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Mission based activities for capacity building

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Authors

Surname	First Name	Beneficiary	e-mail address
Tiborn	Mats	IMCG	Mats.tiborn@imcg.se
Ivanova	Verzhinia	EE	Verzhinia.ivanova@entra.energy
Edström	Annki	IMCG	Annki.edstrom@imcginternational.com

Reviewers

Surname	First Name	Beneficiary	e-mail address
Rumenova	Ralitsa	EE	Ralitsa.rumenova@entra.energy
Gazioğlu	Ibrahim	OEDAS	ibrahim.gazioglu@oedas.com.tr
Wuilloud	Gaetan	OIKEN	Gaetan.wuilloud@oiken.ch
Sjöberg	Erik	RISE	Erik.Sjoberg@ri.se

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Version	Date	Modifications made by
1	19/09/2022	Annki Edström
2	5/10/2022	Verzhinia Ivanova
3	17/10/2022	Mats Tiborn

List of abbreviations

Abbreviation	Definition	
FlexiGrid	Enabling flexibility for future distribution grids with high penetration of variable renewable penetration—FlexiGrid	
RES	Renewable energy sources	
DSO	Distribution system operator	
BRP	Balance Responsible Party	
LFM	Local Flexibility Market Balancing Service Provider	
BSP		
Prosumer Consumer with production capacity installed (both consumer and production energy)		
Aggregator	A party that aggregates resources for usage by a service provider for energy market services. (Definition by BRIDGE HEMRM)	

BEMS	Building energy management system
HEMS	Home energy management system
KER	Key Exploitable Result
TRL	Technology Readiness' Level
D	Deliverable
Т	Task
WP	Work package
EU	European Union
EIP SCC	European Innovation Partnership on Smart Cities and Communities
FSP	Flexibility service provider
TSO	Transimission system operator
ISGAN	International Smart Grid Action Network
IEA-DHC	International Energy Agency District Heating and Cooling
FED	Fossil-free Energy Districts
EUSEW	European Sustainability Energy Week
H2020	Horizon 2020

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1. Introduction

Energy systems are globally undergoing a massive transformation. Transition towards greener and cleaner resources, coupled with growing demand of electricity (due to the electrification of different industries) puts a strong challenge before all of us. Decentralization, decarbonization and digitalization are just few of the main drivers behind what is going on in the energy vertical today. Sustainability goals and fights against climate change lead us to incorporating more and more renewables into the grid, meanwhile consumers are growing smarter each day and consumption only grows larger. Europe needs to increase the capacity of its electrical grid and incorporate tools for smarter grid management to address these new challenges and prepare for the future. Due to a rapid increase in the electrification and at the same time an increasing part of the electricity coming from weather-dependent energy sources, measures need to be taken to ensure a stable grid. In addition, it is essential for grid-owners to be able to ensure customers and citizens the energy they need at the time they need it (99.999 reliability). The challenges these changes bring are not something that will be solved by one single concept or the engagement of one actor. The successful transformation of Europe's grids into sustainable, smart grids is depending on collaboration and knowledge-sharing.

In FlexiGrid a few concepts are developed, with demonstrations heading towards a TRL8 level. At the same time, multiple other projects, and companies, both EU-funded and non-EU-funded, are on the same track. All these initiatives want to solve the problems concerning congestion, forecasting, grid stability, and much more whilst at the same time avoiding the heavy investments needed for upgrading and modernizing the electricity grid to enable increased capacity. To contribute as much as possible to the energy transition, capacity building is needed. FlexiGrid collaborates, initiates, and participates in knowledge-sharing activities such as working groups and workshops with other projects and organizations to, together with them, build capacity within flexibility solutions and smart grids. This deliverable aims at describing the capacity-building that has been conducted within citizen and consumer engagement. The project also sees outreach to citizens and consumers, which are potential actors in the grid, and to support DSOs reaching these target groups, as building capacity in the way that it raises awareness of the current challenges before the energy system and possible solutions on how they can be addressed. D10.4 is the summary of the work in T10.4 Mission based activities for capacity building, with the objective to secure the continuous advancement regarding stakeholder and citizen engagement and acceptance. Suggested activities from the grant agreement are contributing to a toolkit within the BRIDGE End-user work group, having meetings with Canadian sister-project NESTNet and the EU-funded organisation EIP-SCC citizen engagement task force, at least two times a year, and upon invitation contribute to INEA's information and dissemination activities. In this deliverable we show how we work on the toolkit with BRIDGE. Neither NESTNet, nor EIP-SCC exist anymore. Thus, we have decided to instead engage in several similar activities that will be shown in this report. Also, we have not received an invitation to participate in INEA' activities.

2. Target audience

There are four main stakeholder groups for the FlexiGrid project based on D10.1 Target Group Analysis. These groups include DSOs, prosumers/consumers, financial institutions, and regulatory bodies. The objectives and tasks of the project are directly connected to each of them, so it is of high importance to be able to reach them with the results and findings of the FlexiGrid solution. This is done through

different channels throughout the duration of the project, and it is still ongoing as this report is written. In this report we focus on the stakeholders on the market, the DSO's and the potential flexibility service providers, including industry and citizens.

One of the main tools for raising awareness and sharing FlexiGrid accomplishments has been the project website and social media accounts. Especially during the first year of the project, these were one of the main tools for connecting with citizens, industry related experts and all other target groups. By having the different project partners sharing content and promoting the project in their own channels (or from their personal accounts), it has resulted in a steadily increase in followers, mainly on LinkedIn.

In line with the above, it is important to note that all current electricity market actors can benefit from a functioning local flexibility market. So, even though some stakeholders aren't included in the first work package D10.1, Target Audience analysis, that doesn't mean that the communication targeted at DSOs or consumers won't reach them and make an impact on how they view the future of the energy vertical and their role in it. For some actors they might even be incentivized to make a change in their business model, e.g., have a RES owner of few energy assets or a building manager that decides to become an aggregator or a BRP sees the potential of a LFM and decides to use such a platform for balancing purposes.

Information and awareness are powerful tools that can enable market actors to act in certain ways. Energy knowledge is scarce when talking about the public and as energy becomes increasingly important, there is a need to educate people on how it works and how they can become an active part of the current energy transformation as well as the efficient grid management. Furthermore, having more people talking about, understanding how something works and looking forward to its appearance, makes the implementation of solutions such as FlexiGrid easier and quicker. Legal authorities and financial institutions are also moved in the direction of people's interest and demand, so the more people want this solution to become available, the more these types of organizations will strive to support its successful implementation.

• 2.1 DSO:s and flexibility providers

Two of the main WP10 objectives for the first reporting period of the project were directly connected to DSO engagement. The first type of engagement was to raise awareness within DSOs about FlexiGrid solution which was mainly achieved by 1) Focusing on the project DSOs and working on Target Group Analysis and Communication Strategy for each of them; 2) Taking part in BRIDGE initiatives; 3) Sharing and generating content within DSO's internal channels and 4) Working on an animated video of the project solutions and demos.

Based on the previous four activities, FlexiGrid's DSOs were supported in their activities to get local consumers engaged internally, like info in newsletters for Energo-Pro, and internal webinars for Akademiska Hus or externally, like webinars reaching Turkish actors in the grid, for (OEDAS,) in the earlier stages of both the project and the demonstration set up. As the project progressed, more content was generated and all the DSOs in the project started publishing articles both on FlexiGrid's website and for different local medias (paper and online).

Flexibility service providers (FSPs) on the other hand could be both current electricity market players (RES owners, BRPs, BSPs, consumers, prosumers) as well as completely new market participants (aggregators,

energy communities, BEMS, HEMS, etc). This means that anyone can potentially be an FSP, making it essential to raise as much awareness and constant discussions on LFM as possible – articles, posts, participation in events, videos.

As the new market players are also in a design phase and are not yet present on many markets, there is still freedom and possibility to have some of the already existing players assume the roles of the new ones. As explained in the stakeholder chapter of this deliverable, for example a RES owner may become an aggregator. Another opportunity could be to have a group of consumers forming an energy community together. The possibilities are many, which means that with any communication we do on the topic, we may persuade someone to perhaps pursue a new business model. Even within the consortium, we see partners that based on project activities start considering new ways in which their organization may grow and develop.

Many of the project deliverables focus on the different FSPs and how they can interact on a flexibility market. In line with that, in FlexiGrid's dissemination efforts, WP10 has added a new submenu (Publications -> Deliverables) on the project website where all the public deliverables are shared. There are plans currently to also release a series of posts on the social media channels of FlexiGrid with direct links and short summary on what can be found in each deliverable. This way people that are interested in what we are doing (i.e., project followers), can get a more in-depth information on the topics that concern them. Additional questions from their side on the subject will also enable discussions with different stakeholders (potential FSPs) which may also be insightful for the project and the solutions we are developing.

• 2.2 Citizens

Based on our experience of how FlexiGrid is developing, we have realized that the focus on smart citizens is not essential for the project. The impact private citizens can contribute with to the grid in this moment is much less than what larger enterprises can deliver in terms of flexibility services. However, often, the way information is shared about the project, is in a manner that could also reach and be understandable to the public. In line with that and the fact that smart citizens are not the main enablers of the technology, the DSOs and the large-scale flexibility providers are, we have decided to shift our communication efforts directly towards the latter two. We will still reach the citizens though (as they continue to be an important and relevant target group), mainly via the DSO communication to their end-users. Above, in the previous subchapter, the means and actions taken to support DSOs are described.

• 2.3 Local consumers

FlexiGrid supports the DSOs at their demo sites, with information, communication work and ideas on how to reach their consumers with information about FlexiGrid and get them engaged. The DSOs have made publications on their websites with texts and videos about their participation in FlexiGrid, which has reached out to consumers. In addition, there are also articles in public media in the partners' countries about the project. These activities have reached both larger and smaller consumers down to citizen level.

• In Bulgaria Energo-Pro and Entra Energy have been interviewed in the Bulgarian news magazines EPN and 3E, as well as were included in the Sofia Tech Park newsletter in the middle of December 2021. They also participated and presented FlexiGrid in the Winter Energy School organized by Utilities (the biggest/most popular energy media in Bulgaria). All this as part of Energo-Pro's planned end-user engagement activities. Energo-Pro also sent out internal emails and

newsletters with detailed information about their participation in FlexiGrid.

- Akademiska Hus in Sweden has published a news article on their web and held a webinar in December 2021 with 300 employees of the organization all over Sweden as participants. Since they are working inside the test sites, they can also be considered end-users. AH also presented FlexiGrid at one of their major events, called Aha! Once more, the event had approximately 300 participants, most working in Akademiska Hus's owned buildings and thus still potential end-users of the FlexiGrid solution.
- In Turkey, OEDAS arranged a webinar. 185 attendees took part in the webinar, while 10 000 people were invited. They were not only representatives of DSOs and other commercial stakeholders, but also citizens and consumers of energy in OEDAS's grid. OEDAS was also interviewed in the news magazine Dunya in December 2021 about FlexiGrid. The article was read by about 150 000 citizens.
- The Swiss demo site has due to delays been careful in communicating with the stakeholders. The plan is to commence a more distinct work by the end of 2022 and beginning of 2023 when the first results have come. In line with this plan, at the beginning of September HES-SO created and shared a video of their demonstration on the project's YouTube channel. The next Consortium Meeting of the FlexiGrid project is also planned to be carried out in Switzerland and a visit/showcase of the demo is being organized.

3. Webinars and conferences knowledge-sharing

Many collaborations and mission-based activities have taken place during the first reporting period of the project. The most basic of interactions include mentions and tags of other projects and initiatives in the content created and generated by FlexiGrid. On a more interactive and proactive level, FlexiGrid has participated in one webinar of ISGAN and another in IEA-DHC. In addition, together with FlexiGrid's sister project NestNET, several workshops and meetings have taken place. BRIDGE, as an umbrella organization of energy related projects, has also served as a great platform for introducing FlexiGrid to take part in a variety of activities. Another umbrella organization used by FlexiGrid is the Celsius Initiative, where FlexiGrid took part in webinars and was also present in their website and newsletter. It is important to note that due to the involvement of FlexiGrid partners in other projects, knowledge transfer has also taken place with FED and UNITED-GRID. Finally, during the first reporting period, FlexiGrid initiated and led a webinar on citizen engagement for BRIDGE during the European Sustainable Energy Week, as well as participated at a Smart Cities Market Place session in the same week.

A webinar about the project's IoT platform and Blockchain solution and how they relate to prosumers has also been carried out in the first 18 months of the project. Below you can read about other events and opportunities in which FlexiGrid managed to present itself:

On September 22, 2021, we reached over 10 000 stakeholders in the Turkish energy market with an invitation to our webinar for a Turkish audience. 185 participated in the webinar with the title Supply

Reliability of Microgrids and the Role of the Future in Distribution Networks. It was done in collaboration with the Turkish Energy Digitalization Association.

In the last days of November and the beginning of December 2021 FlexiGrid participated in the Enlit conference in Milano with an exhibition table in the EU-project zone and met with several other projects and commercial actors providing different flexibility solutions. This led to further meetings with Grid Singularity and BD4OPEM for example.

On December 14th, 2021, FlexiGrid arranged a webinar about flexible markets. RISE, Chalmers and EMAX presented their work to approximately 40 participants. Both cases have resulted in DSOs and other stakeholders in the energy system have been reached by the technical results of FlexiGrid and by the possibilities of smart and flexible power grids in general.

EUSEW – European sustainability week is an annual conference. In 2021 that year's headline was "Going green and digital for Europe's energy transition". FlexiGrid arranged BRIDGE's EUSEW event on citizen engagement and moderated the session with participants from the EU commission and BRIDGE's Chairman of workgroup Citizens and consumers.

FlexiGrid also participated as experts in Finance in a webinar in the European Sustainable Energy Week arranged by the Smart Cities Marketplace October 11th, 2021, with banks and funders as target audience and spread knowledge and created dialogue with investment banks and investors.

Continuing, on April 6th, 2022, FlexiGrid arranged a webinar together with BD4OPEM about forecasting tools, Speakers were Göteborg Energi, Chalmers and IMCG. Through this arrangement we reached above 120 people.

Another webinar was arranged together with the H2020 project CoordiNet May 10th, 2022. The webinar was in Swedish, and the title was Att övervinna hinder för flexmarknader (To overcome barriers for flex markets) and this webinar gathered around 80 Swedish stakeholders. The purpose was to build capacity in the network by cooperation between TSO and DSO further out in the grid.

Also, in January 2022 Entra Energy from Bulgaria presented FlexiGrid project during the Winter Energy School (event for people studying, working, or interested in energy). The event was organized by Utilities (the biggest/most popular energy media in Bulgaria). EE talked about energy transformation and what role FlexiGrid has in that.

Finally, FlexiGrid presented at the "Panel Session 11: FlexiGrid – Enabling Flexibility for Future Distribution Grids with High Penetration of Variable Renewable Generation" at the IEEE ISGT (Innovative Smart Grid Technologies) Europe 2022 event during 10-12 October 2022. Technical details with demonstration results achieved so far on FlexiGrid have been presented by project partners from Eindhoven University of Technology, Chalmers University of Technology, OEDAS and EMAX.

4. Collaboration with projects and organisations

• 4.1 BRIDGE – Consumer and citizen engagement work group

BRIDGE is a European Commission initiative which unites Horizon 2020 and Horizon Europe Smart Grid, Energy Storage, Islands, and Digitalization Projects to create a structured view of cross-cutting issues which are encountered in the demonstration projects and may constitute an obstacle to innovation. FlexiGrid contributes with capacity-building in the Working Group on Consumer and Citizen Engagement which in the first reporting period focused on: Consumer Segmentation, analysis of cultural, geographical, and social dimensions, Value systems — Understanding Customers, Drivers for Consumer and Citizen Engagement, Effectiveness of Engagement Activities, Identification of what triggers behavioral changes (e.g., via incentives), The Regulatory Innovation to Empower Consumers.

During the period 2019-2020, FlexiGrid took part in the meetings that were held by the Working Group. FlexiGrid was also included in BRIDGE's newsletter as well as the published 2021 BRIDGE brochure that was distributed during different events, one of which was Enlit where FlexiGrid held a booth and took active participation. Furthermore, FlexiGrid was one of few active participants of the BRIDGE Joint Communication Task Force (which was canceled when BRIDGE's management changed), taking a proactive approach in the work carried out in the different workshops under it.

After a long break in which no BRIDGE initiatives took place, in April 2022 BRIDGE Topic Group 2 Stakeholder engagement once again commenced. The new way in which the group was divided included three main subgroups: Indicators of engagement, Smart Tools, and Strategies of Engagement. FlexiGrid is actively involved in each one of them.

When talking about Indicators of engagement, the subgroup has created a list of indicators and issues each project faces and that can generally be applied to any H2020/Horizon Europe project that develops a solution in the energy vertical. FlexiGrid has actively taken part in the regular meetings, followed closely the process of collecting indicators and issues as well as has participated and contributed to a subgroup within the subgroup that strived to arrange the indicators according to user- types: Identify user/stakeholder types for energy related projects and group indicators according to the relevance for each user category, using a (simplified) DELPHI approach proposed by one of the other participants, part of this subgroup. The work of both these subgroups continues and FlexiGrid plans to continue being actively involved in all upcoming tasks and activities.

Going to the Smart Tools subgroup FlexiGrid has also taken, though slightly not as active approach to contributing to this task. Project partners have participated in regular meetings, are following, and introducing themselves to the concepts being currently discussed (Design Thinking) as well as are filling-in and providing the need information for the work of this subgroup via filling in surveys and participating in discussions.

Finally, FlexiGrid is also part of the third subgroup within BRIDGE – Strategies for engagement. As part of this subgroup, another subgroup under it has been given proactive attention from FlexiGrid – Stakeholder Characterization. Project partners have regularly attended meetings as well as provided feedback on proposed questionnaire withing this secondary subgroup, even as far as being the first partner to fill in the survey, even before it is completely finalized.

4.2 NestNET

NestNET, the Canadian sister project of FlexiGrid, also had the opportunity to collaborate with FlexiGrid. Despite NestNET project activities ending slightly after FlexiGrid started and working during a pandemic, the two projects managed to collaborate offline and even had a few online meetings between their researchers during the first reporting period of the project.

Knowledge sharing workshop 7th of October 2021 with NESTNet team in an online meeting. All FlexiGrid partners were present and involved in discussions and questions. The output was a discussion about

potential further knowledge sharing and exchange. This led up to subsequent meetings with representatives from NESTNet on the topics IP&BM and platforms, as well as a meeting with NESTNet partners now involved in the VARIG project.

We have not been able to have meetings with the Canadian project NESTNet regarding citizen engagement twice a year since NestNet ended last year.

• 4.3 FlexCommunity

The FlexCommunity origins from projects funded in H2020 programme dedicated to the topic of FlexOffer and how it can technically develop and further improve the maturity of the FlexOffer to enable its rollout by the industry.

Partners in FlexiGrid that are involved are IMCG, OEDAS, Chalmers, Inavitas, Entra Energy and RISE. These partners participated at the kick-off on 2nd of February 2022, where FlexiGrid contributed to the shape of the new working groups of the community. The Community has since the start had 6 events. During said events, different workshops were carried out where FlexiGrid participants actively participated and contributed to what was discussed. FlexiGrid has also moderated a seminar for FlexCommunity on" solutions for utilities and energy communities".

Some of FlexiGrid's project partners have also joined FlexCommunity's FlexGroups, though the activities within some of them have yet to start.

FlexiGrid is also mentioned with a logo picture and link towards the project website in the FlexProject menu part of the FlexCommunity website.



We keep a dialogue with the projects involved about future collaborative communication activities and knowledge transfer meetings.

4.4 Smart Cities Marketplace

Former EIP-SCC has become smart cities marketplace. We are in contact with them and discuss possible joint activities. A joint webinar with them took place in the first reporting period.

4.5 ISGAN

FlexiGrid has arranged mutual webinars and technical meetings with other projects. We plan to help WP2 support ISGAN and other regulatory bodies with knowledge through partner organization RISE. In the first reporting period, FlexiGrid took part in a webinar organized by them. In collaboration with NestNET, FlexiGrid presented at ISGAN the legal barriers it had identified for implementing a local flexibility market design. The theme under which these barriers were presented was "Capturing flexibility in local energy systems".

• 4.6 Celsius Initiative

As part of FlexiGrid's mission-based activities in the first few months of the project, FlexiGrid took part in different webinars organized by the Celsius Initiative. FlexiGrid project was also included in Celsius' website and newsletter.

5. Capacity Building meetings

Below is a list of the projects and organizations we have been working with during RP2 jointly with WP9 and task 9.6 on Mission based activities:

Activity	Partner	Contribution
Celsius Initiative	IMCG	Participation in Celsius newsletter and in their EUSEW event.
BD4OPEM	IMCG, OEDAS, Göteborg Energi, Chalmers, Inavitas	Collaborative Webinar about forecasting tools, April 6 th , 2022. The speakers were Göteborg Energi, Chalmers and IMCG.
FlexCommunity	IMCG, OEDAS, Chalmers, Inavitas, RISE	Participation at the kickoff where FlexiGrid contributed to the shape of the new working groups of the community.
Fever, Edge- Flex, Platone	IMCG	Meetings on several occasions about collaboration on coming webinars and knowledge sharing activities.
Coordinet	IMCG	Webinar May 10 th , 2022, about barriers for flexmarkets.
NESTNet	All	Knowledge sharing workshop 7 th of October 2021 with NESTNet team in an online meeting. All FG partners were present and involved in discussions and questions. The output was discussion about potential further knowledge sharing and exchange. This led up to subsequent meetings with representatives from NESTNet on the topics IP&BM and platforms, as well as a meeting with NESTNet partners now involved in the VARIG project.
VARIG	IMCG, CTH (PMO)	VARIG Varennes Interactive Grid project knowledge sharing meeting 12th of October 2021 between FlexiGrid PMO and two representatives from VARIG project, to discuss project content and potential further collaborations. As the VARIG project is just only starting up, next steps might be taken later once they are a bit more up to speed.
BRIDGE	IMCG (WP9)	BRIDGE working group on Business Models, where WP9 is involved with 2-3 people. This has been running monthly since the kick-off 27^{th} of September 2021 and has resulted in knowledge exchange of business models for flexibility markets/solutions, which is incorporated into our work in tasks in WP9.

EIP-SCC	IMCG (PMO/WP9)	EIP-SCC representative Jonas Norman had a meeting on the 30 th of December 2021 with people in WP9 and WP10 to discuss potential joint activities or collaborations going forward. EIP-SCC, as mentioned in the proposal, has now merged with SCIS and goes under the name Smart Cities Marketplace.
NESTNet	IMCG (WP9)	2 people from WP9 met with Bala Venkatesh and Karen He-Cespedes from Ryerson University (formerly involved in NESTNet) on the 19 th of January 2022 to discuss methods to manage IP and Business Models. The meeting gave some good tips from the NESTNet project that can be implemented in the evaluation of BMs in FG. But in many cases, there are different structures for the solutions owners (IP by universities only in NESTNet), hence the methods used in NESTNet are not directly transferable to FG.
NESTNet	IMCG, CTH, SIMAVI, EMAX	Bala Venkatesh and Karen, He-Cespedes from Ryerson University (formerly involved in NESTNet) requested a demonstration of the tools/platforms developed in FG, hence a meeting was set up on the 16 th of February 2022 where partners presented the IoT platform (Simavi), the Eflex trading platform (Emax) and the congestion forecast tool (CTH).
Enlit conference	IMCG, RISE, Emax, Entra Energy, OEDAS, Inavitas	30 th November – 2 nd December 2021 FlexiGrid participated in the Enlit conference with an exhibition table in the EU-project zone and met with several other projects and commercial actors providing different flexibility solutions. This led to further meetings (below) with Grid Singularity and BD4OPEM for example.

6. Mission based activities - Key exploitable results

For the next reporting period we are planning to have a greater focus on our key exploitable results, the KERs, as they are becoming ready for exploitation. We have already promoted the Eflex platform, our IoT-network, the congestion forecasting tool and the financial roadmaps in meetings and webinars with the target audience. We have also planned to increase the communication and dissemination efforts around these KERs.

The communication activities of the project have this far been focusing on building an interest for the work within the project, to build a network and the communication channels. We are now heading into the part of the project when key results are starting to become exploitable, and to be promoted as tools and technologies ready to be used. WP9 and WP10 are collaborating regarding the Key Exploitable results (KER) to support the responsible partners in their exploitation of the results. By the end of the RP2 there are 6 products/services and that are pinpointed as KERs. These are a P2P platform, a local flexibility market, an IoT-platform, an IoT-system for data storage, congestion forecasting tool, and a financial roadmap tool. A basic plan for these KERs is found in the updated communication strategy, but these will also require more work together with the concerned partners in the beginning of RP3.

The communication measures and other exploitation activities conducted in the exploitation of these results will be used also to learn from. The learnings will be of great contribution to our capacity building activities.

7. Summary

The mission-based activities for capacity building within citizen and consumer engagement sums up to a wide spectrum of activities. The project combines communication and outreach activities to educate the market and to increase the interest and knowledge of what flexibility in the power grid context is and what it is good for. FlexiGrid collaborates with several leading projects and organizations in joint activities with this purpose. The impact of these activities, such as how well the target audiences have understood the message and how positive they are to it is hard to measure but counting our followers on social media (above 600 on LinkedIn), participants on our webinars and that other projects want to collaborate with us give us a hint that we are on the right track.

While doing these outreach activities we learn. The learnings of the engagement activities are what organisations such as BRIDGE wants to preserve and build capacity around. That is why FlexiGrid participates in the different work groups and project cross-collaborations that we do. We have taken an active role in BRIDGE Citizen and consumer engagement work group as well as in the newly started FlexCommunity which has a focus on learning from all actors within the FlexCommunity.