



BRIDGE Customer Engagement Working Group Meeting Agenda

DG ENERGY (Rue de Mot), Brussels, Belgium

17 and 18 January 2017

17/01: from 13h to 18h and 18/01: from 8h30 to 13h

Room: DM24 SDR1

17/01/2017

- 13:00** **REGISTRATION and WELCOME COFFEE**
- 13:30** **Presentation of the 4th package in the Customer Engagement perspective**
European Commission – Eero AILIO (DG ENER)
- 14:10** **Pitch session : Presentation of projects' activities related to the Customer Engagement WG**
Typical duration: 2 minutes per project (1 minute transition)
9 Projects: Flexiciency, RealValue, Naiades, Story, Tilos, WiseGRID , Nobel Grid, Empower, Store&Go and Cryohub
- 14:40** **Presentation of the 2016 annual report of the Customer Engagement WG**
Konstantinos J. Chalvatzis (UEA) (TILOS) Thomas N. Mikkelsen (VaasaETT) (FLEXICIENCY)
Q&A
- 15:10** **Coffee break**
- 15:30** **Interactive session on the Customer Engagement approach:**
- **How we work together? (20 min)**
 - **Improvement of the 2016 annual report (30 min)**
 - **Collective identification of one or two key issues to be addressed (60 min)**
- Moderated by Athanase Vafeas, Director, Innovation Management, Technofi and Lara Joumblat-Mason, Consultant, Technofi*
- 17:20** **Conclusions of the day and objectives of tomorrow's session**
Konstantinos J. Chalvatzis (UEA), Thomas N. Mikkelsen (VaasaETT)

- 17:45 **End of First day**
- 19:30 **Networking Dinner at Restaurant “E..ccetera”, 402 chaussée de Wavre – (walking distance)**

18/01/2017

- 08:30 **WELCOME COFFEE**
- 9:00 **EC’s expectations from the BRIDGE Working Group on Customer Engagement**
European Commission –Szilvia Bozsoki (DG ENER)
Q&A
- 9:30 **Customer Engagement analysis/results of the H2020 projects :**
- Project RealValue**
Sara Darby (Oxford)
Q&A, discussion
- 9h50 **Project STORY**
Martin Watson (Prospex)
Q&A, discussion
- 10h10 **Project NOBEL GRID**
Ana Isabel Nava (Finnova)
Q&A, discussion
- 10h30 **Project GoFlex**
Alexander von Jagwitz (Baum)
- 11:00 **Coffee break**
- 11:30 **Wrap up session: definition of next activities and task allocation**
Moderated by Athanase Vafeas, Director, Innovation Management, Technofi and Lara Joublat-Mason, Consultant, Technofi

This session would aim at deciding the next activities of the WG and the new report scopes and inputs. Allocation of tasks between the members.
- 12:45 **Conclusions of the meeting**
Konstantinos J. Chalvatzis (UEA), Thomas N. Mikkelsen (VaasaETT)
- 13:00 **End of Second Day**