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COURSE BROCHURE

# Smart Grid Business Cases and Customer Impact Training Course

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# Smart Grid Business Cases and Customer Impact Training Course

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Smart Grid Business Cases and Customer Impact is a 1-week training course for utility managers, finance analysts, regulatory officers, customer service leads and policy staff who are not engineers, and it ends with a smart grid initiative case file each participant takes back. Non-technical staff now decide whether digital grid spending pays off for customers. This course is delivered by Jupiter Prime Training.

## Why Smart Grid Business Cases and Customer Impact Matters Now

Three forces shape smart grid decisions today. Rooftop solar and electric vehicles make households active network users, tariff reviewers expect digital spending to show measurable benefits, and customers judge fairness through their bills. Framed well, these choices earn trust; framed badly, they leave stranded meters and complaints. The course rests on cost-benefit appraisal, benefits realisation tracking and customer journey mapping, explained in plain language.

## Who Gains Most from Smart Grid Business Cases and Customer Impact

- Staff who prepare or approve capital requests for metering, automation and grid data investments
- Staff who answer to tariff reviewers and explain how digital spending affects customer bills
- Staff who run call centres, billing and complaint handling during meter rollouts
- Staff who shape utility policy on tariffs, social protection and customer data use
- Staff who coordinate change across finance, operations and customer-facing departments

A utility gains most when finance, regulatory and customer service members of one smart grid initiative attend together.

## Smart Grid Business Cases and Customer Impact Capabilities

Participants translate grid technology into money, risk and customer experience.

- Explain how smart meters and distribution automation change network operation — board and executive briefings
- Build a cost-benefit model with monetised reliability, loss reduction and avoided reinforcement — capital approval decisions
- Assess how time-of-use tariffs affect household groups — tariff design and social protection choices
- Weigh cyber security and data privacy exposure of connected devices — risk appetite statements
- Design a customer communication plan for meter installation and new tariffs — customer service and complaints teams
- Specify benefit indicators and tracking points for a smart grid initiative — post-investment review by finance

## Key Smart Grid Business Cases and Customer Impact Terms

- Smart meter — A meter that records use at short intervals and sends readings remotely.
- Distribution automation — Remote sensors and switches that locate faults and restore supply quickly.
- Demand response — Rewards for customers who shift or cut use when the network is stressed.
- Distributed generation — Small sources such as rooftop solar connected near the point of use.
- Net present value — Future costs and benefits discounted to today's value.
- Benefits realisation — Tracking promised gains after investment against the original case.

## Smart Grid Business Cases and Customer Impact Day by Day

## Day 1: How the Smart Grid Works in Plain Terms

- Traditional Versus Two-Way Network Model — Why Utilities Are Changing Investment Priorities
- Smart Meter and Communication Network Basics — What Interval Readings Make Possible
- Distribution Automation and Self-Healing Feeders — Outage Duration and Crew Costs
- Rooftop Solar, Batteries and Electric Vehicles — New Load Patterns on Local Networks
- Grid Data Platforms and Meter Data Management — Who Owns and Uses the Data

## Day 2: Building the Business Case

- Benefit Categories From Operational Savings to Avoided Reinforcement — Scope of the Case
- Monetising Reliability and Customer Minutes Lost — Value of Fewer Outages
- Capital and Operating Cost Profiles Across Asset Life — Funding Request Size
- Net Present Value and Payback Comparison — Choosing Between Rollout Options
- Sensitivity Tables and Scenario Ranges — Confidence Behind Approval Decisions

## Day 3: Customers at the Centre

- Customer Journey Map for Meter Installation — Visit Scheduling and Complaint Prevention
- Time-of-Use and Dynamic Tariff Effects — Bill Changes Across Household Groups
- Demand Response Offers and Incentive Design — Participation Rates and Fairness
- Vulnerable Customer Safeguards and Prepayment Options — Social Protection Choices
- Consent, Privacy Notices and Meter Data Use — Customer Trust and Data Ethics

## Day 4: Risks, Rules and Delivery Choices

- Cyber Security Basics for Connected Devices — Board Risk Appetite and Controls
- Vendor Lock-In and Interoperability Risk — Contract and Procurement Terms
- Regulatory Approval and Cost Recovery Arguments — Tariff Review Submissions
- Phased Rollout and Trial Area Selection — Learning Before Full Commitment
- Benefit Indicators and Tracking Points — Post-Investment Review by Finance

## Day 5: Practising the Smart Grid Initiative Case File

- Stakeholder Briefing Across Finance, Operations and Customer Service — Shared Decision Basis
- Applied Cost-Benefit Model for a Sample Utility — Recommended Rollout Option
- Customer Impact Statement With Tariff and Communication Plan — Approval Readiness
- Peer Challenge Panel on Risks and Assumptions — Strengthening Weak Arguments
- Completed Smart Grid Initiative Case File — Ready for Executive Submission

## Applying Smart Grid Business Cases and Customer Impact After the Course

- Rework one live metering proposal with monetised reliability and sensitivity tables before committee review.
- Run a customer journey mapping session with billing colleagues before the next tariff change.

## Smart Grid Business Cases and Customer Impact Questions FAQ

### What are smart grid business cases and customer impact, and why do they matter now?

They are the financial and customer arguments that justify digital grid investment. They matter now because reviewers and customers demand proof that digital spending lowers costs and treats households fairly.

### Which roles gain most from smart grid business cases and customer impact training?

Non-engineering utility staff gain most. Finance, regulatory, customer service and policy staff who approve or explain smart grid spending use the methods directly.

## How does smart grid business cases and customer impact differ from a power systems overview for non-engineers?

It focuses on money, customers and decisions rather than how electricity networks are built. A power systems overview explains equipment; this course explains just enough technology to judge investment cases and customer risks.

## What do you bring back from smart grid business cases and customer impact training?

You bring back a smart grid initiative case file. It combines a cost-benefit model, a customer impact statement and benefit tracking points for a real proposal.

## Smart Grid Business Cases and Customer Impact: The Way Forward

The smart grid initiative case file gives a utility one shared basis for its next metering or automation decision. Finance, regulatory and customer teams each use it. After the first rollout phase, revisit the benefit tracking points to see which promised gains actually arrived.