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Sharing Smart Grid Experiences Through Performance Feedback

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A Series of First-time Evolutions

We can expect:

- Not all technologies will work as planned
- Software issues will arise
- “Myths and legends” will emerge that impede progress
- Unexpected events will occur
- Workforce training weaknesses will become apparent
- Progress may not be achieved at the expected rate
- Some benefits will not be realized as expected
- + Good ideas and practices will be identified

Performance Feedback Vision

*Performance Feedback facilitates the **sharing** of Smart Grid experiences and learnings, thereby allowing stakeholders to **continuously improve**, **avoid pitfalls**, and build upon the best practices of others to more effectively, efficiently, and safely achieve their Smart Grid vision.”*

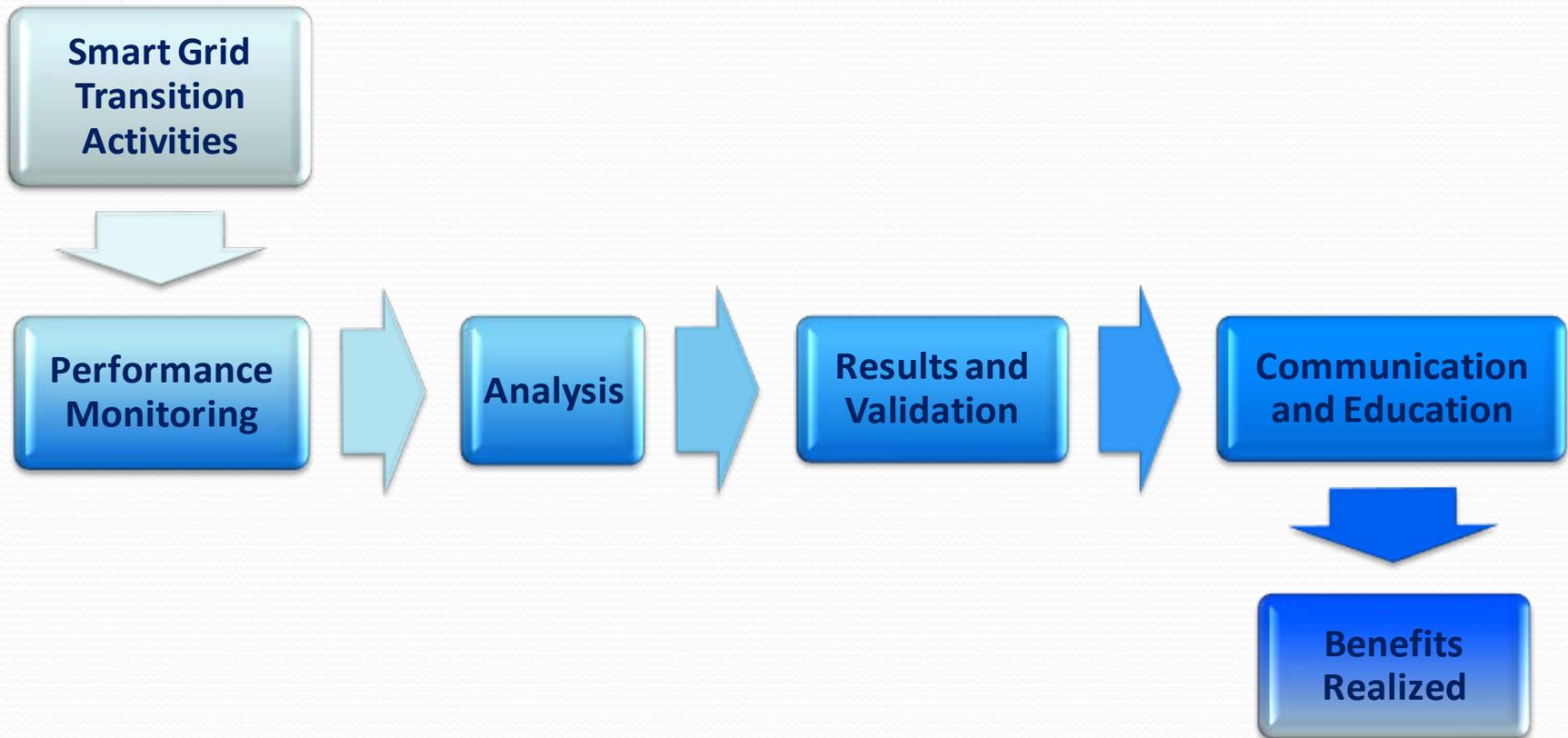
NETL Smart Grid Implementation Team



How can Performance Feedback help?

- **More efficient and effective Smart Grid transition**
 - Keeps implementation costs down
 - Reduces the potential for repeating “missteps”
 - Prevents “reinventing the wheel”
 - Builds on successes
- **More transparent progress during the transition**
 - Keeps “us” on track with plans and schedules
 - Maintains Smart Grid implementation momentum
 - Provide a means to communicate progress to the stakeholders to encourage their support and feedback
- **Provides guidance for future codes and standards development**

Performance Feedback Components



Performance Monitoring Processes

- **Corrective Action**
- **Event Reporting**
- **Failure Monitoring**
- **Metrics Reporting**
- **Surveys**

Provides the data & information streams that support Analysis

Analysis Methods

- **Trend Analysis**
- **Root Cause Analysis**
- **Benchmarking**
- **Self Assessments**
- **Peer Team Assessments**
- **Case Studies**

Analysis yields “logic based” conclusions

Results

- ***Best Practices*** – proven processes demonstrating positive results that if implemented broadly would represent significant benefit for the industry
- ***Lessons Learned*** – unintended consequences that negatively impact the Smart Grid transition. Sharing these lessons learned can help prevent others from repeating the same “mistake”
- ***Issue Clarification or “Myth Busting”*** – unresolved issues or conflicting opinions on key Smart Grid transitional matters tend to paralyze progress. Resolution of these issues and opinions can reduce or eliminate uncertainties enabling progress to proceed.

Challenges

Value not yet understood



Reluctance to share experiences



Program “ownership” not defined



Which Path will be Chosen?

Without Performance Feedback

- Numerous starts and stops
- Unnecessary rework
- Stakeholder pushback
- Unnecessary costs
- Unexpected delays

With Performance Feedback

- Best Practices leveraged
- Lessons learned reduce rework
- Progress visible
- Stakeholders aligned
- Costs reduced
- Standard practices identified

Experience-sharing can be improved with Performance Feedback

Please Contact the SGIS team

Visit:

<http://www.netl.doe.gov/smartgrid>

**For more information and to
provide your input**

