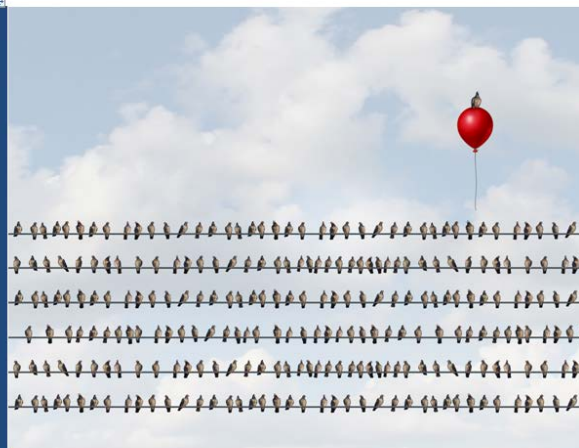


The background is a dark blue globe with glowing blue lines and nodes representing a network or energy grid.

Customers & Retail Markets WG Activities

Edin Zametica, ECRB CRM WG Chair
Secretary (BIH-SERC)



Energy Community Regulatory Board

Work Program 2019

2019 CRM WG Meetings

- 42nd Meeting, Vienna, 29 January 2019
- 43th Meeting, Brussels, 24 June 2019
- 44th Meeting, Sarajevo, 22 October 2019

CRM WG Deputy Chair: Mrs Salome Janelidze

2019 Task Forces

TF1 – Retail market monitoring

Co-Leaders: Mr Igor Telebak, Mr Aca Vučković

TF2 – Consumer Protection

Leader: Mr Florian Pichler

TF3 – Quality of Supply

Co-Leaders: Stefanovska Angelovski, Dubajić, Koval

TF4 – Prosumers

Leader: Mr Petrit Haziri

TF5 – Power Losses



Market Monitoring Report on the functioning of gas and electricity retail markets in EnC CPs

- Three detailed questionnaires prepared (electricity, gas and customer protection), responses collected
- Preliminary results presented in June 2019, clarifications provided
- Draft report to be discussed in October 2019

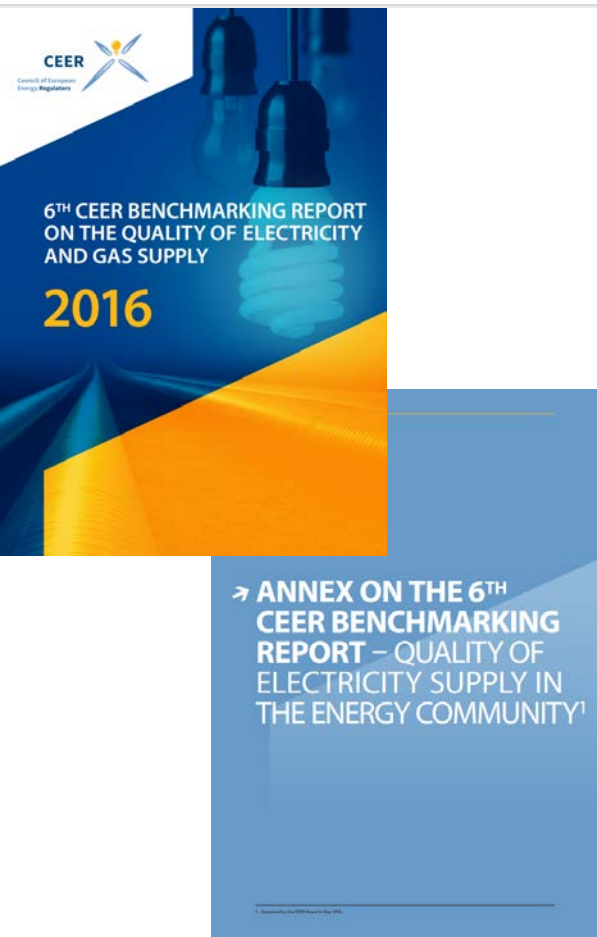
Input to the annual market monitoring report of ACER-CEER on retail market developments

- Breakdown of household prices based on retail offers
- NRAs completed questionnaire on electricity and gas offer breakdowns
- Requested data submitted to ACER
- Report to be published in November 2019



2nd Trilateral CEER-ECRB-MEDREG Workshop (Brussels, 25 June 2019)

- **Strengthen regulatory dialogue across Europe and the broader Mediterranean region**
 - Support consumers in becoming active market participants
 - Focus: consumer empowerment in the digital era and in the context of the Clean Energy for All Europeans package
- **Regulators and EC representatives discussions on**
 - How to enable digitalisation and protect consumers against the risks
 - The role of smart grids, self-consumption and energy communities
- **Importance of market monitoring to ensure that markets deliver benefits for consumers recognized**



Joint CEER-ECRB benchmarking report on QoS

• **Special TF established**

- Commercial quality: Mrs. Stefanovska Angelovski
- Voltage quality & Continuity of supply: Mr. Dubajić
- Gas quality: Mr. Koval

• ***CEER GA accepted ECRB request on 15 May 2019***

- Co-branding of CEER-ECRB benchmarking report on QoS (CEER President letter to ECRB President, 23 May 2019)

• **Close contact with CEER established (joint sessions of ECRB CRM WG and CEER QoS TF)**

- Data collection questionnaires finalized and approved
- Questionnaires to be completed by 15 October 2019
- Joint session of two TFs in Vienna, mid November 2019
- Bulk of work in 2020



Survey on Prosumers

- **Assessing the upper level of ‘prosumers’ capacity qualifying them as small generators**
- **Legal procedures**
- **Identifying potential barriers**
- **Recommendations on potential improvements**
 - Detailed questionnaire on regulatory framework for prosumers prepared
 - Data collection finalized
 - Preliminary results discussed in June 2019
 - Draft report prepared, to be discussed during October CRM WG meeting



Energy Community Regulatory Board

Work Program 2019

Contribution to the 2nd CEER Report on Power Losses

- **Benchmark the level of network losses in European and Energy Community countries**
- **Reducing losses**
 - Financial, environmental and technical importance
 - Increase energy efficiency and security of supply
 - Reducing network costs to be passed on to customers
- **Identify different national practices regarding the definition and calculation of such losses**
 - NRAs completed questionnaire on network losses
 - Requested data submitted to CEER

The background is a dark blue globe with a grid of latitude and longitude lines. Overlaid on the globe are numerous glowing blue lines and circular nodes, representing a global network or energy grid. The lines are bright and have a slight glow, connecting various points across the globe.

*Thank you
for your attention!*

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