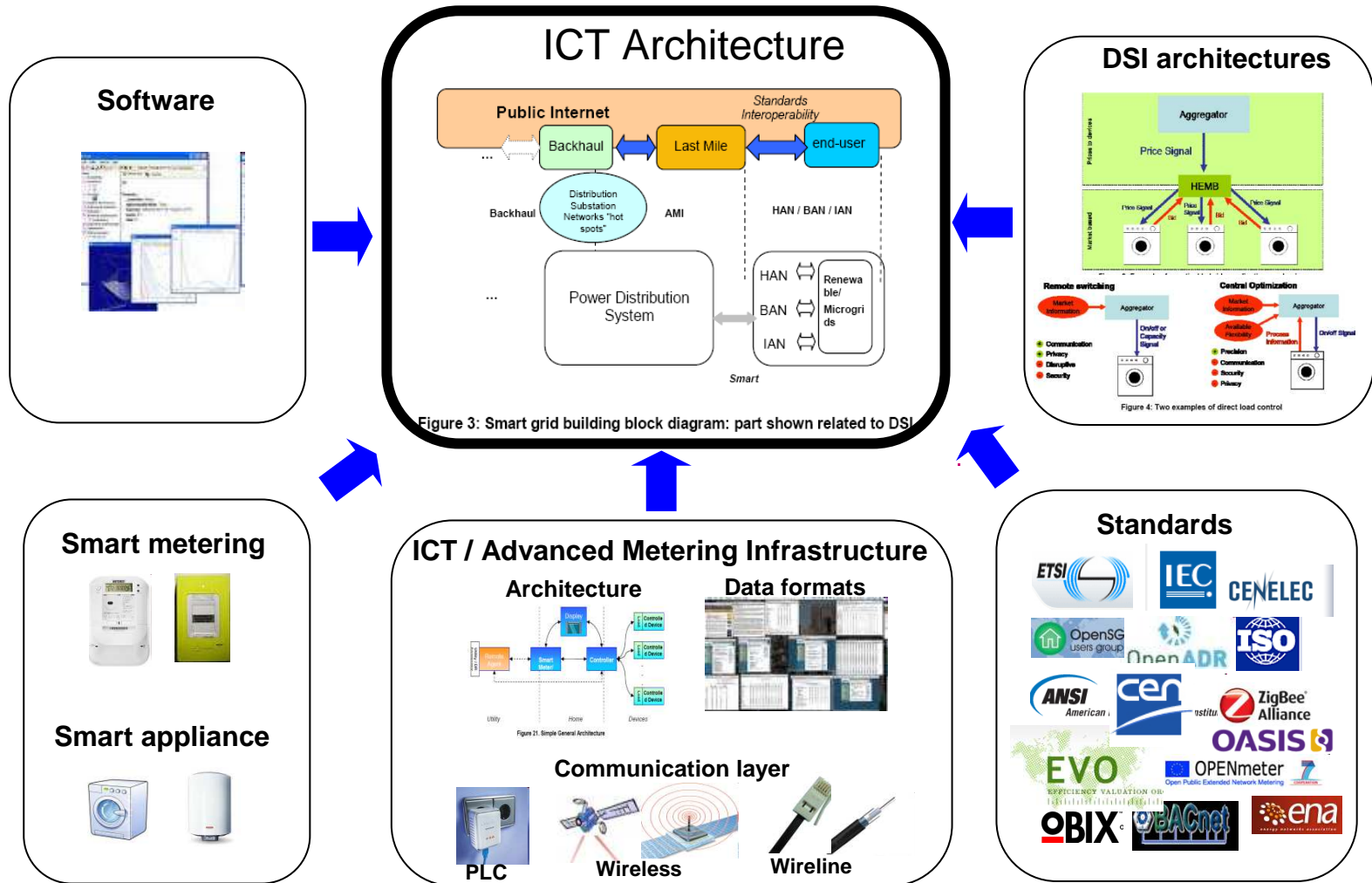


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# WP4 Results : ICT offers

## for ICT deployment on the end-user side



Mature, diversified technological ICT offer but a coherent solution is required for complying with all the stakeholder needs as interoperability, security, infrastructure



# Privacy and Social Barriers

- Privacy
  - Legal / technical
  - Public acceptance
- Other public acceptance issues
  - Dependence on energy supplier
  - Willingness to participate
  - Radiation danger
- Social and economical impact
  - Unequal treatment
  - Impact on poor people



# Privacy issues (1)

## Barriers

- Legal / technical: comply with privacy legislation
  - EU-directive
  - European Convention on Human Rights

## Solutions

- Voluntary participation
- Minimal amount and detail of data recorded
- Pseudonymisation of data
- Security of data in data communication systems and data processing systems
- Data protection agreements along the business chain



## Privacy issues (2)

### ❑ Barriers

- ❑ Public acceptance: 'Big Brother' fears

### ❑ Solutions

- Voluntary participation
- Create personal benefits
- Active communication with end users
  - Societal benefits
  - Personal benefits
  - Trustworthy information about risks
  - Interaction with advocacy groups





# Other public acceptance issues

## Barriers

- Dependence on energy supplier
- Willingness to participate
- Radiation danger



## Solutions

- Voluntary participation
- Create personal benefits
- Active communication with end users
- Improve public image of energy utilities
- Minimise radiation of communication equipment



# Social and economical impact

## Barriers

- Unequal treatment
- Impact on poor people
- ...?

## Solutions

- Voluntary participation
- Transparent tariff system
- Quantify economic benefits (society, worst / best case)
- Minimum grid standards + maximum 'penalty'
- Compensate additional costs for low income families
- Monitor public reaction in trials



# Solutions

- Voluntary participation to DSI
- Technical measures for privacy protection
- Create personal benefits
- Active communication with end users
- Improve public image of energy utilities
- Minimise radiation of communication equipment
- Quantify economic benefits
- Transparent tariff system
- Minimum grid standards + maximum penalty
- Compensate additional costs for low income
- Monitor public reaction in trials





# Recommendations

- Policy measures (policy makers, regulators, DSOs)
  - Quantify economic benefits
  - Set minimum grid standards + maximum penalty
  - Compensate additional costs for low income
  - Communicate actively with end users and monitor public reaction in trials
  - Improve public image of energy utilities
  
- Design DSI (R&D, DSOs)
  - Voluntary participation to DSI
  - Create transparent tariff system with personal benefits
  - Technical measures for privacy protection and minimising radiation



# Business information



- Intelligent Energy Grids work transferred to



[www.tno.nl](http://www.tno.nl)

- Smart Grids expertise (ECN)
- ICT expertise (TNO)

