

Eaton Customer Forum

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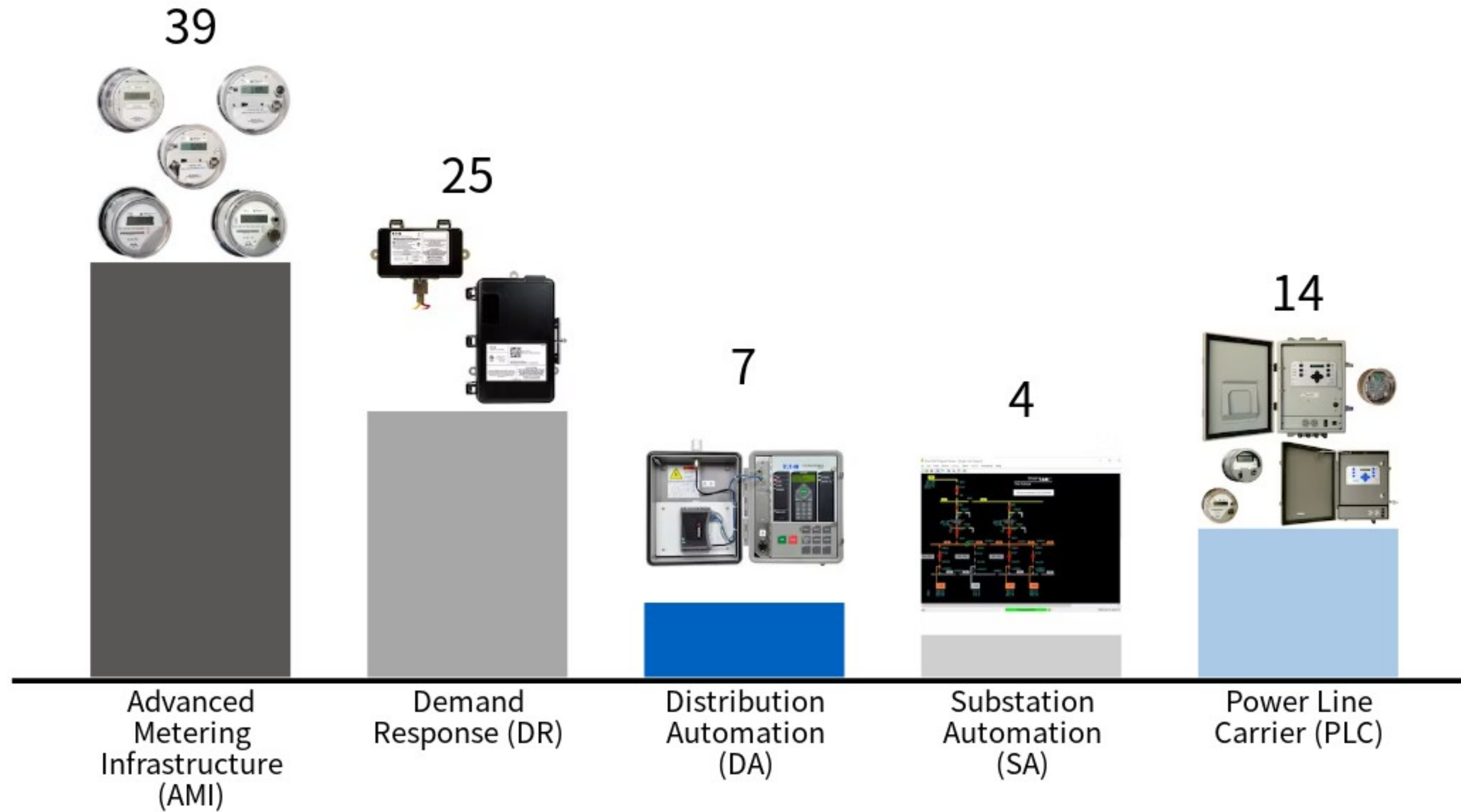
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Introduction

Icebreaker - Which Eaton Products Do You Use?



What are the Grid Challenges that your Utility is Facing?

18 Answers

Meter delays

Meter delays

EVs and Renewables

Load to Generation - having enough load for renewables coming online and being able to curtail that load based ioff third party loading data

Weighing micro grid vs mesh grid differences. What are pros and cons?

Mass electrification

None.

Mass electrification

EV growth, adaptation of distribution grid. Need to develop significant DR as an asset class for energy & capacity requirements.

What are the Grid Challenges that your Utility is Facing?

18 Answers

Shared transformer. Meter data analysis

Islanding and reverse flow due to DG saturation

Solar

Net solar installs

Too much solar

Customers pulling and installing meters at different location

Ice

RF System communications in diverse terrain and density.

1) Future mass proliferation of Distributed Generation - changing the structure of our distribution system. 2) Member expectations for outages - better reliability gets, the higher expectations get.



EV Charging

Do You Offer an EV Program at Your Utility?



Yes

11



No

20

How Do You Currently Manage the EV Chargers On Your Grid?

3 Answers

Monitoring only.

Don't

Don't even look for them

What is the Future Consideration for EV Growth on your Grid?





DERs/Solar Interconnection

What are your Current Solutions for Identifying Unauthorized Solar Generation?



If you have DERS (Generation and Energy Storage Devices) on your Grid, how are you Utilizing your Data?



Other Considerations

What is Your Preferred Notification Method for Yukon Updates, Training, Security Bulletins, and Other Product News?



- Email
- Eaton Web Page
- Yukon Application
- Other

What Would You Improve About the Eaton RMA Process?

5 Answers



Faster, more communication on status, more details about what the fix was, loaner gateway to use while it is being repaired

Simplify the process. Make the drop down choices on the spreadsheet more logical

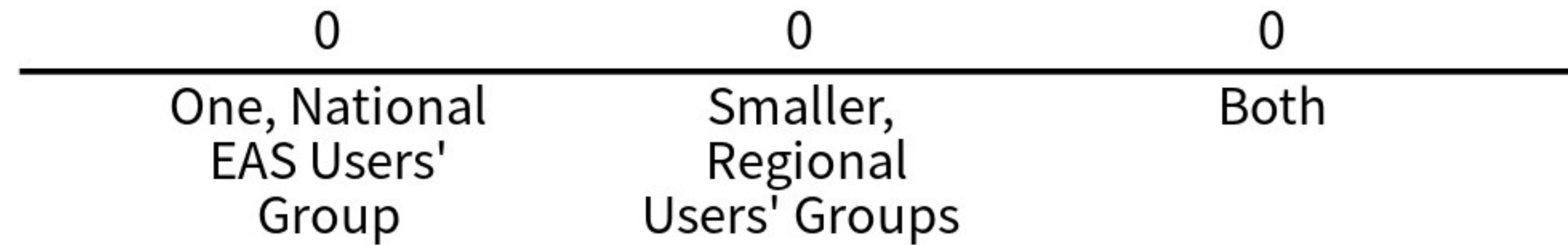
More detailed results of repairs

More details on repairs that were made

Helping identify what's correct the Eaton serial # column. (Two different serial numbers on gateways)



What is Your Preference?



Thank you!

