



Press Release  
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### **ECLIPSE at FutureGrid Innovation Summit 2025**

On 6 February 2025, ECLIPSE participated in the [FutureGrid Innovation Summit](#), hosted by E.DSO in Brussels. The event, themed “**Advancing Grid Innovation: Growing Ideas into Impact**” brought together more than 200 participants, including important stakeholders from the energy sector, such as industry leaders, associations, EU institutions, NGOs, and EU-funded projects.

ECLIPSE, Digital Europe project, represented by Lola Alacreu Garcia, Senior Project Coordinator at [ETRA I+D](#), contributed to the panel discussion on Customer Empowerment, reinforcing the importance of trust between consumers and grid operators in shaping the future energy system.

#### **The Challenge of Customer Empowerment**

As Europe’s energy landscape rapidly evolves, engaging and empowering consumers has become a critical challenge. Energy users are increasingly expected to play an active role in the power system—adjusting their consumption patterns participating in flexibility markets and responding to dynamic tariffs and grid signals. However, many consumers face barriers to engagement, such as complex tariff structures, limited access to real-time energy data, and a lack of trust in the system.

During the Customer Empowerment panel discussion, experts addressed these challenges and explored solutions to foster greater consumer participation in the energy transition. ECLIPSE, brought a crucial perspective to the panel, highlighting the following important points:

- (1) **Trust is fundamental** – Strengthening trust between energy consumers and grid operators is crucial for active consumer engagement.
- (2) **Data transparency matters** – Providing real-time, reliable, and easily understandable data is essential to building consumer confidence.
- (3) **Open-source solutions as enablers** – such innovative tools can significantly improve access to energy data, empowering consumers to participate more effectively.

- (4) **Key barriers** – Achieving these goals requires addressing major challenges, particularly those related to interoperability and the digitalization of grids.
- (5)

“Trust is the foundation for consumer engagement in the energy transition. To truly empower customers, we must ensure data transparency, simplify access to real-time information, and demand response programs that remove barriers to participation.



Overcoming interoperability challenges and advancing digitalization are key steps to building a system in which consumers feel confident and motivated to take an active role."

### Looking Ahead

At the FutureGrid Innovation Summit, ECLIPSE reaffirmed its commitment to customer empowerment and the broader goal of making Europe's energy system more flexible, efficient, and consumer-centric. Stay updated with ECLIPSE's latest developments by following our project updates and engaging with us on our journey toward a more flexible, digital, and customer-driven energy future.

### Further information:

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