

Fuel Cell Summit I

Customers and Needs

Customers	Needs
Property and Facility Owners	Power quality/reliability, Safety, Cost/Benefit, Method of testing, Accessible level of protection, Maintenance practices, Environmental permitting, Diagnostics, Performance test procedures & comparability.
Regulators (Federal, State, Local)	Power quality/reliability, Safety, Simplicity, Uniformity (national code or state guidelines), Single set of standards that include SFCPP, Ability to state system performance, Diagnostics, Environmental permitting.
Insurers	Power quality/reliability, Safety, Uniformity (national code or state guidelines), Method of testing, Accessible level of protection, Protection of physical asset.
End User, Operators (including Military/Federal government), and General Public	Power quality/reliability, Safety, Cost/Benefit, Simplicity, Education, Communication (equipment), Metering, Maintainability, Maintenance practices, Safety and efficiency, Ability to state system performance, Diagnostics, Comparability of performance, Environmental permitting.
Gas and Electric Utilities (Transco, Genco, Disco)	Power quality/reliability, Cost/Benefit, Safety, Simplicity, Education, Communication (equipment), Metering, Protection, Method of testing, Coordination, Uniformity (national code or state guidelines), Maintainability, Avoid duplication of criteria for grid connect, Ability to state system performance, Diagnostics.
Manufacturers	Power quality/reliability, Safety, Cost/Benefit, Simplicity, Education, Communication (equipment), Metering, Protection, Method of testing, Coordination, Uniformity (national code or state guidelines), Maintainability, Project credibility, Design boundaries & parameters, Ability to state system performance, diagnostics, Test procedures for performance & comparability.
Elected Officials & Legislators	Power quality/reliability, Safety, Cost/Benefit, Dealing with unfunded mandates, Environmental impact assurance, Protection (physical/fire), Environmental permitting.
Design, Construction, Installation and O&M Professionals	Power quality/reliability, Safety, Cost/Benefit, Simplicity, Education, Communication (equipment), Metering, Protection, Coordination, Maintainability, Installation criteria & guidelines, Recommended practices for installation, Protection (physical/fire), Design requirements (egress, special access, system integration), Ability to state system performance, Environmental permitting.
Labor Unions	Safety, Education, Simplicity, Maintainability
Third-Party Certifiers	Method of testing, Ability to state system performance, Diagnostics, Performance test procedures.
Financiers & Financial Institutions	Power quality/reliability, Safety, Cost/Benefit, Project credibility, Ability to state system performance.