**Meeting Summary**

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## OEB Smart Grid Advisory Committee

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| **Meeting Date:** | January 21, 2014 | **Time:** | 9:30 am – 4:00 pm |

**Location:** OEB Offices, 2300 Yonge Street

The Meeting Summary provides a high level review of the presentations and discussions at the Smart Grid Advisory Committee. The summary captures the discussion and any conclusions or recommendations by the Committee. Agendas, presentations and meeting summaries are available on the OEB's website under Smart Grid Advisory Committee.

**Attendees:**

- Board staff: Brian Hewson (Chair), Roy Hrab, Anthony Ionno, Peter Fraser

- Committee Members: Allan Clarke (Energate), Martin Rovers (Powerstream), Karen Cooke (Direct Energy), Tatiana Khanberg (MoE), Dan Charron (Entegrus), Mike Knox (Cambridge and North Dumfries Hydro), Dave Barret (IESO), Richard Ford (Toronto Hydro), Gord Ellis (Soft Grid Analytics), Charlene De Boer (OPA), Ysni Semsedini (Festival Hydro), Sasha Sud (MArS), Peter Black (Honeywell), Bryan Sacks (IBM), Kevin McCauley (Utilities Kingston), Scott Rouse (BOMA).

- Guests: Martin Post (ESA), Bala Gnanam (BOMA) Caroline Bordeaux (BOMA)

**Meeting Agenda**

1. Introduction
2. Presentation from BOMA on Data Access for Large Volume Customers
3. Discussion of the Cyber-security Working Group's Draft Questionnaire
4. Update from the Energy Data Access (EDAP) Working Group
5. Discussion of the Low Volume Data Access Working Group's Observations and Recommendations
6. Update from the Storage Working Group

# 1. Introduction

- Welcome and introductory remarks; review of meeting agenda; review of last meeting's summary (no comments were received).

# 2. BOMA Presentation: Data Access for Large Volume Customers

- Presentation is available on the website.

## Discussion among Committee:
- Real time monitoring (RTM) is currently available to commercial customers and any initiatives to promote / broaden access to real time consumption data should not create any legal or regulatory barriers to the existing methods of access.
- Why is RTM not used universally in the commercial sector?
- There is a general lack of awareness in the commercial sector about managing energy consumption.
- 97% (14 out of 500) did not respond to the survey
    - As a result, limited insight into the views of the commercial sector
    - The main issue could be that building tenants don't have an understanding of utility costs and/or don't have an incentive to monitor use because they are not billed directly
    - Another issue could be a lack of awareness of RTM/Lack of education amongst tenants and building managers
    - Overall, the low response rate to the BOMA survey makes it difficult to understand what the underlying issues are
- It could be that building owners do not want RTM because they have built in automation systems that don't integrate with a monitoring system
- The lack of a cost-benefit analysis of RTM may be a barrier to widespread adoption, how could this be facilitated?
- What should LDCs be mandated to provide in terms of data?
    - The technology for RTM is readily available
- How can commercial customers be encouraged to use this data? What could / should utilities be doing?
- LDC CDM teams could work with BOMA to create more attractive options for customers and engage with customers
    - Does Ontario need something similar to BC Hydro's Continuous Optimization Program?

## 3. Discussion of the Cyber-security Working Group's Draft Questionnaire

- Questions need to be more direct, simple yes-no type questions. Keep it relatively straightforward and short.
- Who will the questionnaire be sent too?
  - SGAC contact and potentially CEO/executive level
- Provide more context regarding nature questionnaire (i.e., this is information for the SGAC and a not a compliance exercise by the OEB)
- Mention in document preamble cyber security protects customers as well as the distributor, previously it had only mentioned the distributor
- Additional question to potentially ask in the survey :
  - "Where is cyber security being applied in your systems?"
    - Create yes-no sub-questions indicating where
  - "Have audits been performed to check current security?"
  - "Is there currently a budget for cyber security?"
    - "How many FTEs are currently assigned to work on cyber security issues?"
- Questionnaire response should be anonymized and individual responses kept confidential
  - Responses could be grouped by population size
- Aim is for questionnaire to be finalized by the Cybersecurity Working Group and sent out to LDCs in February

## 4. Update from the Energy Data Access (EDAP) Working Group

- Presentation is available on the website.
- No substantial changes to EDAP document from December 2013 update.

### Discussion among Committee:

- Much of the Download My Data (DMD) comes from MDM/R. Some utilities use their own ODS to support GB DMD, some are tapping in directly to MDM/R
  - MDM/R is looking at how to address the additional demands arising from Greenbutton
- Privacy concerns: Consumer consent is always required. Terms and conditions need to be clear and understandable to consumers. Utilities need to make it clear that they are not affiliated with third parties providing GB based services.

- o Communication on customer responsibility with regard to to 3<sup>rd</sup> part apps and sharing data will need to occur.
- Who will bear the costs of increased downloading/data traffic?
  - o Issue of duplicative investments by LDCs and MDM/R on data provision raised
- Recommendations for actions / direction to industry to consider timing and pilots
  - o Recognizing that before a full provincial rollout information about cost, uptake and benefits are needed.
- Working Group intends to finalize recommendations for the Committee in February.

## 5.  Discussion of the Low Volume Near Real-time Data Access Working Group's Observations and Recommendations

- Large companies (i.e., GE) seem to be moving towards/choosing zigbee enabled smart meters as the standard for their "smart" appliances
- Issue of whether 60 second customer data refresh times are too long to wait for someone to respond
  - o Is there currently any empirical research that demonstrates the impacts of response times on consumers?
  - o The definition of real time access to data will evolve as customer demands and energy management systems evolve
- Started discussing technology for load sharing in a home, building for automation vs. on/off singular devices
- Standardized access to data necessary to address high costs to consumer, but what is the correct standard?
- A framework should be established for funding data access pilots
  - o Data access pilots should be applied consistently so they can be compared
- It would be helpful if home displays showed 'all in' prices (e.g., commodity, delivery, DRC, HST, etc.)  to better reflect costs and savings to consumers
  - o Should consider how data is going to be displayed in order to connect with consumers
  - o Tailor made rather than generic messages to consumers would provide greater value
- Customer engagement lacking because cost is too high and there are too many choices

- Without standardization, money will be spent with no one willing to adopt. At the same time, standards will be set by bigger markets and not in Ontario.
- Working group will finalize recommendations

## 6. Update from the Storage Working Group

- Update given on Minister's Directive for 50MW procurement of storage and identification of regulatory barriers
- May be necessary to broaden the review of "regulatory barriers"
    - e.g., some LDCs have not yet established connection procedures for storage facilities, which could also prove to be a barrier
- How are storage customers to be treated?
    - Generation or demand?
    - ESA may to have to amend their rules depending on treatment
    - Pilot projects will provide better knowledge of how storage interacts with system, providing a stronger basis for evaluating barriers
- Working group will report back in March for full Committee discussion

## 7. Closing and Planning for Future Meetings

- Recommendations of Low Volume Data Access and Storage Working Groups to be presented at March 4 meeting
- Future meeting dates:
    - March 4
    - May 6
    - July 8