

Electronic Voting

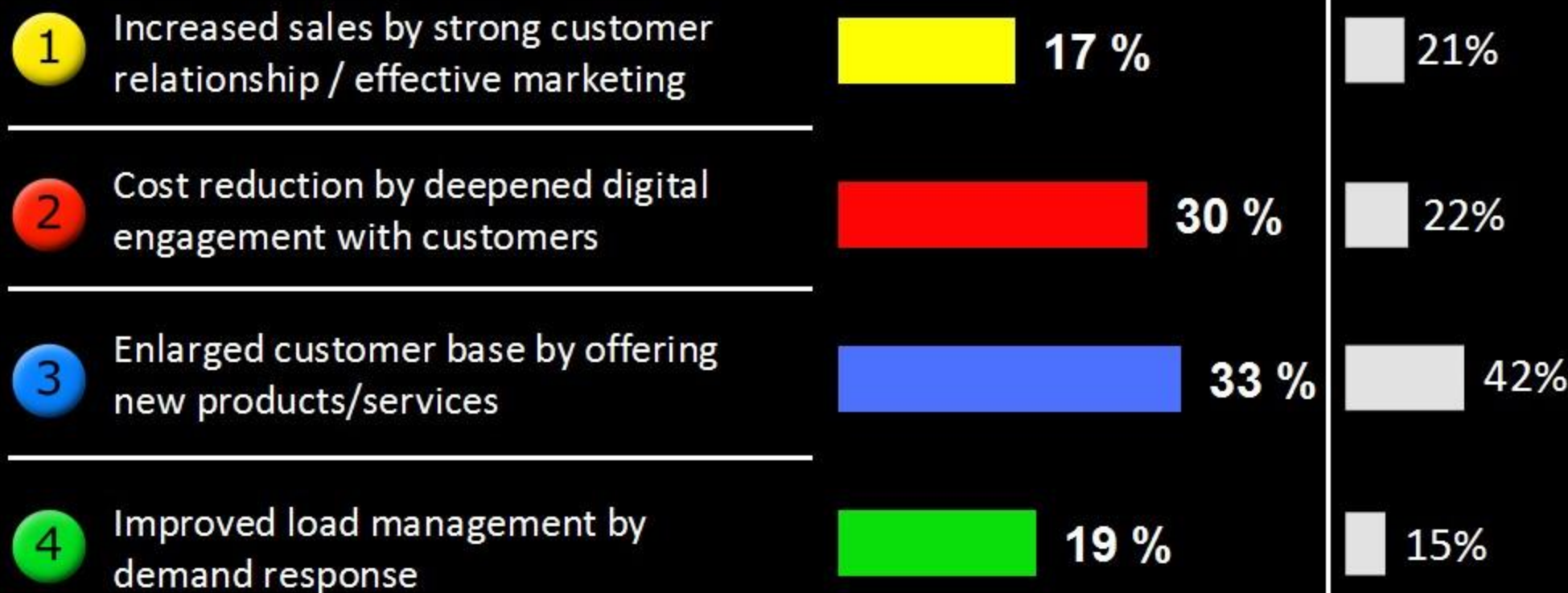
Session 2

**ATTRACTING AND EMPOWERING CUSTOMERS
IN SMART NEW WAYS**

The value of the future engaged customer for the utilities lies in:

results

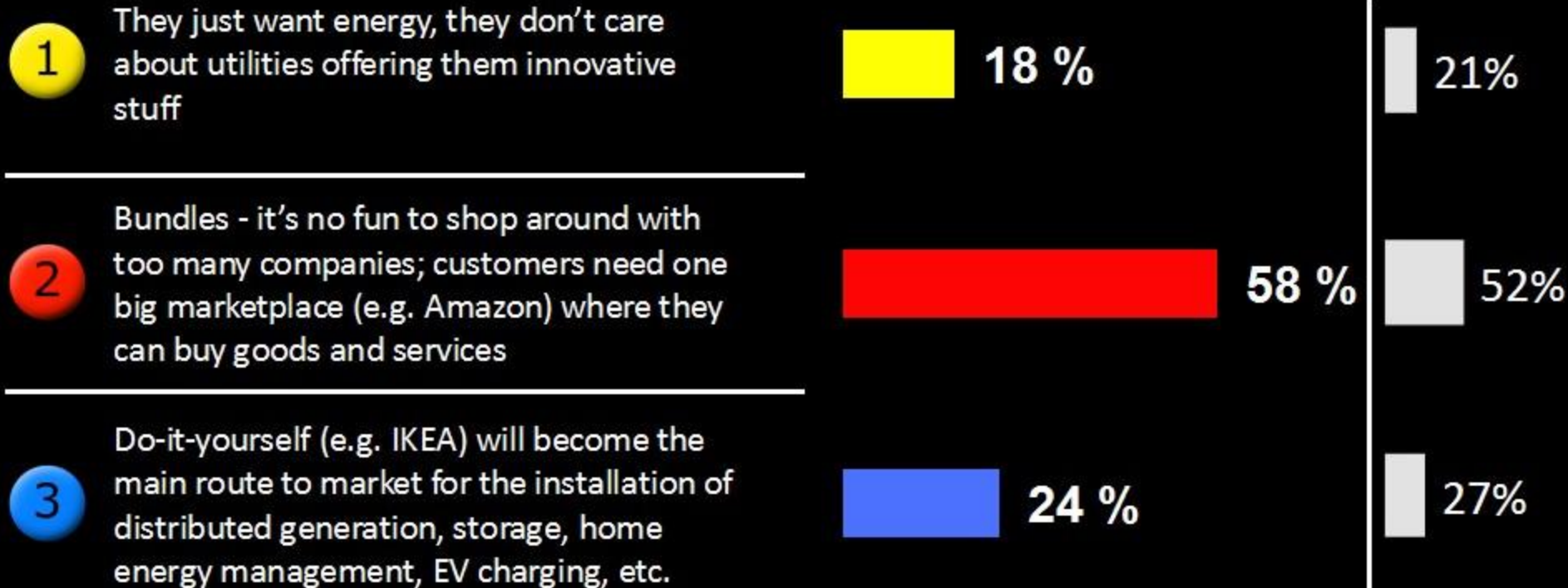
*e-voting
results 2015*



What innovative business models do you expect will customers search for 5-10 years from now?

results

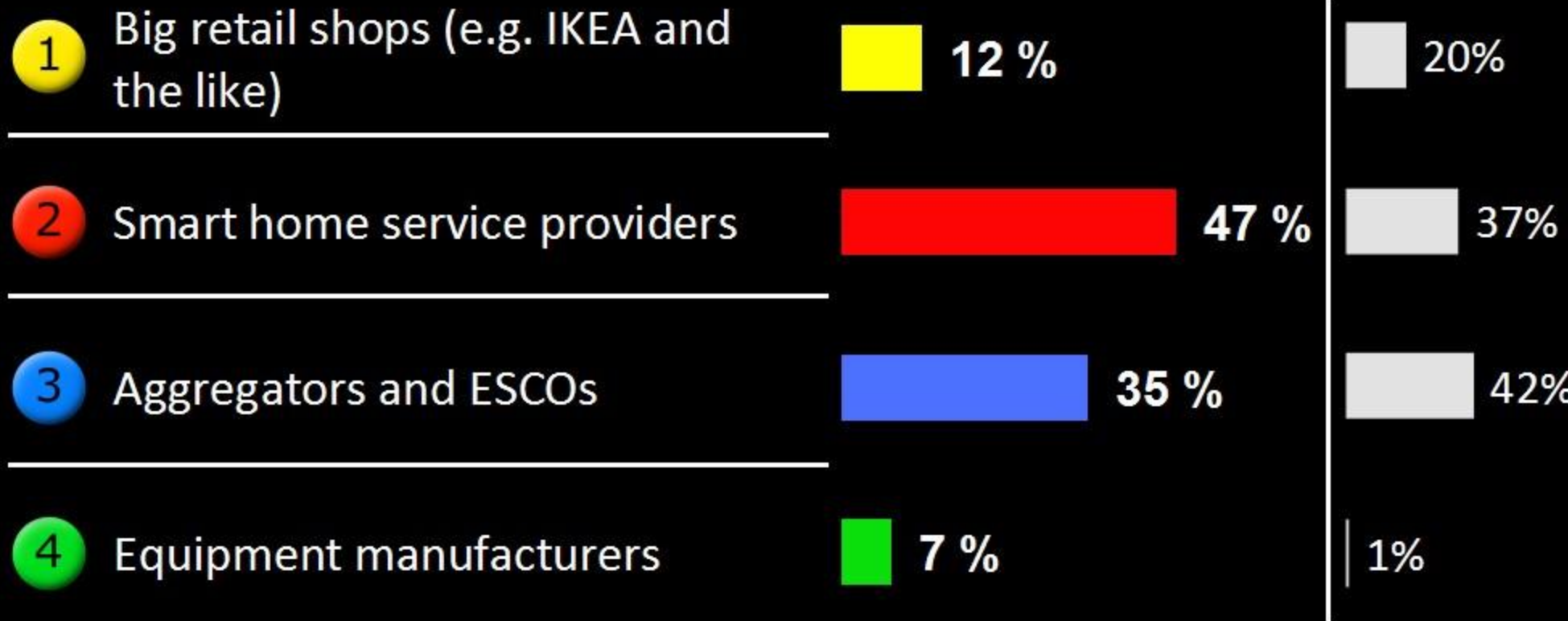
*e-voting
results 2015*



Beside Retail Utilities, which other market actor could seize control of the customer relationship in this field?

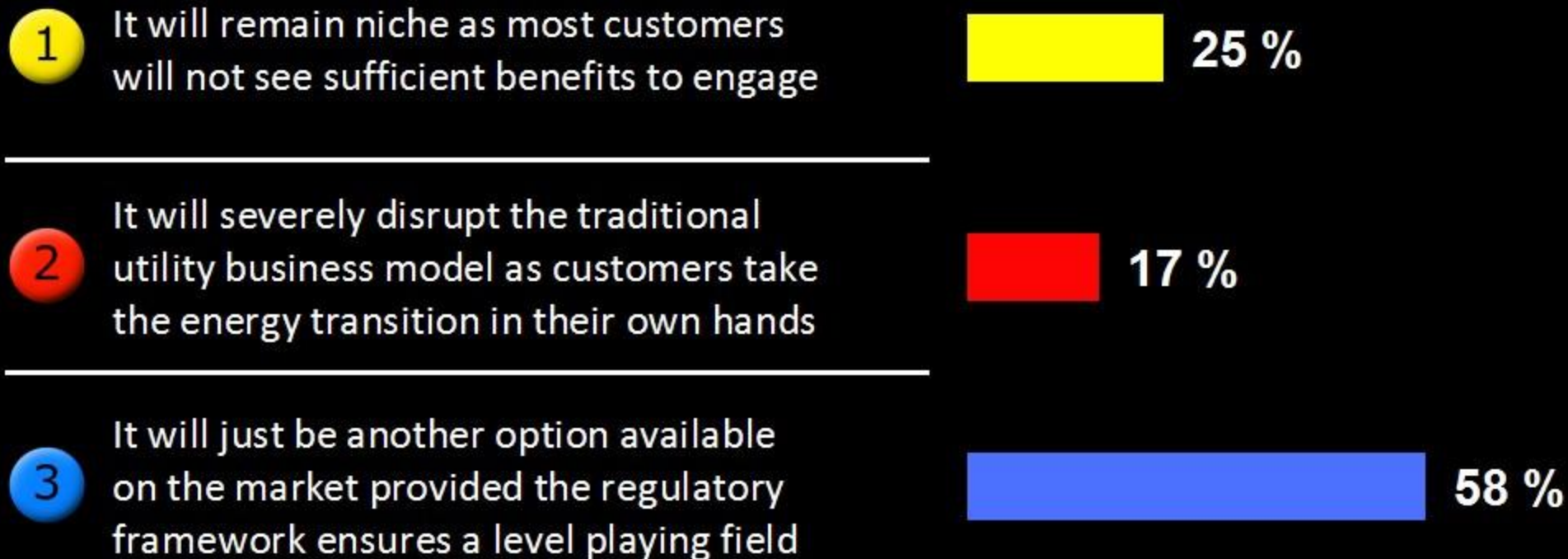
results

*e-voting
results 2015*



How will community energy (e.g. energy cooperatives collective switching, etc.) develop going forward?

results



What is the main challenge for innovation in the downstream market?

results

*e-voting
results 2015*

