



CEER

**Council of European
Energy Regulators**

Retail Market Developments: Trends in the EU

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Fostering energy markets,
empowering **consumers**.

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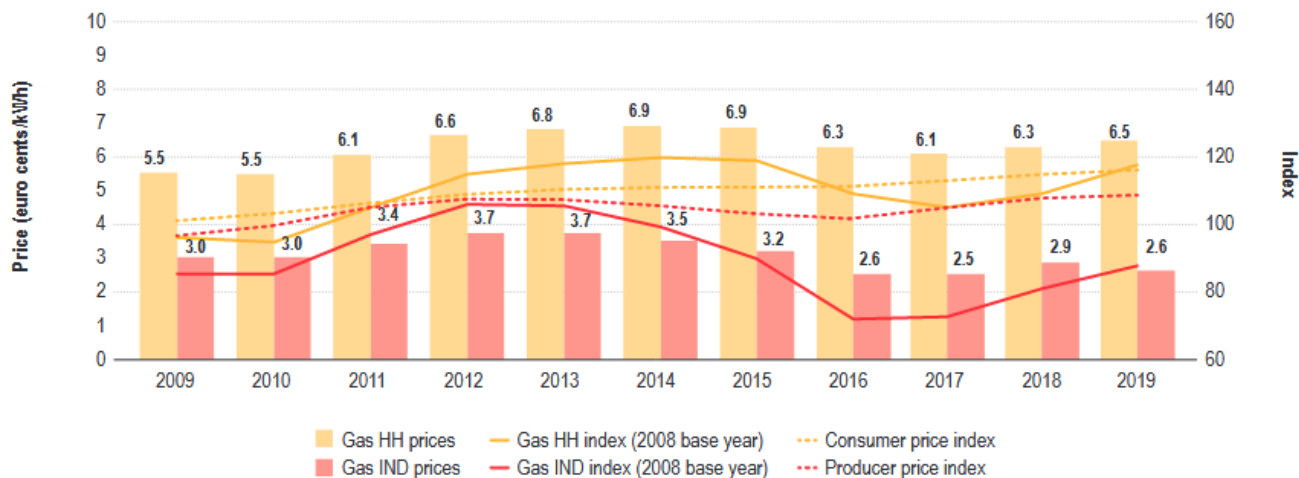
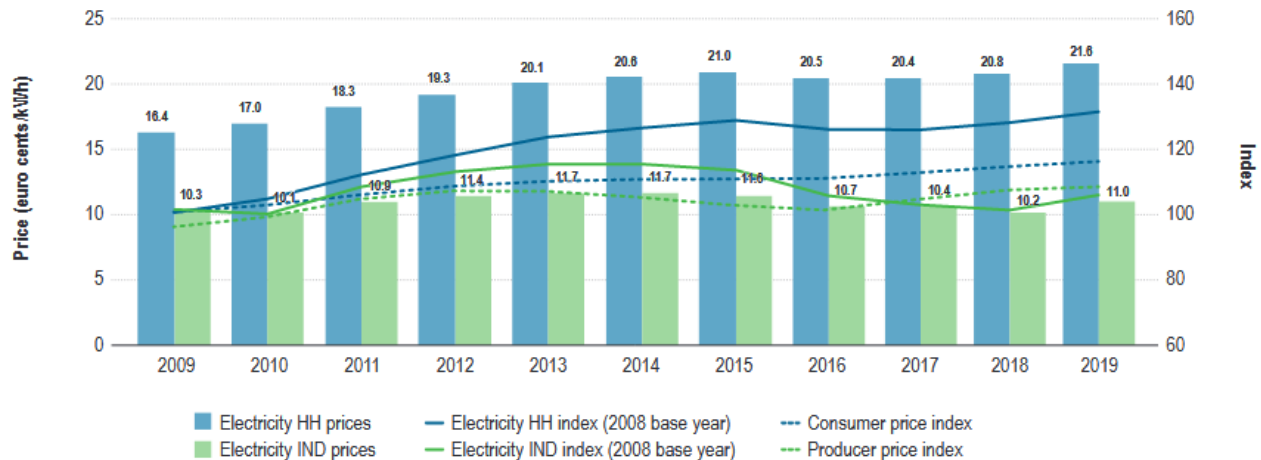
Content: Selected trends in Europe

- ▶ Introduction: ACER and CEER activities regarding retail markets
- ▶ Prices developments in 2019: How much do consumers pay?
- ▶ Market structure and activities on EU retail markets
- ▶ Switching rates and available offer types
- ▶ Innovative Business Models and Consumer Protection Challenges



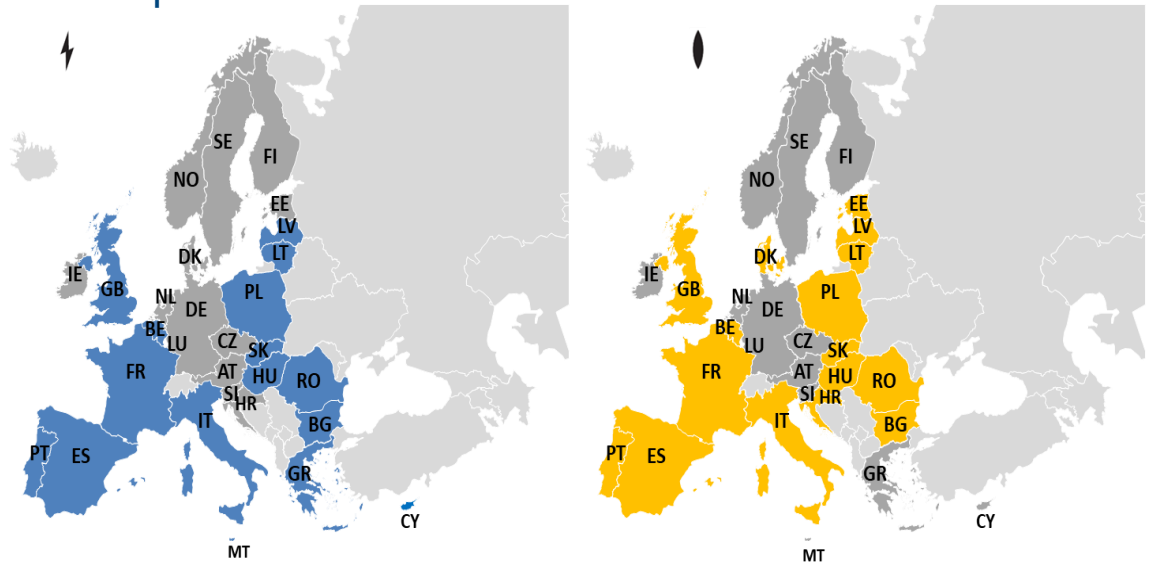


Prices developments in 2019: How much do consumers pay?



Structures and activities on EU retail markets

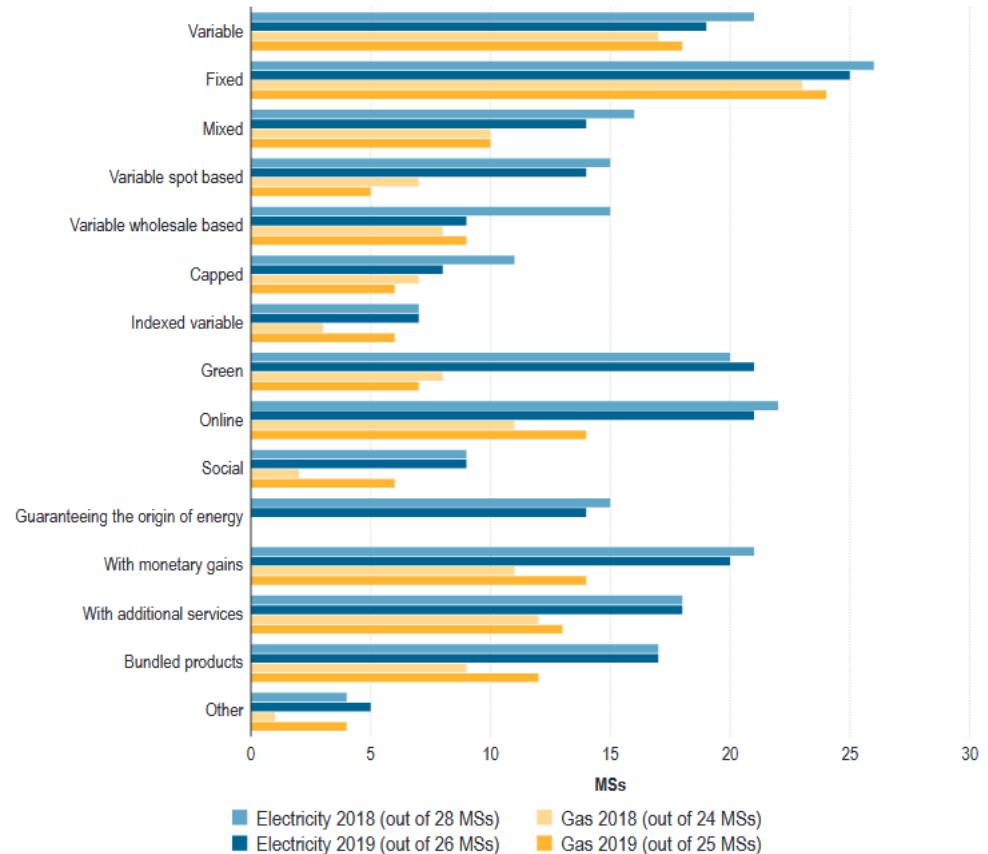
- EU average number of nationwide suppliers increased in 2019, however there are still major differences among MS.
- Market concentration levels improves too slowly, Electricity Markets are performing better than Gas Markets; nHH better than HH
- MSs continue to choose different paths towards the liberalisation of the retail markets.
- *16 MS in electricity (out of 28) and 16 MS in gas (out of 26) have some form of price intervention for households*



Switching rates and offers

- Some MSs recorded very high ext. switching rates over the past years while the rates for the MS with regulated prices below costs are usually low
- Highest external switching rates (of 20%) were recorded in GB, NO, and BE for electricity and in NL, BE and GB for gas markets.
- Compared to household consumers, switching rates of non-households are usually higher

Number of MS where the offer type is available



Innovative Business Models and Consumer Protection Challenges

- Publication of the report is foreseen in July
- Phase I: Consultancy CEPA
Case studies on:
 - ✓ Peer-to Peer Facilitators
 - ✓ Engagement Enablers
 - ✓ Energy as a Service
 - ✓ Network Optimisation
 - ✓ E-mobility
- Phase II: CEER Project team working on identified regulatory issues:
 - **New entrant access**
 - **Consumer choice and the Principal-Agent problem**
 - **Self-consumption**
 - **Data access and protection**



Innovative Business Models and Consumer Protection Challenges – preliminary conclusions



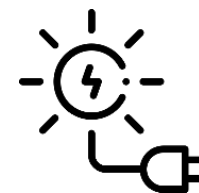
New entrant access

- Ensure fair data access to every stakeholder
- Encourage interoperability between equipment
- Simplify market rules to enable small-scaled asset to participate



Consumer choice and the Principal-Agent problem

- Consumer captivity
- Inequality due to differences in consumer skills and financial means
- Adequate regulation of agents



Self-consumption

- Integration into balancing rules
- Adaptation of retail market monitoring
- Define responsibility of sharing of production amongst collective self-consumers



Data access and protection

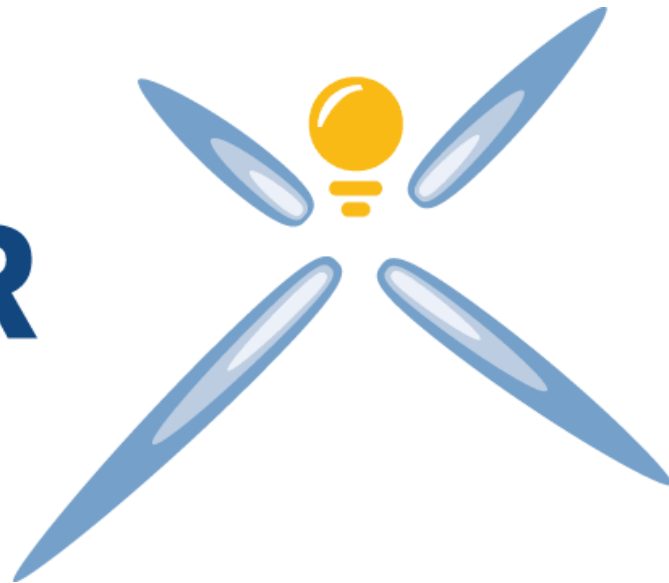
- Ensure cybersecurity remains a key priority
- Further empowerment and customization to fit the type of consumer
- Close oversight cooperation with regulators from other sectors



Thank you for your attention!

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