



Data Infrastructure for the new energy economy

<https://utilityapi.com>

Daniel Roesler and UtilityAPI

- Co-founder and CTO at UtilityAPI
- Vice-Chair of the Green Button Alliance
- OpenADE technical working group member
- CPUC Customer Data Access Committee member
- Early adopter of the DataGuard VCC
- First Green Button Connect certification in the U.S.
- U.S. Department of Energy SETO grant awardee



Modern myths about customer data sharing

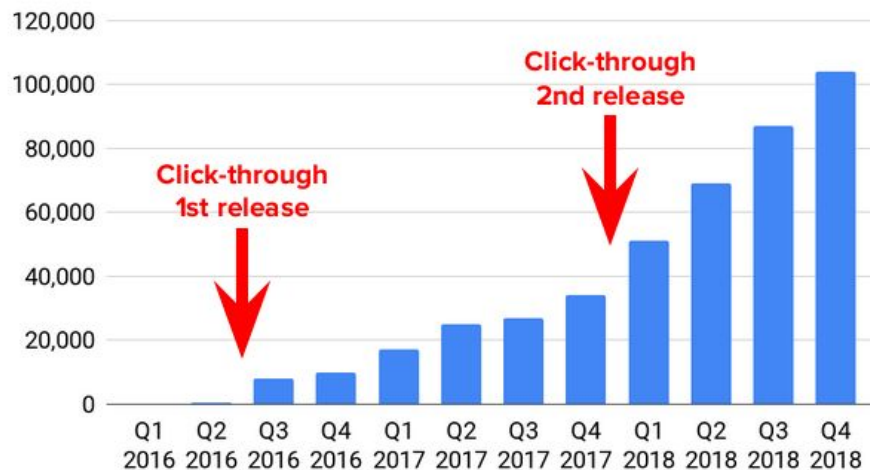
1. There's not much demand for customer data access.
2. There's not a safe way for customers to consent electronically, or if there is, it's too cumbersome for customers to use.
3. There's not a secure way of transferring customer data to third-party companies.
4. There's not a good way of ensuring the third parties handle customer data properly.
5. Data sharing platforms are expensive.

Myth #1: There's not much demand for customer data access.

Reality: EE/DER/EV/DR deployment is significantly slowed down by nonexistent or inadequate customer data access.

- When implemented properly, demand response providers in CA started using “click-through” extensively.
- Many third parties use non-standard alternatives ways of getting customer data when standard ways don't exist or are too hard for customers to use.

Number of Customers using GBC/Click-Through in California

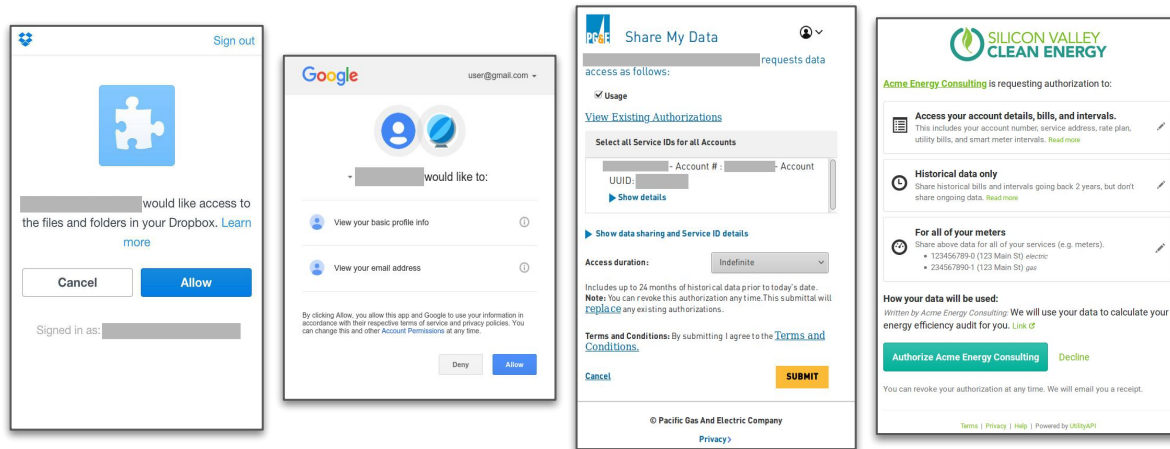


Myth #2: There's not a safe way for customers to consent electronically, or if there is, it's too cumbersome for customers to use.

Reality: OAuth 2.0 is a mature, standardized, safe, and user-friendly way of obtaining customer consent online.



- Green Button Connect uses OAuth 2.0 for its consent mechanism
- Many other industries have used OAuth 2.0 at scale
- OAuth 2.0 can be both transparent and easy-to-use

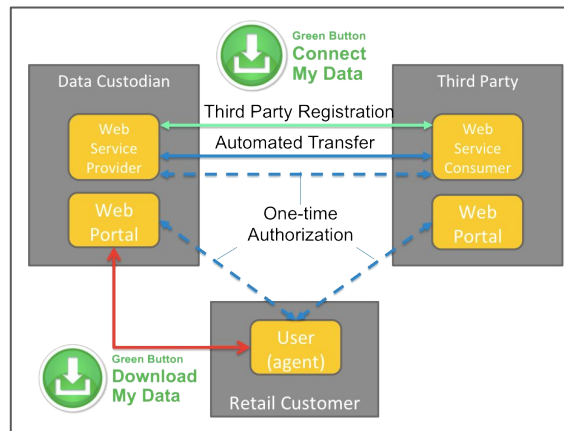


Myth #3: There's not a secure way of transferring customer data to third-party companies.

Reality: Green Button Connect My Data uses encrypted, authenticated connections for transferring data.



- Same level of security as your bank website (HTTPS)
- Third parties use secure API access tokens
- Revocation instantly cuts off third party access



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Myth #4: There's not a good way of ensuring the third parties handle customer data properly.

Reality: DataGuard lets the third party provide transparency around their scope of use without restricting innovation.



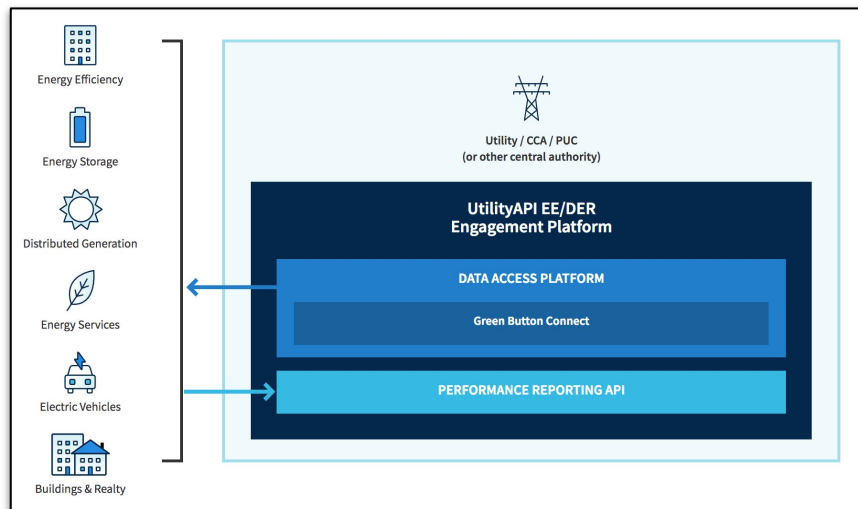
- Scope of use disclosure can be embedded into OAuth 2.0 consents
- Authorization receipts include scope of use by the third party
- Third parties can have multiple scopes of use pre-defined

A screenshot of an OAuth 2.0 authorization consent screen. The screen is divided into several sections. At the top, there is a header with a circular icon containing three dots and the text "Share above data for all of your services (e.g. meters)". Below this, there is a list of two items: "123456789-0 (123 Main St) electric" and "234567890-1 (123 Main St) gas". The middle section, which is highlighted with a red border, is titled "How your data will be used:" and contains the text "Written by Acme Energy Consulting: We will use your data to calculate your energy efficiency audit for you." followed by a green "Link" icon. At the bottom, there are two buttons: a teal "Authorize Acme Energy Consulting" button and a green "Decline" button. Below the buttons, there is a footer text: "You can revoke your authorization at any time. We will email you a receipt."

Myth #5: Utility customer data sharing systems are expensive.

Reality: Off-the-shelf platforms are now starting to be offered by utility vendors for utilities that want to provide data access.

- No need for utilities to build in-house or via one-off contracts
- Standardization lowers third party onboarding and support burden
- Option for third parties to pay usage fees to support ongoing costs



Conclusion

Recent developments in both standards and software availability have addressed many top concerns of customer data sharing.

Thanks!

Daniel Roesler

daniel@utilityapi.com