

Involving people in smart energy – The S3C project presents its final results and introduces the toolkit for end user engagement

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The EU-research project ‘S3C - Smart Consumer, Smart Customer, Smart Citizen’ ended in October 2015. The S3C consortium announces the publication of the results from three years of research on the engagement of consumers in smart energy projects and presents the web-based S3C toolkit for consumer engagement.

The success of smart grid deployment strongly depends on appropriate technologies, incentives and user acceptance. The S3C consortium has recently launched the final version of the S3C toolkit for engaging people in smart energy projects. The S3C toolkit was developed for utilities, project managers, energy agencies and city developers who are involved or intend to become involved in the active engagement of consumers in smart energy projects. The S3C toolkit is web-based and publicly available at:

www.smartgrid-engagement-toolkit.eu/.

The S3C toolkit features 50 guidelines and tools on topics that have been identified as promising opportunities for a long-term engagement of consumers, such as co-creation, gamification, monetary and non-monetary incentives as well as privacy and data security. The S3C toolkit is based on a state-of-the-art literature review, a theoretical framework for end user behavior and market roles as well as in-depth analysis of end user interaction schemes in 32 collaborating European smart energy projects. The tools and guidelines have then been tested by smart grid projects and utility partners.

On the 24th of September 2015, the project consortium held the project’s final conference, titled “Empowering people for the smart energy system of the future”, where the consortium presented the toolkit and the project’s key findings. The conference included several high-level speaker, such as Maher Chebbo, the president of ESMIG and Michele de Nigris, the chairman of ISGAN.

About S3C

The rule „one size does not fit all” also applies to the preferences of residential and commercial energy users. In S3C, we differentiate between three archetypes of end-users: the smart consumer, the smart customer and the smart citizen. S3C develops and tests an innovative toolkit to facilitate the activation and long-term engagement of users of energy.

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Find out more on: www.s3c-project.eu

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