

# Digital Utilities Europe 2021

27th & 28th October 2021

AMSTERDAM, THE NETHERLANDS

*The Future of Utilities in The Modern World*

## KEY TOPICS

- Enhancing & Improving Customer Experience with Use of Digital Technologies
- Overcoming the Challenge of Migrating Data to the Cloud and its Effectiveness
- EU Regulations & Policy towards Digital Technology & Renewables in the Industry
- Ensuring the Protection of Data & Maintaining Cyber Security During Digitalisation
- Evaluating the Advantages and Dispelling the Myths around Smart Meters
- Discussing the Methods of Adapting to Decentralised Energy Networks
- The Collaboration of DSO's and TSO's and its Benefits to Utilities
- Evaluating the Effects of Electric Vehicles for the Utilities Industry
- Analysing the Development & Practicality of Residential Photovoltaic Systems & Batteries



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FOR SPONSORSHIP & EXHIBITION OPPORTUNITIES: Sam Cormack  
Email: [samc@acieu.net](mailto:samc@acieu.net) - Tel: +44 (0)203 141 0626



Following four successful editions of ACI's Digital Utilities Europe series, the 5<sup>th</sup> edition will be taking place in Amsterdam, The Netherlands on 27<sup>th</sup> & 28<sup>th</sup> October 2021



The conference will once again bring together key industry stakeholders for two days of exchanging perspectives, learning and excellent networking opportunities with you peers. Join us in Amsterdam to receive expert insights on business cases, financial aspects and technological advancements through latest case studies, discussions and interactive networking sessions focusing on innovation and technology, cyber security & customer experience.

## Confirmed Topics for Discussion

- Enhancing & Improving Customer Experience with the Use of Digital Technologies
- Overcoming the Challenge of Migrating Data to the Cloud & its Effectiveness
- EU Regulations & Policy towards Digital Technology & Renewables in the Industry
- Ensuring the Protection of Data & Maintaining Cyber Security during the Process of Digitalisation
- Evaluating the Advantages & Dispelling the Myths around Smart Meters
- Discussing the Methods of Adapting to Decentralised Energy Networks
- The Collaboration of DSO's & TSO's & its Benefits to Utilities
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- Analysing the Development & Practicality of Residential Photovoltaic Systems and Batteries

## Who Will Attend?

The two day event will bring together industry leaders from major European utility companies for networking opportunities. High profile speakers will be sharing their knowledge and expertise, allowing you to learn from the industry innovators and focus your digitalisation strategy.

The event is designed with special interest to CIO's, CTO's, CDO's and Heads of Digital Innovation looking to make the most of their technological solutions. Also in attendance will be power generation, transmission, distribution & supply companies, TNO's/TSO's & DNO's/DSO's.

## Speaking Opportunities:

If you would like to be considered for a speaking opportunity at the event, with a 20-30 minute presentation, please submit an abstract to **Fatima Rasul** reachable on +44 (0) 203 141 0611 or [frasul@acueu.net](mailto:frasul@acueu.net)



## Commercial & Sponsorship Opportunities

With leading companies and organisations from the industry attending and speaking at our event, we have the perfect vehicle to provide outstanding exposure to a senior level audience.

There are various sponsorship packages available, including sponsorship of a drinks reception on the first evening of the event and sponsorship of a networking lunch. For further details, please contact: **Sam Cormack** on +44 (0)20 3141 0626 or [samc@acieu.net](mailto:samc@acieu.net)



## Registration is simple:

If you would like to register for this event or wish to find out more information, please contact **Dimitri Pavlyk** on +44 203 141 0610 or [dpavlyk@acieu.net](mailto:dpavlyk@acieu.net)

## DAY 1

Wednesday 27th October 2021

### 08:00 REGISTRATION & COFFEE

### 09:00 CHAIRMAN'S OPENING REMARKS



Mark Ossel  
Board Member  
OSGP Alliance

### 09:15 SESSION ONE

#### Enhancing and Improving Customer Experience with the use of Digital Technologies

##### Customer journey along car sharing services development in Poland

- Car sharing as innovative business for Utility company
- Car sharing - first customer experience
- Development of services towards comprehensive offer



Tomas Blazquez  
Head of Digital Hub  
Enel X



David Adkins  
ConnectNow Product  
Manager



Phil Steele  
Future Technology Ev angelist  
Octopus Energy

10:45 **Panel Q&A**

### 11:05 MORNING REFRESHMENTS

### 11:35 SESSION TWO

#### Ensuring the Protection of Data and Maintaining Cyber Security during the process of Digitalisation

- Who controls the data and how it is used
- Assessing the benefits and opportunities from Climate Resilient Infrastructure
- Cyber security measures in the time of digital transformation of energy distribution



Sal Uddin  
Category Director:  
Software and Cyber Security  
Crown Commercial Service

12:05 **Panel Q&A**

### 12:20 CONFERENCE PRESENTATION

#### EU Regulations and Policy towards Digital Technology and Renewables in the Industry

- Analysing the New EU legislation and implications for Digital Utilities
- Developing the right regulatory framework to ensure privacy principles while allowing the full power of digitalisation to shine
- Reviewing the Integration of renewables, with the aim of making the utilities solely function with renewables



Hugo Schonbeck  
Trustee  
Energy Coin Foundation

### 13:05 LUNCH

### 14:05 SESSION THREE

#### Evaluating the Advantages and Disspelling the Myths around Smart Meters

##### The Smart Meter is not Used Smart!

- What functions of Smart Meters are untapped
- How to realise consumer benefits and engage consumers
- How to make (real-time) consumption data accessible



Miguel Gaspar Silva  
Vice-President  
ESMIG

14:50 **Panel Q&A**

### 15:05 AFTERNOON REFRESHMENTS

### 15:35 CONFERENCE PRESENTATION

#### Energy Transition with Focus on SAP Cloud Innovations

- Utilities Trends and Vision
- Orchestrating Energy Transition
- Innovate at Scale. Champion the Change



Miguel Gaspar Silva  
Global Head Utilities Industry  
Business Unit (IBU) Utilities  
SAP

- How to comply with EU CEP requirements for DSO? Can you maintain the SLA with a decentralized grid?
- Interoperability, IoT, Smart Grid and Smart
- What keeps the CEO awake... Security, an intrusion in the network and all devices



Mark Ossel  
Board Member  
**OSGP Alliance**

17:05 **CLOSE OF DAY ONE**

## DAY 2

Thursday 28th October 2021

08:30 **REGISTRATION & COFFEE**

09:00 **CHAIRMAN'S OPENING REMARKS**



Mark Ossel  
Board Member  
**OSGP Alliance**

09:05 **SESSION FOUR**  
**Discussing the Methods of Adapting to Decentralised Energy Networks**

- Analysing The need for a digital establishment in a decentralised world
- Establishing grid-friendly conduct between operator and consumer
- Evaluating The paradigm shift from a CES comprising of large scale over HV network to a clean and renewable DES
- Decentralised networks- Providing energy supplies when The national system has tight margins, thereby enhancing security of supply



André Bryde Alnor  
Head of Digitalisation  
**Energinet DK**



Felix Wight  
Technical Director  
**Repowering London**

10:05 **Panel Q&A**

10:20 **MORNING REFRESHMENTS**

10:50 **SESSION FIVE**  
**The Collaboration of DSO's and TSO's and its benefits to Utilities**  
**Data management & governance**

- Identifying the data sharing stakeholders in the digital ecosystem of DSOs & TSOs
- First scope: data for market facilitation processes, driven by stakeholder use cases
- Overview of joint concept: exchange of decentral data based on central framework



Klaas Hommes  
Business Development-  
Customers & Markets  
**TenneT TSO b.v.**

- Towards smarter grids: Developing TSO and DSO roles and interactions for the benefit of consumers
- Assessing the advantage of delivering electricity to homes through high voltage lines
- Exploring the liability and contractual relation between the buyer and the seller
- Analysing the trade of Flexibility services in different markets, with user-friendly mechanisms in order to enhance flexibility services.



James Johnston  
CEO & Co-Founder  
**Piclo Energy**

11:50 **Panel Q&A**

12:05 **PANEL DISCUSSION**  
**Evaluating the effects of Electric Vehicles for the Utilities Industry**

- Assessing the impact of Electric Vehicles on the national grid
- Analysing the technological issues with charging Electric Vehicles
- Managing electric vehicle charging demand to avoid excessive peak loads



Rainer Bachmann  
Domain E-Mobility  
Head of Platforms &  
Operations



Arjaan Wargers  
Manager of Research  
and Innovation  
**Elaad NL**



Ghanium Putrus  
Professor of Electrical Power  
Engineering  
**Northumbria University**

## Putting the Consumer First to Limit the Effect of EV's on the Utilities Industry

- Managing peak demand: The business and consumer view of V2G
- Working with EV infrastructure providers to maximise public charging provision to limit the need for home charging
- Experience of public charging roll out and the DNO's view

12:50

## LUNCH

13:50

## CONFERENCE PRESENTATION

### Analysing the Development and Practicality of Residential Photovoltaic Systems and Batteries

#### Photovoltaics and Battery Storage as a Key Element of Future Living

- Affordable living: additional costs as 2nd rent with PV and battery storage
- PV- A step towards marginal cost-free living
- What happens on the customer side in general
- Do not forget e-mobility and electric heating



Holger Wiechmann  
Senior Manager  
EnBW

14:35

## CHAIRMAN'S CLOSING REMARKS

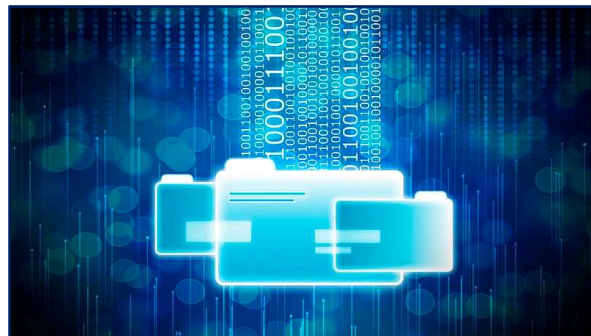


Mark Ossel  
Board Member  
OSGP Alliance

14:45

## END OF CONFERENCE

Don't miss the opportunity to meet your peers of the utilities industry and to learn more about its digital transformation!



Join us in Amsterdam for the 5th edition of our Digital Utilities Europe!



## More Information & Registration

If you would like to register for this event or wish to find out more information, please contact Dimitri Pavlyk using any of the following methods:

Tel: +44 203 141 0610

Email: [dpavlyk@acieu.net](mailto:dpavlyk@acieu.net)

Web: <http://www.acieurope.net>

Addr: 25 Southampton Building, London, WC2 1AL

## Registration is simple

Conference (Includes Documentation Packet) 27 <sup>th</sup> & 28 <sup>th</sup> October 2021	£1,695
Documentation Packet Only	£470

Please note: Members and customers of all supporting organizations are entitled to a discount off their conference package.

For more information please call +91 2048523123

## Documentation Packet Available

You can purchase the Digital Utilities Europe 2021 papers at just £440 (+£30 P&P). Simply tick the box on the booking form, send it with payment and your copy will be on its way to you after the meeting.

This important manual will be a source of invaluable reference for the future.

## With Thanks to Our Partners:



## Terms & Conditions

### Payment

Payment must be received within five business days of returning the signed contract. After receiving payment a VAT receipt will be issued. If you do not receive a letter outlining details two weeks prior to the event, please contact the Conference Coordinator at ACI Europe Ltd.

Discounts are available for multiple/group bookings. Please call +44 203 141 0610 for more information.

### Cancellations

Substitutions are welcome up to 24 hours prior to the event. Cancellations must be received in writing no less than 3 weeks prior to the start of the conference; a full credit voucher towards a future ACI conference will be issued. Any cancellation received less than 3 weeks prior to the start of the event shall be deemed to be a breach of this contract by client, and accordingly, no credits will be given. Cancellations must be received in writing by mail or fax three weeks before the conference. Thereafter the full conference fee is payable. If for any reason ACI Europe Ltd decides to amend, cancel or postpone this conference, the conference fee will not be refunded. Furthermore, ACI Europe Ltd will not be responsible for covering airfare, hotel or other costs incurred by registrants, in the event that ACI Europe Ltd cancel or postpone the event, ACI Europe Ltd reserves the right to transfer this booking to another conference to be held in the following twelve months, or to provide a credit of an equivalent amount to another conference within the following twelve months. The construction, validity and performance of this agreement shall be governed in all respects by the laws of England to the exclusive jurisdiction of whose courts the Parties hereby agree to submit.

### Accommodation

The cost of accommodation is not included in the event fee. Preferential rates will be arranged with or near the event venue, and all confirmed delegates will be given details of how to book accommodation at this rate in due course.

### About ACI

ACI, a UK owned company, has been running successful conferences in the USA since 1999. Headquartered in Chicago with offices all around the States, ACI opened its European head office at the end of 2005 and has expanded rapidly, launching a series of events in key industries including maritime, energy, oil & gas, cosmetics, chemicals & media.

## Conference Venue:

Park Plaza Victoria Amsterdam



Damrak 1-5, Amsterdam, 1012 LG