

Digital Technologies: BD = Big Data; AI = artificial intelligence; IoT = Internet of Things; DL = distributed ledger; DT = digital twins; RB = robotics; 3D = 3D printing; AR/VR = augmented and virtual realities; CC = cloud computing. **Use Cases:** O&M = operations and maintenance; DER = distributed energy resources; TSO = transmission system operator; DSO =

ed energy resources; TSO = transmission system operator; DSO = distribution system operator; RES = renewable energy source; P2P = peer-to-peer.

Customer data analytics

		Related digital technologies								
Energy Value Chain	Use Cases	BD	Al	loT	DL	DT	RB	3D	AR/VR	CC
Generation	Improved planning									
	Improved O&M									
	Reduced resource use									
Transmission	Improved planning									
	Improved O&M									
	TSO-DSO coordination									
	Automated grid operation		•							
Distribution	Improved planning									
	Improved O&M									
	Data platforms									
	Automated grid operation									
Market Operations/ Trading	RES origin tracking									
	Flexibility markets & aggregato	rs 🛑								
	Automated trading (incl. P2P)									
Retail	Optimized DER use									
	Electrification planning									
	Building energy optimization									
	Community energy systems		•							