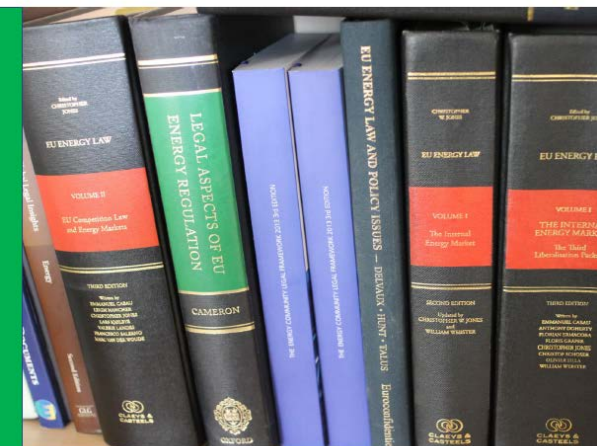




Customers & Retail Markets WG Activities

Edin Zametica, ECRB CRM WG Chair
Secretary (BIH SERC)



2022 CRM WG Meetings

- 51st meeting, online, 26 January 2022
- 52nd meeting, Vienna, 14 June 2022
- 53th meeting, Vienna, ** October 2022

CRM WG Deputy Chair

Mrs Anastasija Stefanovska Angelovski

2022 Task Forces

TF1 – Retail Market Monitoring

Co-Leaders: Mr Igor Telebak, Mr Aca Vučković

TF2 – Customer Protection

Leader: Mr Florian Pichler

TF3 – Quality of Supply

Co-Leaders: Stefanovska Angelovski, N. Dubajić, R. Koval*

TF4 – NRAs' Public Outreach

Leader: Mrs Salome Janelidze

Energy Community Regulatory Board

Work Program 2022



WS1: Market Monitoring Report on the functioning of gas and electricity retail markets in EnC CPs

- Three detailed questionnaires, prepared in the previous years for data collection, updated (electricity, gas and customer protection)
- NRAs to complete questionnaires by 29 April 2022
- Preliminary results to be discussed in June 2022

WS2: Input to the annual market monitoring report of ACER/CEER on retail market and consumer protection developments

- EUROSTAT database would be used for breakdown of household prices based on retail offers
- WG agreed for ECS (ECRB Section) to share additional information, such as a number of suppliers, price regulation, billing, SoLR, vulnerable customers etc.



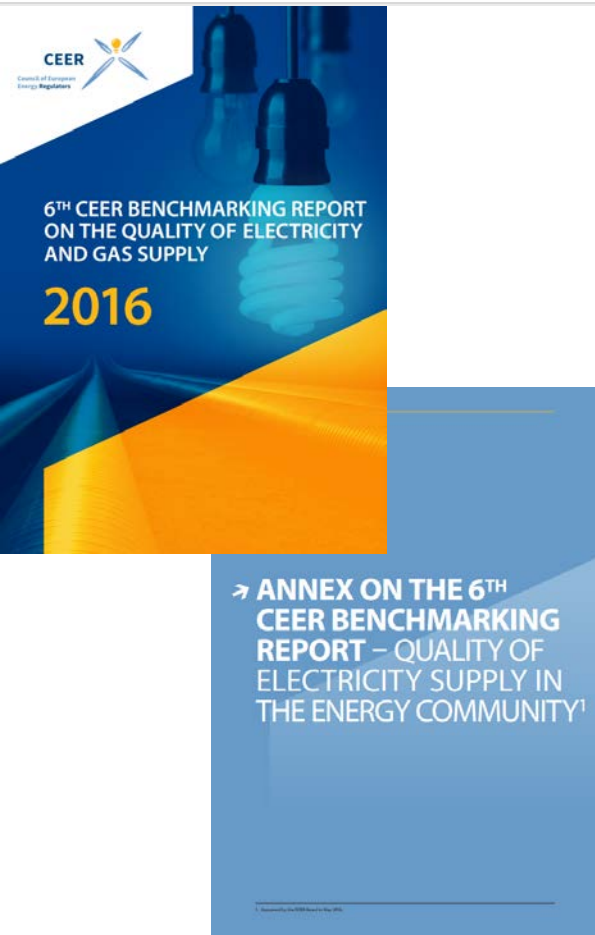
WS1: 4th Trilateral ECRB-CEER-MEDREG Workshop “Regulatory means on the EU Clean Package – Digitalisation & Cybersecurity, Market Liberalization vs Security of Supply”

- WS scheduled for 15 June 2022, Vienna and virtual
- Draft Agenda prepared, to be distributed for approval, the invitations will be sent consequently
 - Exchange of knowledge on topics of common interest
 - Panel discussion – Which are the right regulatory market design tools to address the energy price surge?
 - Session 1 – Clean Energy Package – enhancement of consumer rights boosts the need for digitalization
 - Session 2 – The future of heating on context with decarbonisation



WS2: Status review of implementation of consumer protection rules of the new Electricity Directive in the CPs

- **DIRECTIVE (EU) 2019/944 of 5 June 2019 on common rules for the internal market for electricity**
 - Incorporated and adjusted by the Decision of the Ministerial Council of the EnC of 30 November 2021
 - General implementation deadline: 31 December 2023
 - Part of the 'Clean Energy for All Europeans' package
- Detailed questionnaire prepared
- NRAs to complete questionnaire by 29 April 2022
- Preliminary results to be discussed in June 2022
- Focus on identifying the legal gaps to assist CPs in transposition and implementation



Joint CEER-ECRB benchmarking report on QoS

- Special TF established (Commercial quality, Voltage quality & Continuity of supply, Gas quality)
- Close contact with CEER (joint sessions of ECRB CRM WG and CEER QoS TF, numerous consultations)
- Delay in finalizing deliverables (pandemic, changes in the CEER drafting team)
- Inputs from EU Member States, Contracting Parties, Norway and Switzerland
- The drafting of the 7th Benchmark Report on Quality of Electricity and Gas Supply is ongoing, new chapters prepared, some NRA-specific comments to be clarified
- The paper should be ready for the CEER GA by summer 2022

 **Agreement on written ECRB approval!**



Status review of public outreach tools employed by NRAs

- NRAs duties and responsibilities have substantial impact on the energy sectors, including customers
- Transparent and effective communication strategies needed to reach as many consumers as possible
- This task force shall investigate the outreach and communication strategies of NRAs with the aim to identifying best practices
- Questionnaire prepared, to be sent for completion
- Preliminary results to be discussed in June 2022

The background is a dark blue globe with a grid of latitude and longitude lines. Overlaid on the globe are numerous glowing blue lines and circular nodes, representing a global network or energy grid. The lines are bright and have a slight motion blur effect.

*Thank you
for your attention!*

ezametica@derk.ba

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