



Empowering electricity and gas customers by developing Price Comparison Tools

21 February 2018 | 13:00 to 17:00

Vienna, Energy Community Secretariat (ECS), Am Hof 4, Level 6

SCOPE

Electricity and natural gas customers may use their opportunities in liberalized retail markets only if they are provided relevant information, timely and in an adequate way. One of the most important elements to allow for smooth supplier switching is information on prices and conditions offered by different suppliers (or contracts). Regulatory authorities play an important role in developing price comparison tools or monitoring tools developed by other organizations or companies.

Price comparison tools are in use for many years in the majority of EU Member States. In 2012 the Council of European Energy Regulators (CEER) developed Guidelines of Good Practice on Price Comparison Tools, updated in December 2017, in order to tackle the new technological and market solutions and to respond to stakeholder consultation.

In the framework of the USAID Energy Investment Activity project a public outreach concept has been developed, also including the development of a electricity price comparison tool in Bosnia and Herzegovina.

The purpose of this training is to offer to the national regulatory authorities of the Energy Community Contracting Parties and Observer countries an insight in the functionalities and challenges achieved in the EU Member States as well as the first experiences gained in Bosnia and Herzegovina regarding the development and operation of electricity price comparison tools.

The **first part** of this training provides an overview of the CEER Guidelines of Good Practice on Price Comparison Tools as well as case studies related to functionalities of selected price comparison tools in the EU Member States.

The **second part** will focus on the specific case of Bosnia and Herzegovina and investigate possibilities of extending the USAID project to Contracting Parties.

All the training materials will be distributed after the training.

AGENDA

INTRODUCTION

13:00 – 13:10	Nina Grall
Opening and introduction to the program	Head of ECRB Section, Energy Community Secretariat

PART I: EU EXPERIENCES

13:10 – 13:40	Sabina Eichberger
Case Study 1: Price Comparison Tool of E-Control	E-Control
<i>Presentation, lessons learned</i>	

13:40 – 14:10	Nicole Schlögl
Case Study 2: Price Comparison Tool of POST AG, Austria	POST AG
<i>Presentation, lessons learned</i>	

14:10 – 14:40	Dario Franchi
CEER Guideline of Good Practice on Comparison Tools in the New Energy Market Design	ARERA
<i>Stakeholder consultation, recommendations</i>	

14:40 – 15:00

Discussion

15:00 – 15:30

Coffee break



PART II: EXPERIENCES IN BOSNIA AND HERZEGOVINA

15:30 – 16:00	Edin Zametica
“Uporedi struju”- electricity PCT in Bosnia and Herzegovina	SERC
<i>Presentation and lessons learned</i>	

16:00 – 16:30	Ankica Gavrilović
Possibilities to expanding public outreach concept to the other Energy Community Contracting Parties	USAID
<i>Presentation and discussion</i>	

16:30 – 16:45

Wrap-up

Nina Grall
Head of ECRB Section, Energy Community Secretariat
