

# Consumer Data in the Power Sector: Availability, Accuracy, Access, and Privacy

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## A few realities that need to align:

- Consumers are the ultimate node of any electricity system
- Data is exploding across the system (even before we have a “Smart Grid”)
  - Prompts the Q: are discoms harnessing the data they already have?
- CONSUMER DATA is a unique subset of data
  - Obvious need (older) – billing to cash
  - New need – consumer efficiency, procurement optimization, prosumer, EV charging schedules etc.
    - ToD and Much More

## Study Motivation:

### Are utilities ready?

- Do you harness the data you already have (pre Smart Grid)?
- How do you keep data secure?
- How do consumers (or relevant others) see the data?

## Study Objectives:

- Understanding nature of existing data, its utilization and potential
- Identifying additional uses of power sector data beyond today's basic needs for billing, operations, system monitoring etc.
- How do we improve of privacy, ownership and rights associated with power consumption data
- What are the risks and possible implications of errors, failures, etc.?

## What happens if consumer data gets leaked?

- Is the utility liable?
- Is there a safety risk to the consumer?
  - Even without a smart meter, simple digital meters can give historical patterns with safety issues (is the house empty?)
- Profiling risks?
  - Strong measure of wealth, usage, etc.
  - On the other hand, discom may have a right to know (is a consumer running a commercial business at home, or an EV tariff for running a shop?)

**We have a short survey we request everyone to help with (just 4 Qs)**

<https://www.surveymonkey.com/r/HKHQ2PM>

## We will shortly release drafts on...

1. Best practices for utilities
  - How to handle privacy issues
  - This isn't rocket science – other enterprises do this all the time (handling consumer data)
2. What consumer needs/rights/etc. could be for accessing their data

(contact us separately for discussions on those)

# Thank You

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