

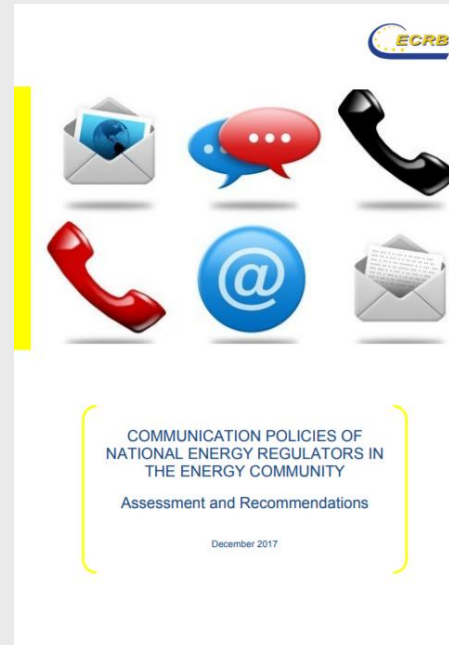


ECRB Customers & Retail Markets WG Activities

Giorgi Pangani, ECRB President

38th ECRB Meeting:

- **Communication Policies of National Energy Regulators in the Energy Community - Assessment and Recommendations**
 - approved, published
- **ECRB Market Monitoring Report 2016 Electricity and Gas Retail Markets in the Energy Community Contracting Parties**
 - approved in December 2017 (through written procedure), published





CRM WG Deputy Chair: Mr. Martin Martinoski

2018 Task Forces

TF1 – Retail market monitoring

WS1 Co-Leaders: Ms. Marija Vujović, Mr. Aca Vučković

WS2 Leader: Martin Martinoski

TF2 – Distribution tariff methodologies

TF Co-Leaders: Mr. Gordan Tanić, Mr. Srđan Žutobradić

TF3 – Complaint handling, dispute settlement and customer awareness

WS1 Co-Leaders: Ms. Jelena Aničić, Mr. Andre Buttigieg

WS2 Leader: Mr. Florian Pichler

Energy Community Regulatory Board

Work Program 2018



Work-stream 1:

- ***Market Monitoring Report on the functioning of gas and electricity retail markets***
 - 3 detailed questionnaires prepared (electricity, gas and customer protection)
 - NRAs to complete questionnaire – May 2018
 - Preliminary results to be discussed in June 2018
- ***Inputs and support to ACER's gas and electricity retail market monitoring activity***
 - Breakdown of household prices based on retail offers
 - Data collection in the final stage

Work-stream 2:

- ***Assessment paper on NRAs' capacities and processes in retail market monitoring***
 - Draft questionnaire to be discussed



Survey of distribution tariff methodology in electricity and gas sectors

- Technological and legislative changes
- New tasks for DSOs
- Implications for the distribution tariffs
- Methodologies applied to be analyzed (including the composition of allowed revenues and tariff design/structures)
- Good practices to be identified + recommendations
- Scope of work agreed, draft questionnaire presented (approval pending), to be completed in May 2018
- Preliminary findings to be discussed during the next CRM WG meeting

Note: ECS published *Policy Guidelines on the distribution network tariffs* (3 April 2018)

TF3: Complaint Handling, Dispute Settlement and Customer Awareness



Work-stream 1:

- ***Joint ECRB-MEDREG Status review on complaint handling and dispute settlement***
 - Joint session (meeting) with MEDREG organized + teleconferences
 - Questionnaire prepared, to be completed by 15 May
 - Preliminary results to be discussed in June 2018

Work-stream 2:

- ***Trilateral CEER-ECRB-MEDREG Workshop (Vienna, 27 June 2018)***
 - Exchange of knowledge on topics of common interest
 - Focus on consumer involvement and retail market opening
 - Draft agenda prepared

The background of the slide is a dark blue globe with a grid of latitude and longitude lines. Overlaid on the globe is a complex network of glowing blue lines and nodes, representing a global energy or communication network. The nodes are bright blue circles with radiating lines, and the connecting lines are also glowing blue.

*Thank you
for your attention!*

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