

# UNLOCKING BENEFITS OF CHANGE FOR CONSUMERS

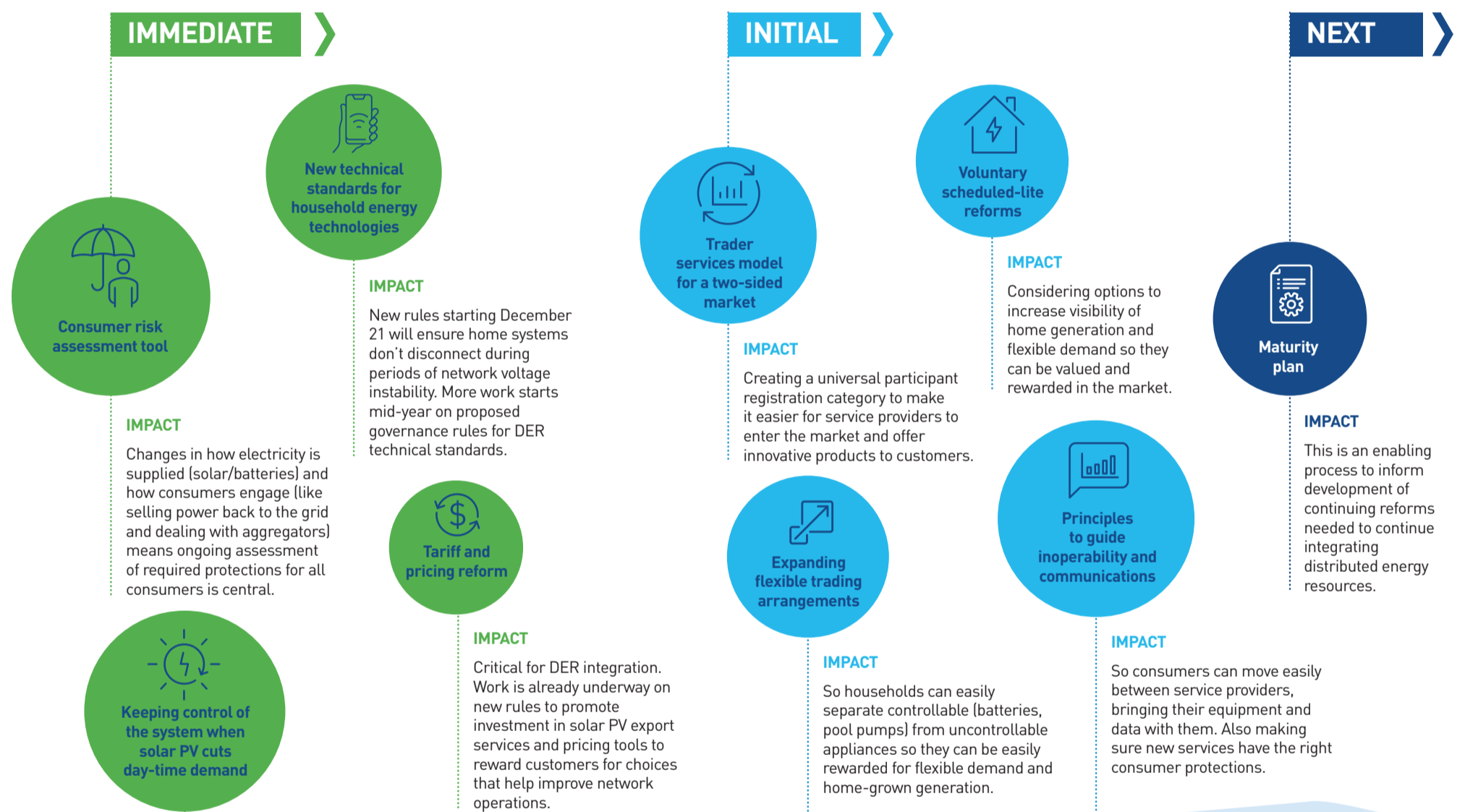
## Integration of distributed energy resources and flexible demand

Consumers have led the decentralisation charge by enthusiastically embracing solar PV, batteries and smart appliances to manage demand and cut bills by selling “home-made” power to the grid. But the system and networks were set up for the old world - just to get power to homes, and not back the other way as well. Two-way flows are here and problems are emerging. We need to fix them so everyone can make the most of new energy technologies and allow renewables to lower overall system costs.

We report back to energy ministers in mid-2021 with final recommendations for a redesigned electricity market.

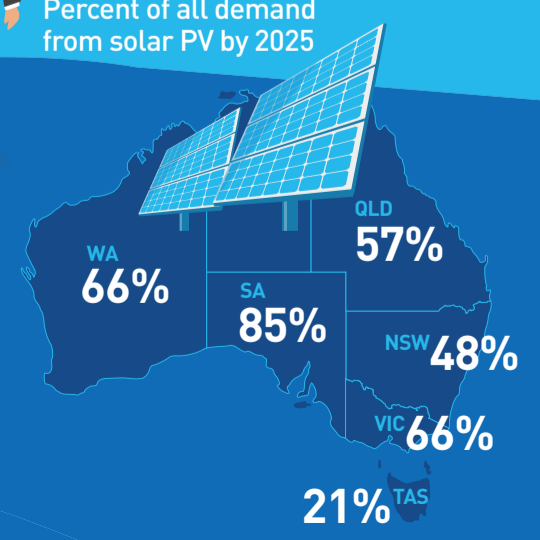
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## PROPOSAL FOR REFORM PATHWAY



**20%** of electricity customers already sell excess electricity back to the grid

**HERE COMES THE SUN**  
 Percent of all demand from solar PV by 2025



In the new electricity market consumers should be able to get energy services they value at a price they want. Much like a mobile phone plan, people want to pick services knowing their consumer rights are protected. They won't need to see the back engine that will make it possible to have cheaper energy – it will be done for them. For owners of distributed energy resources, efficient integration would provide opportunities to maximise returns on their investment. This could range from using their exported electricity to reduce their bills, to accessing and participating in the growing number of new energy services markets – or a combination of both. Efficient integration could also significantly benefit non-owners through lower total system costs.