5th Annual Conference Exhibition & Networking Forum

SMART GRID FORUMS | Smart Grid Big Data 2019

Next Generation Data Management, Analytics, AI & ML to Power the Smart Grid

Main Conference: 17-18 September 2019
AI & ML Seminar: 19 September 2019
Berlin, Germany

Early Bird Discount!
Register now for
€400 off delegate passes
€2000 off exhibition spaces




Hear In-depth Insights on:

- **Driving ROI** – unlocking value from existing use-cases and developing brand new use-cases to maximise ROI and secure ongoing board support
- **Data Quality** – establishing a robust data governance procedure to guarantee data quality as the volume and variety of data sources increases
- **Data Management** – leveraging data lakes to better manage and utilise data, generate deeper insights and drive automated decision making in a real-time environment
- **Data Analytics** – utilising advanced data analytics platforms, algorithms and intelligence to generate deeper insights and apply to a greater range of use-cases
- **Data Visualisation** - exploiting leading-edge visualisation and reporting tools to better communicate insights and gain wider organisational support
- **AI & ML** – applying artificial intelligence and machine learning techniques to drive your big data capability to the next level

20+ Utility Case-Studies Including:

James Kelloway
Energy Intelligence Manager
National Grid

David Landier
Head of Substation Department
RTE

Yingxun Zhou
Smart Asset Insight Manager
SSE

André Bryde Alnor
Market Development
Energinet

Uros Kerin
Senior Expert Advisor, Division for Asset Management
ELES

Bogdan Giubega
Project Manager IT Implementation
Transelectrica

Santiago Casante Nogales
Head of Innovation, Global Infrastructure & Networks
Enel

Mario Larcher
Data Scientist
Enel

Dan Wilson
Asset Data Manager
Electricity North West

Mário Guerreiro
Board of Directors IT Advisor
EDP Inovação

Lauri Lähteenmäki
Manager Data and Analytics
Caruna

Louis Dietvorst
Enterprise Architect
Enexis

Matthijs Danes
Lead Analytics Consultant
Alliander

Sander Rieken
Senior Analytics Consultant
Alliander

Frans Campfens
Senior Policy & Standardisation Manager
Alliander

Willem Van Doesburg
Senior Data Scientist, Asset Management
Alliander

Jean-Philippe Poirrier
Assistant Director of the Smart Solutions Industrial Programme
Enedis

Tim Breitenbach
Analytics & Data Architect
Axpo Power

Rezvan Tudor
Chief Risk Officer & Data protection Officer
Hidroelectrica

Joern Engberg
Project Manager ICT
NTE Holding

Per-Oddvar Osland
Prorgamme Manager, Smart Metering
Agder Energi Nett

Arnaud Ulian
Project Director
EDF

AI & ML Seminar

Don't miss the **AI & ML** post-conference seminar being held on Thursday 19th September. Hear the latest insights from **National Grid, Enel, Alliander, Enedis,** among others!

Expert Advice From:

Aidan O'Sullivan
Energy System and Data Analytics
UCL

Miha Grabner
Data Scientist
Milan Vidmar Electric Power Research Institute

Dr. Ir. Chris Develder
Professor
Ghent University-imec

Maizura Mokhtar
Data Scientist, KTP Associate
Heriot-Watt University

Silver Sponsor: N-SIDE OPTIMIZING YOUR DECISIONS

Exhibitor: Alps Hightech

Supported by: IEC, entsoe, E.DSO, OSGP ALLIANCE

Produced by: SMART GRID FORUMS

Dear Colleague,

Welcome to the 5th annual **Smart Grid Big Data 2019** conference, exhibition and networking forum.

This year's revised and refreshed 3-day conference addresses the most timely and critical data quality issues facing smart utilities, as the volume and variety of data sources increases exponentially.

With 20+ utility case-studies scheduled over 3 intensive days, you will get the opportunity to gain deep insights into the lessons learnt from advanced implementations of data management and analytics programmes utilising AI & ML technologies.

Event highlights include:

- ✓ **Case-study Programme** – gain deep insights into the big data implementation experiences of 20+ utilities and understand how new use-cases are being introduced to maximise ROI
- ✓ **Technology Innovation Panel** – quiz the tech innovators on the strength of their current product offerings, their R&D pipelines and their vision for the future of utility big data
- ✓ **Roundtable Discussions** – bring your specific big data challenges to the table and brainstorm and problem solve intensively with the entire smart utility big data community
- ✓ **Live Demo Labs** – through dedicated 1:1 session gain hands-on experience of the most advanced and forward-looking big data platforms and tools on the market
- ✓ **Solution Zone** – get up to speed with the latest big data solutions and services, discuss your specific challenges and get tailored advice to help propel your big data strategy to the next level
- ✓ **Networking Reception** – relax and unwind after an intensive day of presentations and panel discussions, meet with colleagues, allow new ideas to cement and new partnership opportunities to emerge

We look forward to welcoming you to the event in September.

Kind Regards,

Mandana White
Director | **Smart Grid Forums**

PS: Very Early Bird rate – Save €400 on delegate places and €2,000 on Exhibitor spaces by booking before Friday 12th July 2019!

PPS: Group Booking Discount – Save 10% on 3+ delegates booked from the same organisation at the same time. Call us on +44 (0)20 3691 1700 to arrange!

Sponsorship & Exhibition Opportunities

Would you like the opportunity to raise your brand profile, demonstrate your products and services, and share your expertise with the most targeted and influential group of smart grid asset management implementation leaders and decision makers?

Our adjoining exhibition area provides the perfect platform for you to do this and more! Capped at 10 stands we ensure a focused and relevant display of the latest tools, technologies and services for our audience, and maximum visibility for our exhibitors.

To find out more about the various sponsorship and exhibition opportunities:

Call: +44 (0)20 3691 1700
Email: registration@smartgrid-forums.com

Testimonials from Past Events

"This conference gives a very good overview of use and business cases of different European DSOs and other companies for analytics. You have a perfect environment for networking and information exchange."
Sven Schillack, Referent Data Management
50Hertz Transmission

"Grid Analytics Europe is one of the very few bodies that found an optimal balance between technical and business level of information in specific IT case-studies in the utility universe. Great platform with huge know-how pool for both technicians, IT specialists and managers as well."
Petr Lang, Project Manager, Asset Strategy & Projects
E.ON

"A really useful conference with interesting speakers and topics about nowadays data management challenges grid companies face. I got many new ideas and got inspired to start implementing these ideas."
Femia van Stiphout, Asset Information Manager
Enexis

"Grid Analytics Europe represents the perfect occasion to learn about innovation projects from our colleagues in Europe and it was a great opportunity for networking and sharing experiences and ideas."
Luca Grella, Innovation Workstream Lead
UK Power Networks

Conference Day One | Tuesday 17th September 2019

08:00 **Registration and Refreshments**

08:50 **Opening Remarks from the Chair**

09:00 **Demonstrating ROI – Balancing short-term wins with larger long-term goals to build big data business case and secure ongoing investment**

- Increasing data influence and remit to become a core principle for the growth of the company
- Estimating the value of an untested emerging technology
- Balancing short-term achievable projects and long-term ambitious projects to ensure results are delivered in a Sustainable manner
- Training the ROI mindset within the department to better support investment plans
- Mapping out your investment strategy and linking to returns to prove project viability and achieve business objectives

Bogdan Giubega, Project Manager – **Transelectrica**

09:40 **Data Lakes – Evaluating the viability of data lakes as a single store repository for data to enable real time analytics from multi-streamed smart grid data**

- Comparing data lakes with traditional organised data warehouses in terms of cost, capability and long-term potential for the smart grid
- Assessing the potential of data lakes to support advanced;
  - Data mining
  - Data analytics
  - Real time visualisation
- Identifying and overcoming the implementation and interfacing challenges of data lakes to ensure operational excellence
- Demonstrating the improved operational efficiency and cost reduction possible through the implementation of data lakes

Mário Guerreiro, Board of Directors IT Advisor – **EDP Inovação**

10:20 **Morning refreshments, networking & exhibition**

11:00 **Utility Panel Discussion: Approaches to Data Quality Best Practise – Establishing frameworks for improving the quality of historic and current data to achieve analytical accuracy**

- Aligning your governance framework to ensure effective data quality management as the data landscape evolve
- Quantifying the impact of the exponential rise in data volume and variety on quality management
- Determining the parameters for assigning value to different levels of data quality to ensure consistent and effective data use
- Identifying robust strategies for uncovering erroneous data and cost-effective short-term solutions to combat insight inaccuracies
- Preparing for the transition to AI/ML led data quality management within the smart grid

Tim Breitenbach, Analytics & Data Architect - **Axpo Group**
David Landier, Head of the Substations Department - **RTE**
Dan Wilson, Asset Data Manager and NMS Data Lead - **Electricity North West**

11:40 **Combining Data Streams – Merging high volume granular data from an increasing number of channels to provide a stronger foundation for advanced analytics**

- Identifying the optimal mix and volume of data to gain insights that improve grid stability
- Combining grid and visual topological data to gain deeper insights that can be processed swiftly for impactful results
- Developing models that will effectively support the swift analysis of multiple streams of data
- Quantifying the benefits of combining data sources on grid stability and reducing down time

André Bryde Alnor, Market Developer - **Energinet**

12:20 **Lunch, networking & exhibition**

14:00 **Low Voltage and Smart Meter Data Streams – Taking advantage of increased analysis through IoT deployment to the edge of the grid to gain better visibility of the grid**

- Increasing visibility of grid capabilities through smart meters and edge monitoring technology to enrich data sets
- Processing the increased volume of customer data from smart meters into analytics and decision making within the organisation in a timely fashion
- Eliminating errors in smart grid measurements through an effective distribution system state estimation (DSSE)
- Designing and implementing a framework where data collection and data visualisation is processed swiftly to ensure the decision-making process is uninterrupted
- Developing new insight, strengthening grid stability and opening the door on new grid operating models based on new data streams

Frans Campfens, Principal Consultant, Energy Systems - **Alliander**

14:40 **Social Media - Integrating data from social media networks to create a real-time social sensor for the smart grid**

- Embedding new unstructured data streams into the existing data infrastructure to deliver real time insights
- Development in demand side planning based off added customer insight through deeper analysis of social activities
- Deciphering key intel from the noise of fragmented conversations to develop a social data-driven outage management programme
- Further implementations and data source hybrids where social media can add context and deeper insight
- Increasing data touchpoints on the grid by creating a customer social sensor network

Louis Dietvorst, Enterprise Architect – **Enexis**

15:20 **Afternoon refreshments, networking & exhibition**

16:00 **Data Governance – Creating a robust governance framework to ensure best practice when combining modern and legacy system data**

- Ensuring quality sourcing, storing, integration and analysis of static and real-time, structured and unstructured data to maximise accuracy and speed up decision-making
- Instilling compliance and it's importance as a key fundamental philosophy within the company culture
- Creating a dashboard to monitor the flow of data and ensure provable compliance, reducing complexity and taking resources away from primary roles
- Designing processes and standards for legacy data so that it can be compared and utilised across functions as well as for pseudo-measurement capacity
- Ensuring that the team has access to all relevant information despite the ever-shifting technological landscape and avoiding penalties for non-compliance

Razvan Tudor, Chief Risk Officer & Data Protection Officer – **Hidroelectrica**

16:40 **Cyber Security – Ensuring that grid operations remain secure, accountable and unaffected by malicious attacks as infrastructure evolves**

- Protecting the operations of critical infrastructure from the growing threat of attack based on a big data security situational awareness mechanism
- Strategies for assessing risk, vulnerability and the impact of an attack arising from internal, physical and external attacks
- Balancing operational effectiveness, system integration and grid security through a secure by design approach to infrastructure
- Evaluating different approaches for minimising the risk from legacy systems, such as educating staff, reducing use and migrating to more secure platforms
- Integrating new systems and customer information with an increasing attack surface whilst remaining secure from cyber threats
- Ensuring the mission critical and sensitive data stores are well protected and business risk is minimised

Arnaud Ulian, Project Director – **EDF**

17:20 **Roundtable Discussions**

During this session the audience breaks out into several smaller working groups, each focused on a specific theme arising from the day's presentations. Each working group will comprise of representatives of the big data community to ensure a well-rounded and holistic discussion. Key issues raised, and solutions proposed will be collated for presentation to the wider group at the end of the session.

19:00 **Networking Reception**

Time to relax after an intensive day of presentations and discussions! All participants are invited to join this networking reception where you will have the opportunity to enjoy the company of colleagues from across the European big data community.

20:30 **End of conference day one**

Conference Day Two | Wednesday 18th September 2019

08:00 **Registration and refreshments**

08:50 **Welcome back from the Chair**

09:00 Cloud Migration **– Preparing and migrating to the cloud whilst ensuring that energy security is unaffected, and value is retained**

- Unlocking the long-term analytical benefits of the cloud without sacrificing short-term customer value
- Predicting and mitigating the costs associated with a large scale function transition that enables automatic reconfiguration of the grid
- Assessing the company's readiness for cloud migration and designing the model of best fit based on requirements and current infrastructure
- Ensuring effectiveness of transition to the cloud without jeopardising availability, integrity, confidentiality and accountability
- Taking advantage of the speed, scalability, capacity and flexibility of cloud to take your analytics function to the next level

Speaker to be confirmed

09:40 Big Data Talent **– Creating a framework for identifying and nurturing talent in the data science space to build a department of top performers**

- Attracting the best talent by appealing to the drivers and motivations of today's data science workforce
- Creating a compelling proposition, recognising the need to combine training and a clear career path
- Forging a collaborative and people-focused environment from a traditionally fractured department
- Designing a recruitment strategy that attracts candidates with the correct future competencies given the constantly evolving data science landscape
- Dividing resources between attracting new talent to the company and developing existing talent
- Creating a department of driven, focussed, commercially minded and ambitious individuals

Yingxun Zhou, Smart Asset Insight Manager - SSE

10:20 **Morning refreshments, networking & exhibition**

11:00 Technology Innovation Panel **- evaluating the latest innovations in data analytics platforms and tools designed specifically for the smart utility environment**

During this session, each technology innovator will give a 15-minute presentation on the application of their solution in the smart utility environment and the results achieved, as well as their research and development activity to meet future utility needs. The presentations will be followed by 30 minutes of Q&A and panel discussion, whereby you will get the opportunity to quiz the tech experts, understand their innovation plans more fully, and influence the direction of new product development to better meet end-user requirements.

12:00 Visualisation **- Creating a system that collects, visualises and delivers insights instantly for real time monitoring to improve quality of supply**

- Creating a system that can swiftly map demand and response, reducing unplanned outages and downtime
- Balancing granularity of raw data volume and sophistication with the processing ability of existing infrastructure
- Designing a decentralised system for automated smart demand response, becoming a more efficient operator
- Ensuring dashboards and visualisation tools deliver data storytelling in a digestible and meaningful manner
- Gaining better visibility of grid activity to understand limitations and opportunities in the field that results in increased grid stability

Per-Oddvar Osland, Program Manager, Smart Metering - Agder Energi
Tobias Haumann, Data Scientist - Agder Energi

12:40 **Lunch, networking & exhibition**

14:00 Automating Predictive Maintenance **- Extending the lifespan, improving stability and operational efficiency of infrastructure by mitigating unexpected disasters**

- Reducing cost by avoiding disaster from unexpected outages that resulted in component damage through events such as extreme weather
- Designing a back-end IT system that can support the diagnostic load required for effective tracking of transmission system health, investigation of problematic structures and pinpoints components responsible for problematic conditions
- Defining process and implementing rules that support automation in predictive maintenance, reducing human interaction and streamlining the process
- Protecting assets and extending their lifespan based on an automated system to increase cost efficiency
- Creating a largely automated process of maintenance to reduce cost and improve grid lifespan and stability

Sander Rieken, Senior Analytics Consultant - Alliander

14:40 GIS Based Analytics **– Harnessing GIS based insights, technology transformation and advanced analytics programmes to broaden view of the pressures facing the grid**

- Aligning data science functions with GIS systems and new grid technology for deeper insights
- Preparing GIS data to improve compatibility with multiple modern analytics suites and formats
- Simplifying access of GIS systems to allow full functionality across departments and allowing for further automation within the grid
- Overcoming the compatibility issues arising from combining GIS data with other open data sources and internal legacy systems to enrich information and provide further analysis
- Taking full advantage of GIS systems for a deeper understanding of localised and broader geographic and external forces

Lauri Lähteenmäki, Manager, Data and Analytics – Caruna

15:20 **Afternoon refreshments, networking & exhibition**

15:50 Grid Planning **– Harnessing deep analytics and automation in design of future grid operations to improve flexibility and offerings to the customer**

- Shifting from installing the infrastructure to implementing new uses for the customer and improving operational efficiency
- Integrating asset management, load and customer analytics into one centralised system that operates in real time
- What are the near-term opportunities and future possibilities to provide greater flexibility?
- Developing a clear vision, a road map and shifting focus from a departmental view to an enterprise wide view

Santiago Cascante Nogales, Head of Innovation – Global Infrastructures and Network – Enel

16:30 Non-Technical Loss Use Case **– Identifying and eliminating fraudulent activity through the deep analysis of consumer and grid data**

- Defending revenue through swift identification and elimination of electrical theft
- Utilising both historical data as well as real-time smart meter data to predict where losses will occur in an automated intelligent manner
- Creating an automated system that links demand forecasting with real time demand to identify discrepancies
- Creating more accurate models for estimated energy recovery to better allocate resources
- Designing a more targeted and results-based approach for investigating and recovering energy, protecting revenue and providing better value to the customer

Gabriela Prado, Head of Networks Data Analytics Unit - Iberdrola

17:10 **End of conference day two**

"The Hadoop and Big Data Market are projected to grow from $17.1B in 2017 to $99.31B in 2022 attaining a 28.5% CAGR. The greatest period of projected growth is in 2021 and 2022 when the market is projected to jump $30B in value in one year." Source: StrategyMRC

AI & ML Seminar: Thursday 19th September 2019

08:00 **Registration and Refreshments**

08:50 **Welcome back from the Chair**
Robin Hagemans, Partner - **Infiniot**

09:00 **Where to Start with AI - Determining how best to leverage AI and machine learning techniques on existing advanced analytics platforms to enable autonomous decision-making and portfolio optimization**

- Determining how and when to invest in AI and ML capabilities; evaluating which innovations will support the required digital optimisation of networks
- Quantifying the challenges of building on existing advanced analytics platforms to enable an AI based decision making process
- Collaborating effectively with internal and external stakeholders such as research institutes and universities to determine the optimum AI strategy for the company
- Outlining the challenges in automated decision making, value attribution modelling, value modelling and optimization when designing and developing AI systems

James Kelloway, Energy Intelligence Manager - **National Grid**

09:40 **Centralised Grid Analytics - Developing the optimum methods to use multiple diverse data sources to your advantage in asset management**

- Understanding the challenges of data analytics in environment shaped by asynchronous data streams, heterogeneous data sources and various data types
- Determining the benefits of centralised analytics for asset management, goals and implications
- Evaluating emerging possibilities and opportunities to overcome traditional ways of data interpretation
- Forecasting how grid analytics will pave the way for AI and ML applications

Uros Kerin, Senior Expert Advisor - **ELES**

10:20 **Improving Safety with AI & ML - Using AI to monitor and assess worker safety during on-voltage operations**

- Making the case for using machine vision and deep learning algorithms to automatically identify unsafe behaviours without interrupting operations
- Quantifying the importance of data collection and labelling - how to create a good data set to train machine learning algorithms
- Making the case for learning from small data sets - understanding the power of transfer learning and machine vision when collecting large data sets is expensive or impossible
- Examining the ethical implications of using Artificial Intelligence for safety

Mario Namtao Shianti Larcher, Data Scientist - **Enel**

11:00 **Morning refreshments, networking & exhibition**

11:30 **Automated Asset Investment Planning - Using AI to find the most robust investment strategy for a system in transition**

- Using deep reinforcement learning to automate optimisation of investment strategies
- Making the case for integrated simulation of asset behaviour, asset manager behaviour and customer behaviour to compare investment outcomes
- Outlining how existing (advanced analytics) can be integrated in an overarching optimisation framework to find the best investments

Matthijs Danes, Lead Analytics Consultant - **Alliander**
Willem van Doesburg, Senior Data Scientist - **Alliander**

12:10 **Demand Response - Leveraging data analytics and machine learning for demand response**

- Using advanced data analytics and machine learning to gain better insights into consumption data
- Assessing the demand flexibility from smart metering data
- Evaluating the response of consumers after the demand response program using state of the art probabilistic methods
- Use case from actual demand response program

Miha Grabner, Data Scientist, **Milan Vidmar Electric Power Research Institute**

12:50 **Lunch, networking & exhibition**

14:00 **Load Balancing - Developing a prognosis for consumption in trade using machine learning**

- Examining the evolution of ML and making the case for using your own resources for ML applications such as prognosis for consumption
- Developing tools for collecting, quality assurance and monitoring
- Effectively managing interdisciplinary use of competencies and methods
- Addressing the specific challenges in using ML for utilities including: gatekeepers, data availability, quality and monitoring
- Forecasting future applications for AL and ML in utilities

Jørn Engberg, Project Manager ICT - **NTE Holding**

14:40 **AI & ML for Smart Meter Data - Using smart meter data for distribution network monitoring and early warning of network constraints violation**

- Evaluating the benefits and limitations of smart meter data for Low Voltage (LV) network monitoring
- Analysing the LV network constraints early warning system requirements, i.e. what measurement data and the network topology data are required for analysis?
- Evaluating the effectiveness of machine learning techniques for early warning of network constraints violations.
- Outlining SP Energy Networks Network Constraints Early Warning System (NCEWS) project and lesson learned to date

Maizura Mokhtar, Data Scientist, KTP Associate, **Heriot-Watt University & Scottish Power Energy Networks**

15:00 **Wider AI Grid Applications - Using drones and AI recognition methods for asset management and examining the wider AI grid applications**

- Making everyday technician field actions safer through the use of drones
- Designing maintenance programs in a more efficient and reliable fashion through AI image recognition
- Preventing network failure ahead of time through predictive maintenance using smart meter data with Artificial Intelligence and Machine Learning

Jean-Philippe Poirrier, Assistant Director, Smart Grid Solutions Industrialisation Program – **Enedis**

15:40 **Afternoon refreshments, networking & exhibition**

16:10 **AI Future Potential - Assessing the potential of AI for operating the grid under increasing uncertainty**

- Examining how increasing penetration of renewables on the grid increases uncertainty and creates new challenges for optimal system management
- Understanding how advances in Reinforcement learning have demonstrated the ability to outperform human decision making in a number of areas
- What is the potential for an AISO to reduce costs through more optimal schedule generation and management of assets?
- Can we mitigate wind curtailment and increase the amount of wind in the mix without adding capacity?

Aidan O'Sullivan, Energy Systems and Data Analytics MSc – **UCL**

16:50 **AI for EV Charging - Quantifying and exploiting flexibility in EV charging with data-driven modelling and reinforcement learning**

- Using data analytics to "know" and "control" flexibility in consumption, i.e., the amount of power that can be shifted in time
- Focusing on electric vehicle (EV) charging, based on a large-scale dataset of real-world charging sessions
- Application of data analytics to quantitatively characterise EV charging behaviour and the resulting flexibility
- Application of state-of-the-art machine learning (i.e., reinforcement learning) to develop a purely data-driven control strategy to jointly coordinate charging of an EV fleet
- Outlining case studies illustrating both the analytics and control applications

Prof. Dr. ir. Chris Develder, Professor - **Ghent University,imec**

17:30 **End of Seminar**

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Pricing & Discounts

	Very Early Bird Book before Friday 12th July 2019	Early Bird Book before Friday 16th August 2019	Standard Rate
[ ] 3-Day Delegate Package	€2,195 + 19% VAT = €2,612.05	€2,395 + 19% VAT = €2,850.05	€2,595 + 19% VAT = €3,088.05
[ ] 2-Day Main Conference	€1,495 + 19% VAT = €1,779.05	€1,595 + 19% VAT = €1,898.05	€1,695 + 19% VAT = €2,017.05
[ ] 1-Day AI & ML Seminar	€795.00 + 19% VAT = € 946.05	€895 + 19% VAT = €1,065.05	€995 + 19% VAT =€1,184.05
[ ] Exhibitor (including 2 Conference Passes)	€5,000.00 + 19% VAT = €5,950.00	€6,000 + 19% VAT = €7,140.00	€7,000 + 19% VAT = €8,330.00

Register

To register your place, visit the registration page of the event website and fill in your details.

You may request an **invoice** for payment by bank transfer within 7 days or make immediate payment by **credit card** or via **paypal**.

Contact Us:

T: +44 (0)20 3691 1700
E: registration@smartgrid-forums.com

Venue & Accommodation

NH Berlin Potsdam Conference Centre
Zehlendorfer Damm 190
Berlin, Kleinmachnow
D-14532
Germany

Tel: +44 203 4998 271 / +49 33 203490
Email: nhberlinpotsdamconferencecenter@nh-hotels.com
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Terms & Conditions

Payment: payment must be made at the time of booking to guarantee your place, either by credit card, or invoice which must be settled on receipt of the invoice and prior to the first day of the conference. If payment has not been received by the first day of the conference, then credit card details will be requested onsite and payment will be taken before entry to the conference. Bookings made within 28 days of the conference require payment by credit card on booking.

Delegate Inclusions: the delegate fee covers attendance of conference sessions, speaker presentation materials, lunch and refreshments during the course of the conference, and the networking reception. It does not cover the cost of flights, hotel rooms, room service or evening meals. If after booking your place you are unable to attend you may nominate, in writing, another delegate to take your place at any time prior to the start of the conference. Two or more delegates may not 'share' a place at the conference. Please make separate bookings for each delegate.

Exhibitors: the exhibition is located in the networking and catering area alongside the conference room to ensure maximum footfall and visibility for all exhibitors. Each exhibitor will be allocated a 3m x 2m space with table, 2 chairs, power sockets and WiFi access. The exact location of each exhibitor will be determined 2 weeks prior to the conference.

Exhibitor set-up commences at 7am on the first day of the conference, and breakdown takes place after 4pm on the last day of the conference. Exhibitor packages include 2 conference passes. Additional passes may be purchased at 10% discount on the published rates.

Cancellations: regretfully cancellations cannot be facilitated but transfer to a future conference is permissible. We will provide the speaker presentation materials to any delegate who has paid but is unable to attend. If we have to cancel an event for any reason, we will make a full refund immediately, but disclaim any further liability.

Alterations: it may be necessary for us to make alterations to the content, speakers, timing, venue or date of the event compared with the original programme.

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