

Proposed Task Force on Last Mile Quality Assurance and Customer Tracking



Working Group on Sustainable Energy Systems for Developing Communities
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Purpose

- Both rural and urban communities seeing rapid deployment of energy products. Key features: lower price/quality point, very many products and customers.
- Batteries, photovoltaic panels, power conditioning equipment through one-way upstream supply: last mile distribution process is complex but increasingly valuable and flexible due to combination of modern ICT and human talent.
- Task force to better understand quality of energy equipment; and nature of its distribution and maintenance.
- In the interest of customers and state agencies, manufacturers and other industrial players.

Task Force Objectives

1. **Strengthen IEEE engagement** –support members and independent entrepreneurs with connections to technical developments in energy and non-energy areas.
2. **Last-Mile Surveys** – develop case studies of supply and distribution chains, indicating with view to opening up to innovation and research.
3. **Accelerate Service and product development**–support industrial, governmental, and non-governmental sectors with objective assay of state of art.

Key Inputs

- The 'meta-data' of energy use
 - Failure modes and failure rates of equipment
 - Customer acquisition and retention rates (what is benefit to distributors to partner?)
 - Gap between current and potential ICT+human systems for selling, maintenance, tracking
- Desired TF member technical expertise
 - Market experience
 - Wireless communications systems
 - Supply and distribution chain management
 - Life-cycle analysis

Key 2015/2016 Milestones

1. Invite WG members to join the task force
2. Survey relevant research networks and industrial players (e.g.
3. Survey relevant standards and business models
4. Identify and engage all IEEE Local Chapters
5. Proceed with 2-3 last-mile supply chain surveys
6. Write technology status and road-map for next GM

Please let us know you are interested in this research so we can involve you!

TF and contact info to come at: <http://sites.ieee.org/pes-sesdc/>