

Smart Grid in Customer Service

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Elektrilevi, electricity DSO covering 90% of Estonian territory, recently completed its smart meter installation project. As the result, all Estonian households and companies have electricity measured via smart meters as of 1st of January 2017. The presentation unfolds the key drivers of feasibility – both the expected and the actual ones. The effects of the project to customer perception, customer service, process landscape and to the financial results of the company are presented. Also, the utilization of collected data for further improving areas of low customer satisfaction are revealed together with actual field results.