SMART GRID FORUMS | SGTech Europe 2019
26-28 March, Amsterdam, The Netherlands

Smart Grid Innovation Project Exchange

Main Conference: Tuesday 26 & Wednesday 27 March 2018
Cyber-Security Seminar: Thursday 28 March 2018

Programme Structure:

✓ **Strategic Plenary Sessions**
Hear the strategic plans and priorities of leading electric utilities and understand where budgets are being focused and resource is being allocated to drive the practical implementation of the smart grid in the next 2-3 years

✓ **Track 1: Digital Substations**
Asses the new functionalities being integrated into next generation digital substations to ensure cost-effective, high functionality, futureproofed automation of the end-to-end grid

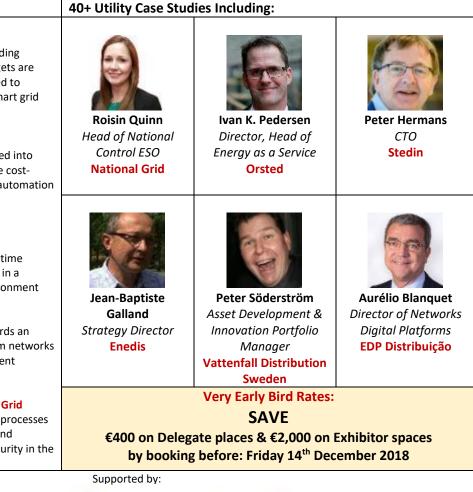✓ **Track 2: SCADA System Integration**
Understand how SCADA systems are being developed to offer more extensive and real-time monitoring, control, and analytics capability in a more complex and dynamic smart grid environment

✓ **Track 3: Utility Telecoms**
Determine the optimal migration path towards an IP enabled, fixed and wireless, utility telecom networks that provides secure, reliable and cost-efficient connectivity of the end-to-end grid

✓ **Seminar: Cyber-Security for the Smart Grid**
Evaluate the latest technologies, innovative processes and high impact policies that will establish and reinforce unbreakable end-to-end cyber-security in the smart utility environment

40+ Utility Case Studies Including:

Roisin Quinn
Head of National Control ESO
National Grid

Ivan K. Pedersen
Director, Head of Energy as a Service
Orsted

Peter Hermans
CTO
Stedin

Jean-Baptiste Galland
Strategy Director
Enedis

Peter Söderström
Asset Development & Innovation Portfolio Manager
Vattenfall Distribution Sweden

Aurélio Blanquet
Director of Networks Digital Platforms
EDP Distribuição

Very Early Bird Rates:
SAVE
€400 on Delegate places & €2,000 on Exhibitor spaces by booking before: Friday 14th December 2018

Supported by:

IEC **EDSO** for smart grids **entsoe** **OSGP ALLIANCE**

Dear Colleague,

Welcome to the 3rd edition of **SGTech Europe 2019**. Drawing together 250+ smart grid technical professionals, and 40+ utility case-studies, this annual gathering is the most intensive, technically in-depth, and lively smart grid project exchange in Europe.

There is no other programme that provides the depth and breadth of discussions, networking and new technology scouting opportunities that you will experience at SGTech Europe 2019.

Opening with a morning of strategic plenary sessions addressing the big themes driving smart utility investment priorities, the programme then breaks into 3 parallel technical tracks each addressing advanced implementations of Digital Substations, SCADA Systems, and Utility Telecoms. On day three you get the opportunity to deep-dive into the latest strategies and technologies supporting Cyber-Security for the Smart Grid.

Alongside the content-rich programme there is plenty of time for networking; during the round table discussions, the networking evening reception, in the solution zone, and during the live demo lab sessions.

Programme benefits include:

✓ **Strategic Plenary Sessions** – hear the strategic plans and priorities of leading smart utilities and understand where budgets are being focused and resource is being allocated to drive the practical implementation of the smart grid in the next 2-3 years

✓ **Case-Study Programme** – hear from the technical experts and decision makers on the lessons learnt from pilot projects and commercial deployments of key digitisation technologies and architectures in the substation, SCADA, utility telecom and cyber-security domains

✓ **Utility Heavy Speaker Line-Up** – selected on the strength of the projects they are involved in, their pivotal roles in implementation decision making and their innovative insights on lessons learnt and future road maps

✓ **Roundtable Discussions** – bring your digitisation challenges to the table and brainstorm and problem solve intensively with the entire smart grid technical community

✓ **Solution Zone** – spanning all 3 days of the event, get up to speed with the latest digitisation systems and solutions on the market, discuss your specific grid challenges with the tech innovators and get tailored advice to help propel your smart grid plans to the next level

✓ **Live Demo Labs** – a unique opportunity to gain hands-on experience of the most advanced and forward-looking digitisation systems, technologies and tools on to the market

✓ **Networking Evening Reception** – relax and unwind, meet with colleagues from across the European smart grid technical community, allow new ideas to cement and new partnership opportunities to emerge

We look forward to welcoming you in March 2019.

Kind Regards,

Mandana White
Director | **Smart Grid Forums**

PS: Very Early Bird Rates – Save €400 on delegate places and €2,000 on Exhibitor places by booking before Friday 14th December 2018

PPS: Group Booking Discount – Save a further 10% on 3 delegates, 15% on 4 delegates, 20% on 5+ delegates – All delegates must be from the same organisation and booked at the same time - Call us on +44 (0)20 8349 6360 to arrange!

Sponsorship & Exhibition Opportunities

Would you like the opportunity to raise your brand profile, demonstrate your products and services, and share your expertise with a highly concentrated and influential group of grid digitisation implementation leaders and decision makers?

Our adjoining exhibition area provides the perfect platform for you to do this and more! Capped at 20 stands we ensure a focused and relevant display of the latest tools, technologies and services for our audience and maximum visibility for each exhibitor.

To find out more about the various sponsorship and exhibition opportunities:

Call: +44 (0)20 8349 6360 6360
Email: registration@smartgrid-forums.com
Download: Exhibition Opportunities Brochure

Who Should Attend

This conference is designed for the information needs of the Directors, Heads and Managers of:

- Smart Grid Projects
- Digital Substations
- SCADA Systems & Control Room
- Utility Telecom Networks
- Cyber-Security
- Research & Development
- Innovation Projects

Testimonials from Past Events

"A lot of innovation and knowledge shared in the presentations, also thank you for the round tables organised on day 1 of the conference."
Lievan Degroote, Head of Distribution Operations Centre - **Eandis**

"It was a great opportunity to learn about new developments in the electricity sector, exchange knowledge and experience, and meet like-minded people."
Tofan Fadriansyah, Functional Application Manager - **TenneT**

"Great mix of participants with insights into the challenges that utilities are facing now and in the future. The conference is well organised and structured with relevant topics."
Oleg Gulich, Smart Grid Project Manager - **Caruna**

"Great networking & interactions with high-levels of technical expertise among participants."
Simon Rodriguez, Vice President of Business Development - **SUBNET**

"This conference provides the best opportunity to stay tuned in the fast-changing environment of the energy world."
Javier Lopez, Product Marketing Leader - **GE**

Conference Day One | Tuesday 26th March 2019

08:00	**Registration and refreshments**
08:50	**Opening address from the Chair** **Mandana White**, Director – **Smart Grid Forums**
09:00	**Energy Network Innovation:** Leading smart grid innovation to meet the demands of changing supply and demand patterns and evolutions in grid technology and operation **Roisin Quinn**, Head of National Control ESO - **National Grid**
09:30	**Energy as a Service:** Evolving to meet the industry's need for flexible, economic, environmental and low risk energy solutions with DER, microgrids, IoT, distributed intelligence, IT/OT and advanced analytics technologies **Ivan K. Pedersen**, Director, Head of Energy as a Service, **Orsted**
10:00	**Technology, Markets and Regulation:** Balancing and integrating the latest technological developments, required market design and EU regulations **Peter Hermans**, CTO – **Stedin**
10:30	**Transitioning to a Data Driven Utility:** Achieving the shift in mindset that enables an effective IT/OT integration to drive smart grid innovation and implementation **Jean-Baptiste Galland**, Strategy Director - **Enedis**
11:00	**Morning refreshments, networking and exhibition**
11:30	**Big Data and Analytics for Operational Efficiency:** Leveraging big data from across the grid and driving real time analytics to make systems more predictive and responsive and optimise network functionality and efficiency **Peter Söderström**, Asset Development & Innovation Portfolio Manager - **Vattenfall Distribution Sweden**
12:00	**Utility in the Cloud:** Establishing a framework for leveraging cloud functionality to balance cost efficiency and flexibility with risk in the smart grid **Aurélio Blanquet,** Director of Networks Digital Platforms - **EDP Distribuição**
12:30	**Blockchain for the Smart Grid:** Examining the potential of blockchain networks to integrate renewable energy capacity into the grid enabling a flexible and distributed system *Speaker to be confirmed*
13:00	**Lunch, networking and exhibition**

	Track 1 Digital Substations	Track 2 SCADA Functionality & Integration	Track 3 Utility Telecom
14:20	**Opening address from the Chair** Chair to be confirmed	**Opening address from the Chair** **Mark Ossel**, Vice President, Networked Energy Services Corporation & Board Member Member - **OSGP**	**Opening address from the Chair** **Bas Kruimer**, OT Control System Cybersecurity in Energy, Utilities, Oil & Gas and Chemicals - **Accenture**
14:30	**Justifying the Investment:** Making the business case for digital substation investment to manage technology obsolescence and support new system functionalities such as renewable integration **Pablo Humeres Flores**, Head of the Digital Supervision and Substation Automation Sector - **Eletrosul Brazil**	**Legacy SCADA System Integration:** Achieving interoperability of SCADA with other IT and OT systems to extend network visibility for the end-to-end digital grid **Henri Zarubin**, Project Manager - **Elektrilevi**	**Multi-technology Telecom Networks:** Determining the optimum combination of TDM and Packet switching in one network topology to maintain current levels of network availability, reliability and security as well as supporting new IP services **Bergur Thordarson,** CTO - **Orkufjarskipti**
15:00	**Advanced HV/MV Substation Functionality:** Optimising the intelligence and functionality of primary substations; Process Bus, PRP and HSR to support redundancy and network reliability **Nargis Shabbir Hurzuk**, Engineer - **Statnett**	**Substation to SCADA Information Security:** Evaluating how substation security can be compromised and adversely impact SCADA infrastructure, and identifying ways in which advanced cyber-security solutions can combat this **Markus Lenzin**, Head of Substation Automation – **Swissgrid**	**Managing Data Traffic:** Determining the impact of growing data traffic on the TSO and developing a holistic approach to digitization of utility system operations through effective data management **Klaas Hommes**, Business Development, Customers & Markets - **Tennet**

15:30	Next Generation MV/ LV Substation Functionality: Making the business case for implementing IEC 61850 Process Bus and other advanced functionalities to optimise MV/LV system design and ensure rapid and cost-effective digitisation *Speaker to be confirmed*	CIM for SCADA: Deploying a CIM-based information model management at a Russian System Operator: Detailing the implementation in a hierarchical control system and outlining plans for renewing SCADA/EMS systems Roman Bogomolov, Head of Department - SO UPS	Migrating to IP: Effectively integrating IP telecommunication networks with infrastructures and protocols for IEC 61850-based substation automation communications ensuring security Indrek Künnapuu, CISO - Elektrilevi OÜ
16:00	Afternoon refreshments, networking and exhibition		
16:30	IEC 61850 Data Integration: Integrating IEC 61850 with data management systems, CIM and extending its application to the control center and beyond René Troost, Grid Strategist - Stedin	SCADA & OMS, GIS Integration: Ensuring the smooth integration of SCADA realtime monitoring with the geographic view of OMS and GIS systems to minimise outages and improve the functionality of control room information Peter de Koning, Lead Architect - Alliander Laurent van Groningen, Lead Architect - Alliander	IP in MV/LV: Expanding IP services to the medium and low voltage layers of the distribution grid Jürgen Tusch, Head of Telecommunications - innogy
17:00	Substation Communication: Comparing the potential of IEC 61850 with other protocols and with conventional technology, evaluating a move to centralised automation Mika Loukkalahti, System Manager, Electric, Power Systems - Helen Electricity Network	SCADA Data for Centralized Transformer Monitoring: Leveraging SCADA data to monitor the life of the transformer and to schedule predictive and corrective maintenance Jari Martikainen, ICT Manager - Finigrid	MPLS Networks: Deploying MPLS as part of the overall network strategy to enable support for both new IP and legacy services Pål Josten, Leader IT Infrastructure - Eidsiva
17:30	Roundtable Discussions - during this session the audience breaks out into several smaller working groups, each focused on a specific theme that arose during the day's presentations. Each working group will comprise of representatives of the entire smart grid technical community to ensure a well-rounded and holistic discussion. Key issues raised, and solutions proposed will be collated for presentation to the wider group at the end of the session.		
19:00	Networking reception - time to relax and unwind after an intensive day of presentations and discussions! All participants are invited to join this networking reception where you will have the opportunity to enjoy the company of colleagues from across the smart grid community.		
21:00	Close of conference day one		

Conference Day Two	Wednesday 27th March 2019		
07:00	**Registration and refreshments**		
	Track 1 **Digital Substations**	**Track 2** **SCADA Functionality & Integration**	**Track 3** **Utility Telecom**
08:50	**Welcome back from the Chair** Chair to be confirmed	**Welcome back from the Chair** **Mark Ossel**, Vice President, Networked Energy Services Corporation & Board Member - **OSGP**	**Welcome back from the Chair** **Bas Kruimer**, OT Control System Cybersecurity in Energy, Utilities, Oil & Gas and Chemicals - **Accenture**
09:00	**Leveraging Real Time Substation Data:** Identifying, extracting and formatting realtime data from the digital substation to support fault detection, isolation and restoration as well as new functionalities and performance analysis **Mohseen Mohemmed** Protection & Control Engineering Manager - **Scottish & Southern Electricity Networks**	**Common Grid Model:** Examining how the common grid model is used for effective forecasts and assessments of the European transmission grid, enabling operational planning, network security and capacity management **Dr. Tahir Kapetanovic**, MBA, Head of National Control Center - **Austrian Power Grid**	**Designing a Transformational Connectivity Platform Towards the Digital Modern DSO:** Updating on EDP's Connect Program including LTE 450MHz and PVNO models **Luis Matias**, Associate Director, Digital Grid, Networks' Digital Platform - **EDP**
09:30	**Testing and Maintenance:** Developing robust, proactive testing and maintenance tools and procedures to ensure the interoperability, reliability and security of the multi-vendor, multi edition digital substation. Comparing the effectiveness of in-house vs third party tools **Ernst Wierenga,** Technologist, Protection, Control & Telecommunication - **TenneT**	**SCADA for LV:** Making the case for realtime control of MV and LV networks, integrating smart substations with MV/LV transformation **Karel Jiranek**, Head of Distribution Processes Support - **PREdistribuce**	**5G for Utility Telecoms Networks:** Examining how 5G networks and network slicing will enable realtime, highly reliable and efficient communication networks to support smart grid operations **Gianluca Lipari**, Team Leader Cyber-Physical Energy Systems Management - **E.ON Energy Research Center, RWTH Aachen University**
10:00	**Digital Substation Configuration:** Developing an automated engineering process for the configuration of the multi-vendor, multi-edition substation systems using IEC 61850, utilising third party configuration tools to achieve accuracy, speed of engineering and cost efficiency **David MacDonald,** System Monitoring Lead Engineer - **Iberdrola** **Zigor Ojinaga,** Industrialisation Project Leader – **Iberdrola**	**SCADA and Big Data Analytics:** Making the business case and analysing tools for open source technologies to analyse event data at CERN **Anargyros Kiourkos,** Senior Software Engineer - **CERN**	**Achieving legacy levels of tele-protection service reliability over packet-based networks:** Establishing stable and secure IP protection services and meeting requirements for latency, jitter, asymmetry, and backup paths. Assessing the advantages of GOOSE based protection **Steven Blair**, Research Fellow - **University of Strathclyde**
10:30	**Morning refreshment, networking and exhibition**		
11:00	**Substation Technology Innovation Panel** – during this session leading tech innovators will share their vision for the digital substation market, present their product innovation plans, and provide you with the opportunity to influence their development direction to better meet your implementation needs	**SCADA Technology Innovation Panel** – during this session leading tech innovators will share their vision for the SCADA market, present their product innovation plans, and provide you with the opportunity to influence their development direction to better meet your implementation needs	**Utility Telecom Technology Innovation Panel** – during this session leading tech innovators will share their vision for the utility telecom market, present their product innovation plans, and provide you with the opportunity to influence their development direction to better meet your implementation needs

12:30	Lunch, networking and exhibition		
14:00	**Centralised Protection & Control:** Assessing new centralised protection and automation solutions based on IEC 61850-9-2 Process Bus standard in terms of resilience and functionality; balancing efficiency with control accuracy Speaker to be confirmed	**Integrating DER and EV Monitoring:** Effectively integrating DER and EV into the AGC and SCADA systems to achieve secure, realtime monitoring and load balancing Speaker to be confirmed	**CIGRE Study Committee D2:** Examining the latest work of D2 on the specification, design, engineering, performance, operation, maintenance, economic and management of telecoms for electric utilities **Joël Nouard**, Project Director, **RTE** & Technical Secretary, Information Systems and Telecoms Committee **CIGRE**
14:30	**Wide Area Monitoring:** Effectively implementing Phasor Measurement Units (PMUs) and synchronised phasor measurements in the substation to improve wide area system monitoring, ensuring interoperability and effective control centre support; focussing on distribution systems and low-cost solutions **Antonello Monti**, Director, Institute for Automation of Complex Power Systems- **E.ON Energy Research Centre, RWTH Aachen University**	**Virtualisation and Cloud:** Implementing a secure, cost effective virtualisation architecture and evaluating the business case for a private cloud model. Balancing cost efficiency and flexibility with risk Speaker to be confirmed	**5G Networks, utilities requirements, risk and life cycle governance:** Evaluating the opportunities of 5G to meet essential utility service providers requirements **Aurélio Blanquet**, Director of Networks Digital Platforms - **EDP Distribuição** & Vice-chair of the Board of Advisors - **EUTC**
15:00	Afternoon refreshments, networking and exhibition		
15:30	**Standardised DER Interfaces:** Developing a standard DER Interface based on IEC 60870-5-104 to control and monitor distributed energy resources **Tom Segers**, Technologist - **Fluvius**	**DSO SCADA Requirements:** Outlining the specific DSO requirements of an upgraded SCADA system at HV, MV and LV **Walter Schaffer,** Head of Electrical Power Grids - **Salzburg Netz**	**Securing Radio Spectrum:** Evaluating the different radio spectrum options available to utilities to build out WAN and FAN networks to support the monitoring of increasing numbers of data points Speaker to be confirmed
16:00	**Applying Space Technology to the Energy Sector:** Understanding how space technology can enable smart grid advanced operation and maintenance and support the integration of renewable energy sources **Davide Coppola**, Business Developer, Project Manager - **European Space Agency**	**SCADA Smart Alarm Functionality:** Designing and implementing smart alarm management and decision support functionality to prioritise alarms and pinpoint problems with realtime data **Helge Nielsen**, SCADA, Product Manager - **Energinet DK**	**IEEE 802.16s for Utility Field Area Networks:** Outlining the latest developments in the evolution of IEEE 802.16s to meet utilities security, reliability and network availability requirements in the FAN **Tim Godfrey,** Technical Executive, Information and Communication Technology - **Electric Power Research Institute**
16:30	Closing remarks from the chair and close of main conference		

Day Three | Cyber-Security Seminar | Thursday 28th March 2019	
08:00	**Registration and refreshments**
08:50	**Opening address from the Chair** **Glenn Janssen**, Senior Manager - **Accenture**
09:00	**Smart Grid Cyber-Security Integration: Successfully integrating smart digital substations, Edge computing for DER integration, next generation SCADA functionalities and cyber defence data analytics. Outlining the latest IEC cyber-security initiatives** **Arnaud Ulian**, Head of R&D - **EDF** & Chairman - **IEC TC57**
09:30	**Monitoring the Evolving Threat Landscape: Analysing the latest security attacks on utilities, forecasting future threats and determining what security systems organisations need to put in place to minimise attacks** **Anjos Nijk**, Director of Consulting Services - **ENCS**
10:00	**Data Information Exchange Security, IEC 62351: Standardising security to ensure the integrity, authenticity and confidentiality for different protocols in the smart grid** **Giovanna Dondossola**, Transmission and Distribution Technologies Department - **RSE**
10:30	**Morning refreshments, networking and exhibition**
11:00	**Digital Substation Security: Implementing effective cyber-security solutions into digital substation systems that are effectively integrated into legacy infrastructures and enable the constant monitoring of all critical substation devices** Speaker to be confirmed
11:30	**Cyber-Security Technology Innovation Panel: during this session leading tech innovators will share their vision for the smart grid cyber-security market, present their product innovation plans, and provide you with the opportunity to influence their development direction to better meet your implementation needs**
12:30	**Lunch, networking and exhibition**
14:00	**OT Cyber-Security Management System: Implementing ISO 27001 and IEC62443 for the OT Smart Grid domain, taking into account the lifecycle of related assets** **Carlos Montes Portela**, Senior DSO Security Officer, Information Security for OT, IT/OT and Smart Grids - **Enexis** **José Manuel González Vázquez**, Information Security Officer - **Stromnetz Hamburg**
14:30	**Developing a next gen Security Operations Centre (SOC): Optimising automation and intelligence in the next-gen SOC and assessing the business case for outsourcing versus in house** *Speaker to be confirmed*
15:00	**Workforce Security Awareness: Building, maintaining and measuring an effective security awareness programme to drive a cyber-security awareness culture and drive a company-wide responsibility for security, including the mobile workforce** **Alexander Harsch**, Head of Cyber Security Resilience - **innogy**
15:30	**Afternoon refreshments, networking and exhibition**
16:00	**IEC 61850 Cyber-Security: Ensuring cyber-security in the implementation of feature rich multi-vendor IEC 61850 that includes GOOSE** **Sebastien Krause**, Senior Consultant and Head of Security Audits - **GAI NetConsult GmbH** **Lars Lengersdorf**, **Amprion**
16:30	**Security Frameworks: Developing and implementing the right framework for your cyber-security strategy and controls. Meeting GDPR requirements and evaluating NIST, ISO 27000 and IEC 62443** **Guido Gluschke**, Director Institute for Security and Safety - **Brandenburg University of Applied Sciences**
17:00	**Governance Frameworks: Determining the optimum governance framework for your cyber-security strategy and controls** **Frans Campfens**, Senior Consultant, Energy Consulting - **Liandon**
17:30	**Closing remarks from the chair and close of seminar**

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Pricing & Discounts

	Very Early Bird Rate Book before Friday 14th December 2018	Early Bird Rate Book before Friday 25th January 2019	Standard Rate
3-Day Delegate Package: Main Conference + Cyber Security Seminar 26-28 March 2018	€2,195 + 21% VAT = €2,655.95	€2,395 + 21% VAT = €2,897.95	€2,595 + 21% VAT = €3,139.95
2-Day Delegate at Main Conference 26-27 March 2018	€1,495 + 21% VAT = €1,808.95	€1,595 + 21% VAT = €1,929.95	€1,695 + 21% VAT = €2,050.95
1-Day Delegate at Cyber-Security Seminar 28 March 2018	€795 + 21% VAT = €961.95	€895 + 21% VAT = €1,082.95	€995 + 21% VAT = €1,203.95
Exhibitor *(Incl 2 Conference Passes)* 26-28 March 2018	€5,000 + 21% VAT = €6,050.00	€6,000 + 21% VAT = €7,260.00	€7,000 + 21% VAT = €8,470.00

Register

To book your place please visit the registration page of the event website at: www.smartgrid-forums.com/sgtech fill in your details, and select credit card, PayPal, or invoice payment options.

Contact Us:

For assistance please contact us at:
Call: +44 (0)20 8349 6360
Email: registration@smartgrid-forums.com

Venue & Accommodation

Novotel Amsterdam City
Europaboulevard 10   Tel: +31 20 4313 693
1083 AD Amsterdam   E-mail: H0515-SB3@accor.com
Netherlands   URL: www.novotelamsterdamcity.com

Room Reservations

To book your room at the preferential rate reserved for attendees of this conference, please download the bedroom booking form or contact the Novotel Amsterdam City Hotel directly quoting **SGTech**
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Terms & Conditions

Payment: payment must be made at the time of booking to guarantee your place, either by credit card, or invoice which must be settled on receipt of the invoice and prior to the first day of the conference. If payment has not been received by the first day of the conference, then credit card details will be requested onsite and payment will be taken before entry to the conference. Bookings made within 14 days of the conference require payment by credit card on booking.

Delegate Inclusions: the delegate fee covers attendance of conference sessions, speaker presentation materials, lunch and refreshments during the course of the conference, and the networking reception. It does not cover the cost of flights, hotel rooms, room service or evening meals. If after booking your place you are unable to attend you may nominate, in writing, another delegate to take your place at any time prior to the start of the conference. Two or more delegates may not 'share' a place at the conference. Please make separate bookings for each delegate.

Exhibitors: the exhibition is located in the networking and catering area alongside the conference room to ensure maximum footfall and visibility for all exhibitors. Each exhibitor will be allocated a 3m x 2m space with table, 2 chairs, power sockets and WiFi access. The exact location of each exhibitor will be determined 2 weeks prior to the conference.

Exhibitor set-up commences at 7am on the first day of the conference, and breakdown takes place after 4pm on the last day of the conference. Exhibitor packages include 2 conference passes. Additional passes may be purchased at 10% discount on the published rates.

Cancellations: regretfully cancellations cannot be facilitated but transfer to a future conference is permissible. We will provide the speaker presentation materials to any delegate who has paid but is unable to attend. If we have to cancel an event for any reason, we will make a full refund immediately, but disclaim any further liability.

Alterations: it may be necessary for us to make alterations to the content, speakers, timing, venue or date of the event compared with the original programme.

Data Protection: Phoenix Forums t/a Smart Grid Forums gathers personal data in accordance with EU GDPR 2016 and we may use this to contact you by post, email, telephone, fax, sms to tell you about our other products and services. We may also contact you with information about complementary products and services from carefully selected third parties. If you do not wish to receive information about our other events or products from selected third parties please write to us at: database@smartgrid-forums.com