



E-Control Tariff Calculator Challenges for an NRA

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für die Regulierung der Elektrizitäts- und
Erdgaswirtschaft

Agenda

- ***E-Control Consumer Tools***
- ***Tariff Calculator (Electricity & Gas)***
- ***Motivation & Challenges***
- ***New Generation***

E-Control operates a number of online tools for consumers in Austria:

- Tariff Calculator for electricity & natural gas products

<https://www.e-control.at/konsumenten/service-und-beratung/toolbox/tarifkalkulator>

<https://www.e-control.at/industrie/service-beratung/gewerbe-tarifkalkulator>

- SME Energy Price Check

<https://www.e-control.at/kmu-energiepreis-check>

- Fuel Price Calculator www.spritpreisrechner.at

E-Control has experience in dealing with suppliers that are obliged to report their product prices

- *One of the most frequently used sources of information for electricity and gas price comparisons in Austria, 500.000 visits per year*
- *For households/business customers with an electricity consumption of up to 100,000 kWh/a, gas consumption of up to 400,000 kWh*
- *Establishment of competition, market transparency and monitoring*

Tarifikalkulator



Ihre Postleitzahl und Ihr Netzbetreiber

Wählen...

Wie wollen Sie Ihren Verbrauch angeben?

Einfach

Haushaltsgröße

Weitere...

Ihr Verbrauch
in kWh / Jahr

Einmalige Wechselrabatte
miteinbeziehen

Ja

Nein

Objectives & Facts

- *Open and independent platform for retailers and consumers*
- *Presentation of all retailers and all their products*
- *Complete registry of all distribution system operators (DSOs)*
- *Simple and quick cost comparisons and estimations on the basis of current daily prices*
- *Price changes are considered in comparisons straight away from the validity date; they are also announced in advance*
- *Non – discriminatory treatment of retailers*

- *165 retail companies registered (150 electricity and 40 gas suppliers); 127 distribution companies*
- *250 authorized external users (community), around 10 external partners (webservices); ca. 2000 active products*

Statistics Order on Electricity section 18(4) & Gas section 10(3);

§ 22(3) E-ControlG, BGB I I Nr 110/2010 „E-Control is obliged to conduct and publish price comparisons”

Electricity Act 2010 Sec. 65(2) and Natural Gas Act 2011 Section 121(3)

Retailers supplying consumers shall be obliged to transmit all price relevant data relating to consumers supplied with standard products immediately upon their becoming available to the regulatory authority in an electronic format defined by the regulatory authority, for the purpose of entering such data in the Tariff Calculator. The Tariff Calculator of the regulatory authority shall treat all competitors equally and publish all such data made available to the regulatory authority in a transparent and non-discriminatory manner.

- *Growth of market competition and diversification of products (quotes) e.g. various rate types,*
- *Implementation of smart meters,*
- *The cheapest = the best is not necessarily the case,*
- *„Prosumer“ (photovoltaic systems, demand response),*
- *Higher level of tailored query on different customers needs required,*
- *Internet world is mobile - responsive design required,*
- *E-Control new web portal implemented in July 2015.*

- 2001 *first release*
- 2009 *redesign of the GUI*
- 2011 *change of legal framework and 99% market coverage*
- 2014 *upgrade of consumer PCT (among other features also float tariffs) and introduction of PCT for commercial end customers*

Project Tariff Calculator New

- 2014/15 *usability concept*
- 2016 *start of implementation of new system (supplier-backend, GUI and database (accomplished))*
- 2017 *Soft go-live 11.10.2017 / official go-live 20.10.2017*

- *The concept was presented to involved companies from energy sectors and their suggestions have been considered in the project development,*
- *Usability experts are being involved in the project,*
- *There are yet no experiences regarding user experience concerning new features,*
- *New tool has been tested by consumer peer-groups,*
- *Continuous monitoring of comparisons.*

New Features - Highlights

- *Different views of price comparison*
- *annual costs (1, 2 or 3 years projections)*
- *average price in total in Cent/kWh*
- *energy price (Cent/kWh and EUR/a)*

- *Graphical view of historical price development over certain period of time (12/ 24/ 36 months)*

New Features - Highlights

PV Systems

Comparison of net costs for prosumers with PV systems

Electricity import as simple comparison

Electricity export (amount in kWh, installed capacity of PV system in kWp)

For example:

total consumption: 4.000 kWh

total generation: 5 kWp x 900 h = 4.500 kWh

30% of generated electricity used on site,

export (feed in distribution system) 3.150 kWh,

import (net consumption) 2.650 kWh

New Features - Highlights Consumers with smart meters

easy way

selection from a number of user-group profiles e.g. “single-household fulltime working”, “family” ; visualization and adjustment

medium advanced

users can choose from a pool of consumption-profiles their own profile employing the help of a visual “wizard” (not implemented – in consideration)

for the PROs

upload of a complete consumption-profile from a smart-meter web-portal in standard file formats (csv, xml).

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