

# **Interactive session “Comparison Tools”**

**Meeting the needs of relatively young open retail markets: the experience of Bosnia and Herzegovina**

## **“Uporedi struju”**

**Electricity Price Comparison Tool in  
Bosnia and Herzegovina**

Edin Zametica

Secretary

State Electricity Regulatory Commission

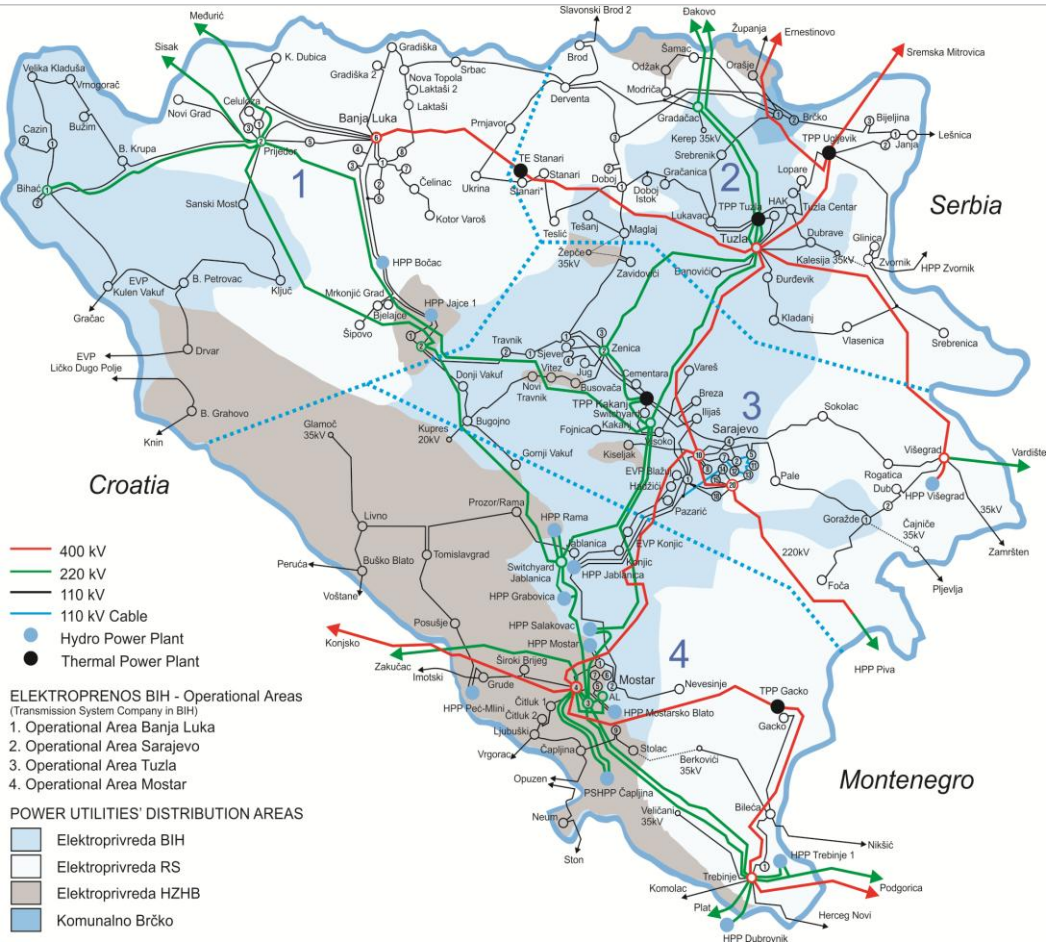
Bosnia and Herzegovina

# Agenda



- **Background**
  - BIH Regulatory and Market Structure
- **USAID EIA Project**
  - Public Outreach Activities
- **PCT Development Process in BIH**
- **BIH PCT vs. CEER 2017 Recommendations**
- **Next Steps**

# BIH – Regulatory Structure and Power System



## National level

State Electricity Regulatory Commission (SERC)

## Entity level

- Regulatory Commission for Energy in the Federation of BIH (FERK)
- Regulatory Commission for Energy of Republika Srpska (RERS)

## Electricity Sector (2017 data)

Installed Capacity 4,384.77 MW  
 (TPP 2,065; HPP 2,076.6; Small REs 148.94; Industrial 91.23 MW)

Generation 15,151.4 GWh

Consumption 13,366.4 GWh

Transmission losses 341.5 GWh (1.9 %)

Distribution losses 1,005.9 GWh (9.88 %)

Customers 1,541,968 (1,414,415 housh.)

# Power Sector Structure



# ***BIH Retail Market – Short Overview***

- As of Jan 1, 2015 all customers have the right to switch contract or supplier
- Network tariffs established for all customer categories
- Universal service: Households and small (0.4 kV) non-household customers
- 6,586 GWh (56.1 % of total consumption) was delivered to the customers supplied within the universal service
- 9 active suppliers (4 incumbents + 5 new entrants)
- 2017: Number of customers that switched suppliers increased
- Strong incumbents dominance, trying to retain their customers – a number of renegotiated contracts (internal switching)
- Households prices on the low level (inherited cross-subsidies between household and commercial customers being reduced gradually)

# USAID Energy Investment Activity Project



INVESTMENTS



ELECTRICITY RETAIL  
MARKET



ENERGY EFFICIENCY



BIOMASS



EMISSION  
REDUCTIONS



PUBLIC OUTREACH

## USAID EIA Project objectives:

- Investor friendly legal framework
- DSO functioning as a neutral market facilitator and RES integrator
- EE targets/goals achievable through the Energy Efficiency Obligation scheme mechanism
- SMEs from wood processing industry and agriculture informed about possibilities to build co-generation plants
- Lifetime extension of existing TPPs through the implementation of Large Combustion Plants Directive (LCP)
- **Customers informed about the retail electricity market**

# Public Outreach Activities



- Customers to be informed and educated – to understand and to act on this basis!
- Permanent task for regulators, public bodies, consumer organisations, independent advisory services, NGOs, business organizations and academics
- BIH regulators highly interested in working on public outreach and customer empowerment
- Joint WG established (USAID EIA team + Regulators + Industry)
- PUBLIC OUTREACH CONCEPT prepared
- COMMUNICATION PLANS drafted
- COMPARISSON TOOL in testing phase

# ***PCT Development Process in BIH***



- **Determining if the precondition have been met**
  - Electricity market functioning
  - Regulators interested
  - Information needed publicly available
- **Defining the PCT parameters**
  - How complex the PCT should be
  - How to define the regions
  - What customer categories should be included
  - How the rates are calculated



# PCT Development Process in BIH

## DSOs have different structure of distribution network tariffs

- Customer Groups (Categories)
- Seasons
- Time of use
- Possible options
  - ZIP Code
  - Town
  - DSO

Description		Tariff rates for electricity distribution services*						
		Billing capacity		Active power		Excessive take-off of reactive energy		
Consumption categories and customer groups		Units	BAM/kW/month		fening/kWh		fening/kvarh	
		Season	VS	NS	VS	NS	VS	NS
Name of category	Name of group	Time of day	(winter)	(summer)	(winter)	(summer)	(winter)	(summer)
35 kV		VT	2.69		0.73		2.00	
		MT			0.37			
10 kV		VT	6.81		1.57		3.02	
		MT			0.78			
0.4 kV – public lighting		ST			6.16			
0.4 kV – other consumers	1 TG	VT	11.50		2.22		4.19	
		MT			1.11			
	3 TG	VT	3.41	2.62	4.95	3.81	4.30	3.31
		MT			2.82	2.17		
0.4 kV – households	1 TG	ST			4.40	3.39		
	2 TG	VT	1.95	1.50	4.97	3.83		
		MT			2.49	1.91		

Customer categories

Seasons

Time of use

# “Uporedi struju” (Compare Electricity → Power to Compare)

<http://uporedistruju.ba>

 uporedistruju.ba

[Switching Suppliers](#) ▾ [What Does The Electricity Bill Constist Of?](#) [Customer's Rights](#) [Saving Energy](#) ▾ [About](#) ▾ [FAQ](#)



## Is it possible to save money on your electricity bill?

By changing your electric supplier, you might be able to save money on your bill. Select the distribution company in your service territory from the dropdown menu to shop for the electricity supplier that is right for you.

Select distribution company ▾

Search

USER TYPE



Residential



Commercial



Light Commercial



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# “Uporedi struju” vs. CEER 2017 Recommendations



<b>I</b>	<b>Independence of the tool</b>	
1	CT independency of energy suppliers; non-discriminatory market overview	▲
2	Role of NRAs	▲
<b>II</b>	<b>Transparency</b>	
3	Disclosure of CT owner and business model	▲
<b>III</b>	<b>Exhaustiveness</b>	
4	Market coverage	▲
<b>IV</b>	<b>Clarity and comprehensibility</b>	
5	Clarity of costs presented on the CT	▲
6	Fundamental characteristics of listed products	▲
7	Additional information	▼
<b>V</b>	<b>Correctness and accuracy</b>	
8	Updating of price information	▲
<b>VI</b>	<b>User-friendliness</b>	
9	Consumption data estimation	▲
<b>VII</b>	<b>Accessibility</b>	
10	Access through channels other than the internet	(?) ▲
11	Web Accessibility Guidelines	▲
<b>IX</b>	<b>Customer empowerment</b>	
12	Promoting the service	▲, ▼
13	Background information on market functioning and market issues	▲
14	Language and terminology	▲
<b>X</b>	<b>Future developments</b>	
15	Innovation in order to reflect the evolution of the new energy market	▲, ▼
16	Processing of complex metering data, for more accurate comparisons	▼

# Next Steps



- Letter of Intent (signed, 14 June 2018) - Agreement of common use of the PCT
  - Direct link to PCT from the regulators' web sites
  - Joint Customers Corner content (?)
- PCT upgrading (including possible CEER 2017 recommendations)
- PCT public launch
- Regulators' Communication Plans to be formally adopted
- Further work on enhancing customer empowerment
- Upgrading existing communication channels, introducing the new ones

*Thank you  
for your attention!*

[ezametica@derk.ba](mailto:ezametica@derk.ba)

[www.derk.ba](http://www.derk.ba)