Customer care with district heating & cooling

Bertrand Guillemot
Innovations programs manager - Dalkia

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Dalkia Smart DHC answers territories issues

Energies management
DHC becomes sector coupling
Systems that helps territories in their Energies sustainability

Territories Vision
Big data and stakeholders dialogue are keys to provide wishes services

Sustainable performances
Long term commitment with a large panel of solutions from studies to operation.

Decarbonization
Local & low carbon energies
Merge in DH and generate Primary energy savings

Solidarity
DH contributes to reduce fuel poverty and local employment
People needs are various

=> Tune the approach

- DHC : support efforts for more sustainable territories
- Balancing : Energy Mix, Local activities, economical contrains…
- New stakeholder involvement
DHC support efforts for more Sustainable territories

DH is a costly infrastructure

Interesting system, but who pays for it?
DHC support efforts for more Sustainable territories

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Interesting system, but who pays for it?

People new commitment
Energy Mix, Local activities, economical contrains

Temperature management afford large improvement

Customer drives the DH

![Graph showing supply and return temperatures with annual national averages: supply 86.0°C, return 47.2°C. Known substitution technology is marked.]
Energy Mix, Local activities, economical constraints

Temperature management afford large improvement

Customer drives the DH

New tariffs approach: help customers for savings
People new involvement

Customers’ expectations are much larger than energy efficiency and costs

Substations the main link but…
**People new involvement**

Customers’ expectations are much larger than energy efficiency and costs

Substation is the main link

Smart functionality

News services and customers involvement
Thank you!