**Customer User Stories – Draft for feedback**

**DISCLAIMER: THIS IS A DRAFT WORKING DOCUMENT AND DOES NOT REPRESENT AEMO'S VIEWS. THE PURPOSE IS TO ARTICULATE AND UNDERSTAND DIFFERENT STAKEHOLDER PERSPECTIVES**

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| **DER Wholesale Integration User Stories** | | | | **Relevant reforms** | |
| **As a…** | **I want...** | **So that I…** | **Solution must…** | **Reform process** | **Being addressed?** |
| **Customer** | Simple choices on how I manage my energy use | Can minimise the amount of time I spend thinking about energy | Prioritise simplicity (whilst balancing risk) at all levels of all solutions | All Reforms |  |
| To choose who optimises my household energy use (e.g. an Aggregator (who can be a retailer or independent)) | Can get the best deal, and control who is utilising my devices. Plus only 1 entity can do a household optimisation | Implement a consumer consent process that provide explicit notification of who is optimising energy use at a CP/NMI | DER Min Tech Standards? |  |
| Customer protections? |
| Whoever I nominate as the Aggregator to be able to control any of my controllable household devices | Have maximum choice over who utilises my devices | Ensure all smart hardware can act on local control signals from a gateway/EMS | DER Min Tech Standards |  |
| To be able to churn aggregators as easily as I can churn retailers, without having to install any new proprietary hardware | Can get the best deal from aggregators and have any aggregator capable of controlling my devices | Enable any aggregator to control any device, to minimise costs of churning | DER Min Tech Standards |  |
| Pay as little as possible for my energy, and get cheaper energy for usage that can be controlled if that means engaging >1 provider for my energy usage | Spend more on other things | Maximise retailer/aggregator competition for my business and enable those that specialise in controllable device management to be exposed to the spot market | 2SM |  |
| My EV to be able to deliver electricity services | Can get a better deal | EV charger capabilities are standardised to be 'smart' and capable of delivering electricity services | DER Min Tech Standards |  |
| EV Charger Standards |
| Be protected from corporate failure | Am not financially impacted | Ensure appropriate consumer protections apply to providers | AEMC Consumer Protections Review |  |
| 2SM |

**Customer User Stories – Opportunity to add additional user stories**

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| **Customer** | My storage battery asset to have a local control interface that allows access to all battery functionality by an onsite HEMs gateway using industry standard communications interfaces (e.g. Ethernet, RS485) and industry standard control protocols such as Sunspec Modbus. I want this interface to have full control over my battery and not require a round trip to the battery manufacturer’s cloud to issue commands to my battery. I want my battery response times to local commands to be the same as that of the battery manufacturer or their representative (Uninhibited control). That is, I want my choice of energy service provider who should have the same range of control and response times as any other energy service provider that provides an offer to me to monetise my battery asset. | I can choose who LOCALLY orchestrates my DER (Solar, Battery, Smart Water Heater, Pool pump, EV Charger etc) and that my battery is locally controlled AND I can choose who monetises my battery asset for grid services | Have Technology neutrality and local access via standardised protocols, Ensure consumers are made aware of battery technology (at point of purchase) that they CANNOT churn to another energy market service provider until such time as local control standards are mandatory | AEMC consumer protection. ACCC Consumer protection. DER Minimum Technical Standards. Government rebate program Minimum technical standards |  |
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| **DER Wholesale Integration User Stories** | | | | **Relevant reforms** | |
| **As an…** | **I want...** | **So that I…** | **Solution must…** | **Reform process** | **Being addressed?** |
| **Aggregator** |  |  |  |  |  |
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**Aggregator User Stories – Opportunity to add stories**