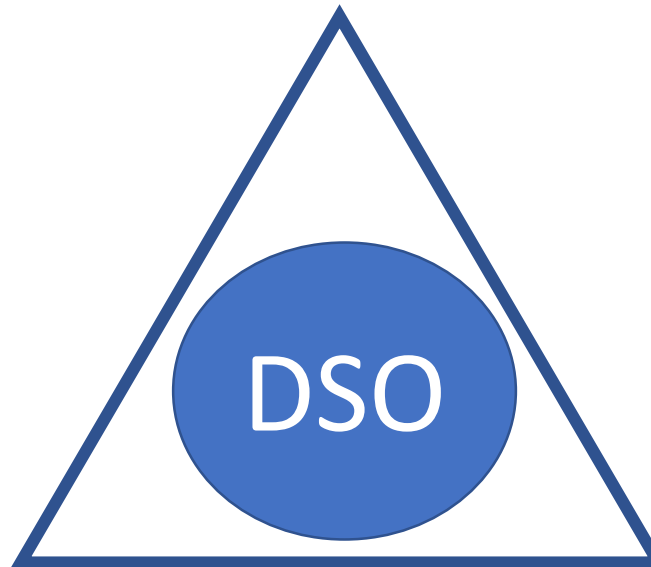


DSOs as Customers' reliable Partner

29/05/2018

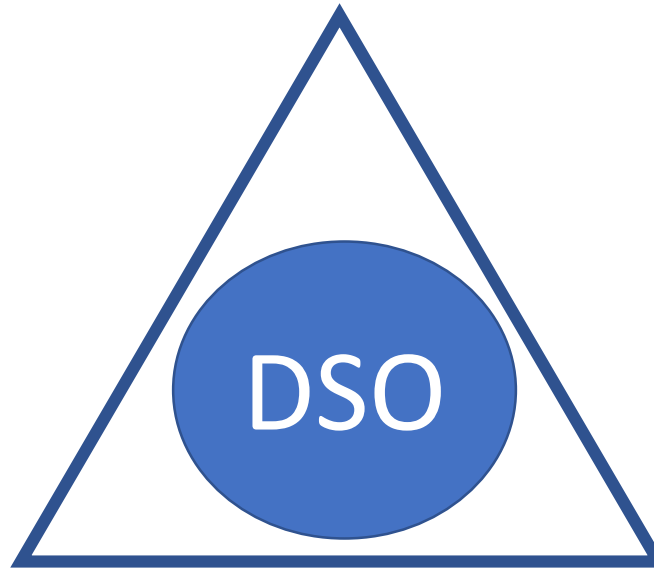






THE REGULATOR





THE REGULATOR





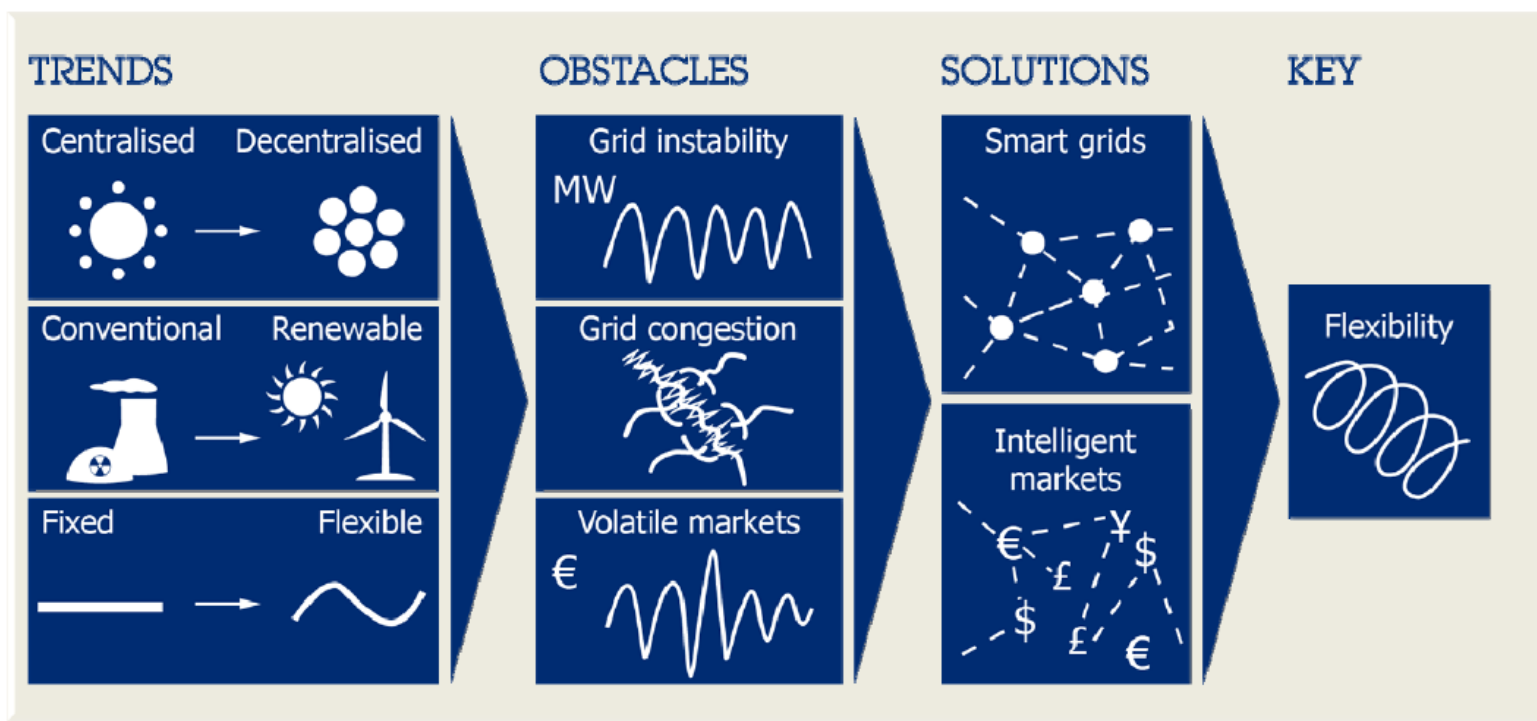
THE REGULATOR







Low carbon economy requires significant changes of energy systems



Connecting Customers to the Grid

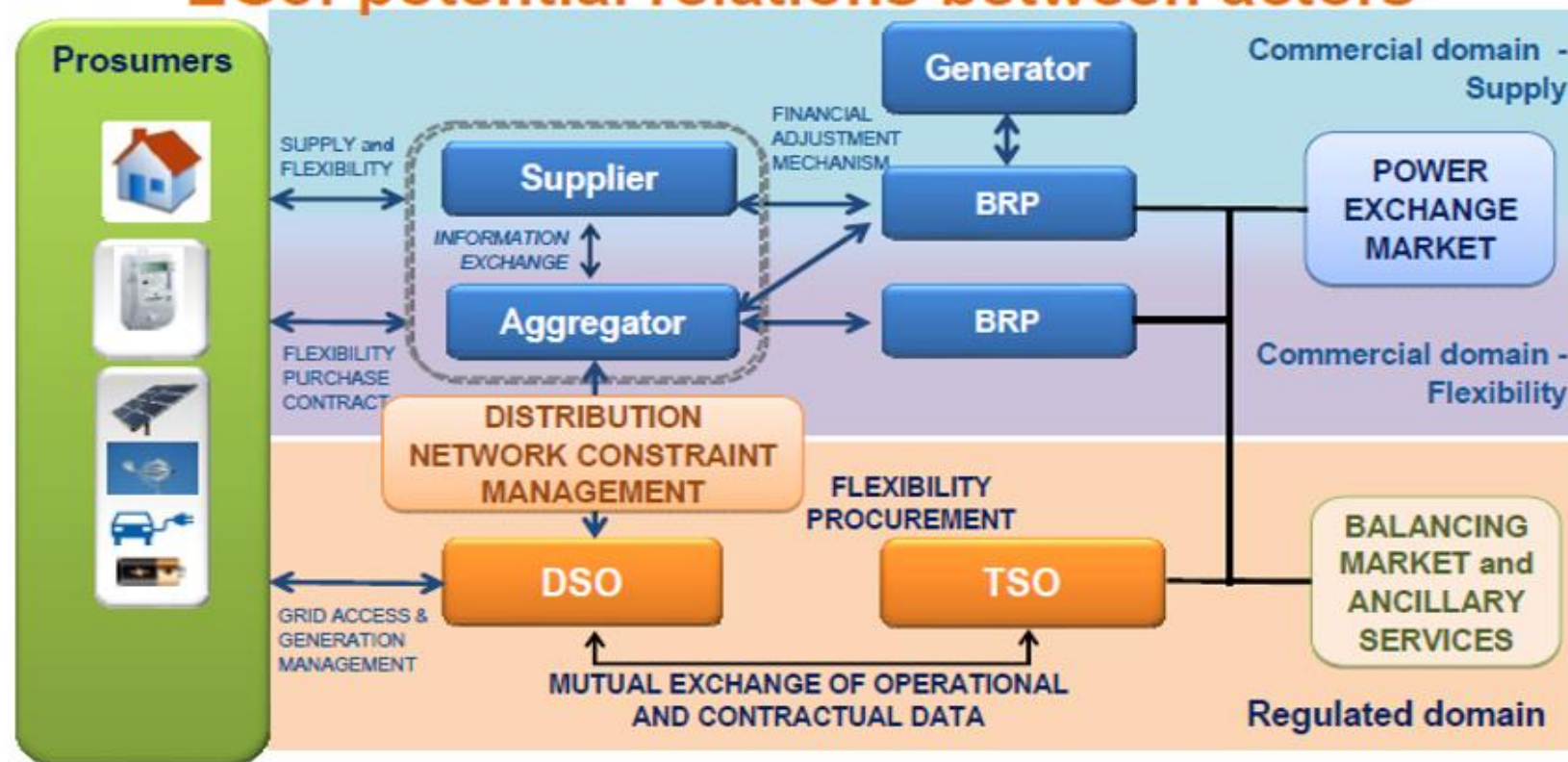
DSO main point of contact for grid issues

Facilitating market services



European Commission

EG3: potential relations between actors



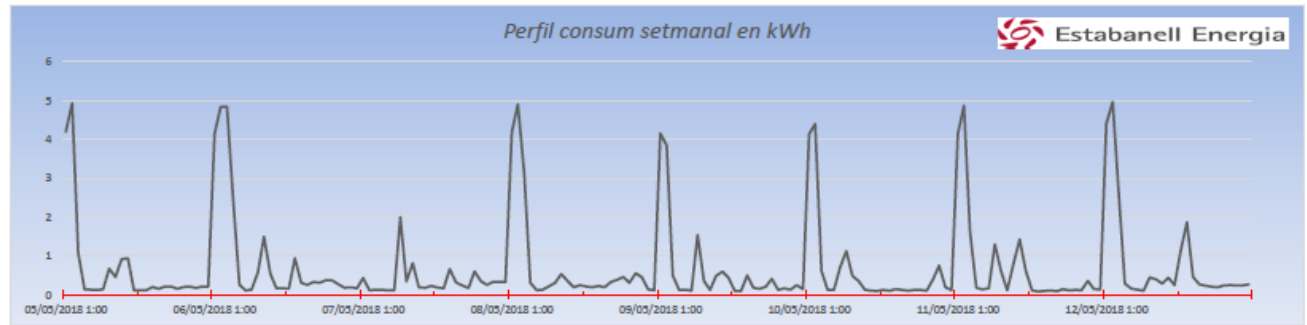
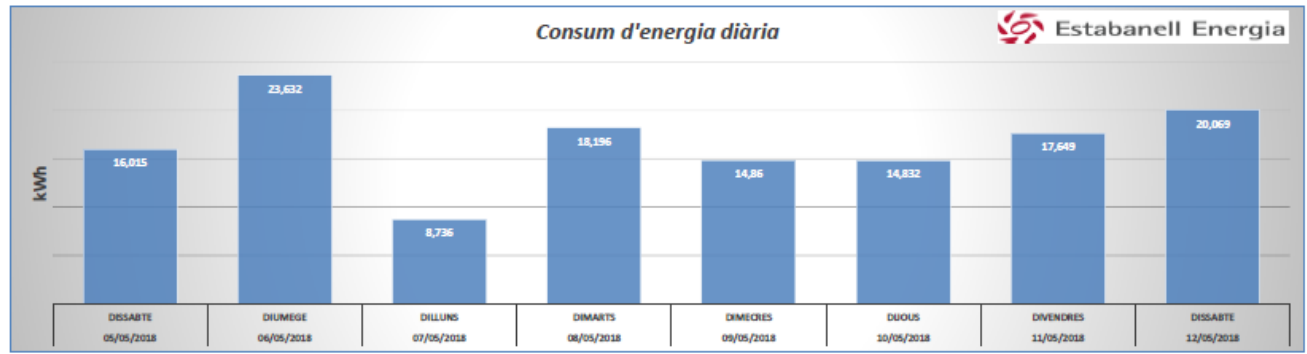
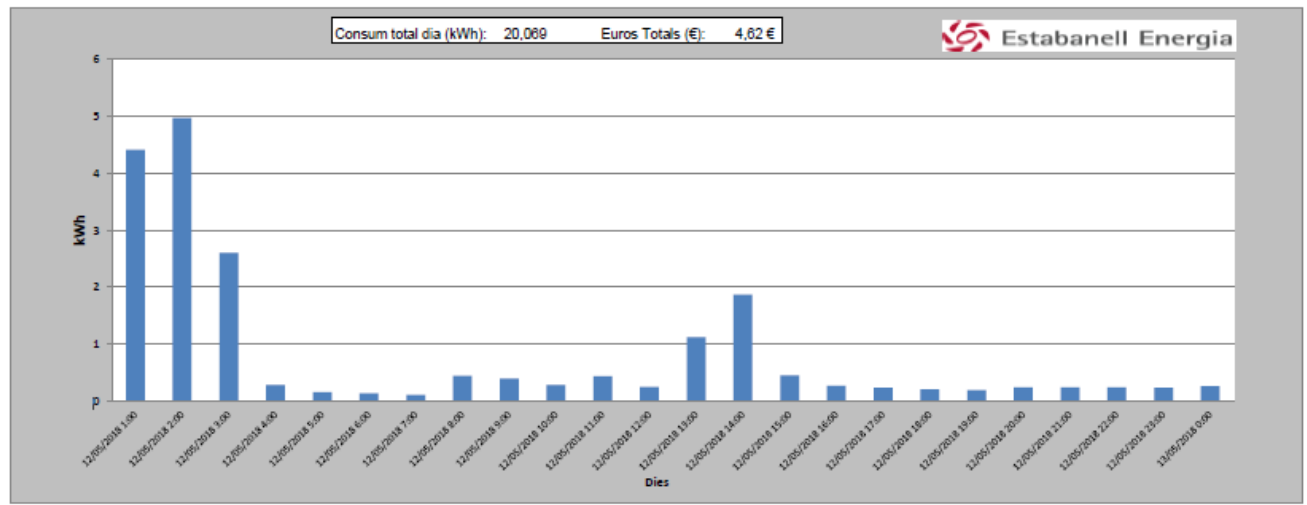


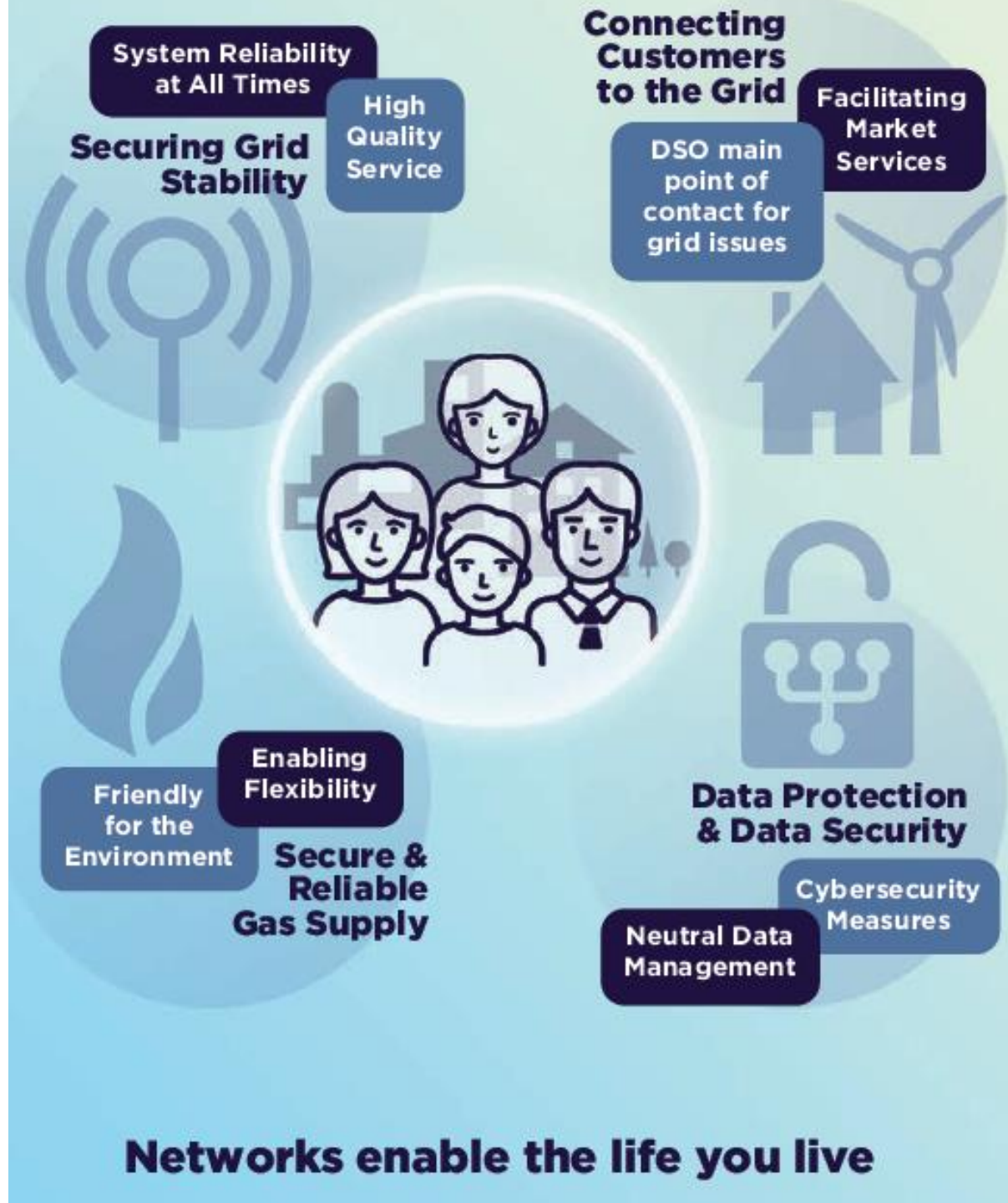


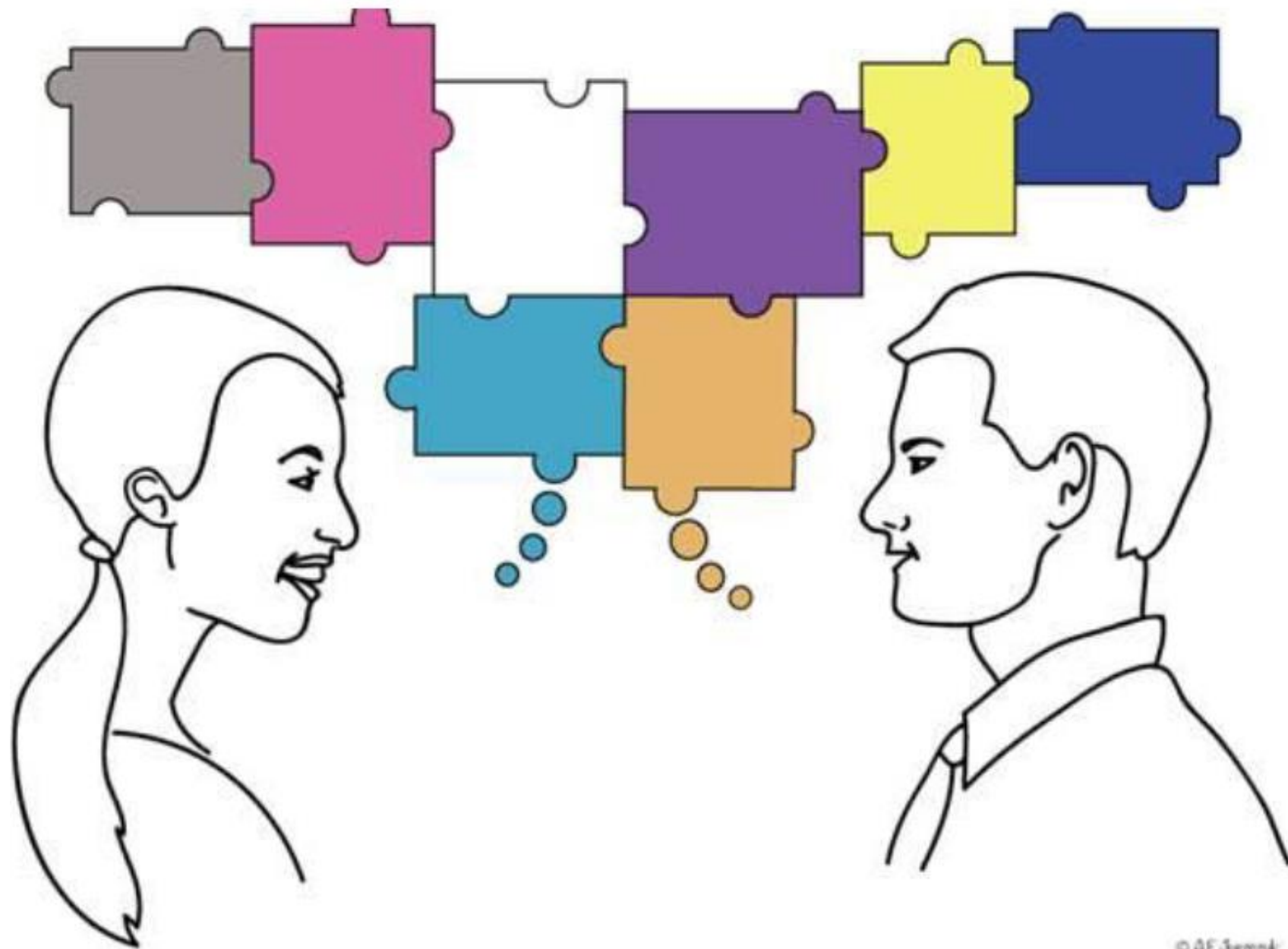
**Data Protection
& Data Security**

Cyber Security
measures

Data
management







© AE Samy



Lost in the **GRID**

**Customer
Dialogue**

- The Customer Journey through the DSO
- The DSO's value proposal
- How to improve customer's perception of DSOs?
- The constraints for improving the customer's perception of DSOs
- The DSO of the future and how to promote it
- Recommendations

Thank you!

CUSTOMER DIALOGUE WORKING GROUP

Next Meeting: 5 of June 2018 in Brussels