



Customers & Retail Markets WG Activities

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

44th ECRB Meeting:

- Agreement on ECRB Written Approval Procedure

PROSUMERS IN THE ENERGY COMMUNITY

Legal and regulatory framework for support and treatment of small-scale generators

Special focus on solar photovoltaic (PV) systems connected to the distribution network

- Approved on 4 March 2020
- Published at

www.energy-community.org/documents/reports_ECRB.html

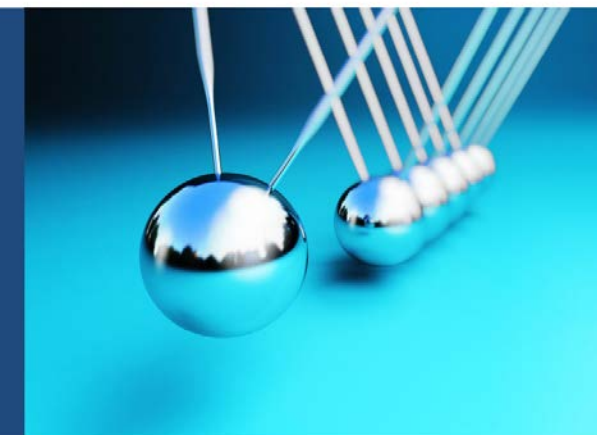


Prosumers in the Energy Community

Legal and regulatory framework for support and treatment of small-scale generators

Special focus on solar photovoltaic (PV) systems connected to the distribution network

March 2020



2020 CRM WG Meetings

- 45th Meeting, Vienna, 23 January 2020
- 46th Meeting, on-line, 27 May 2020
- 47th Meeting, Vienna, 5 November 2020

CRM WG Deputy Chair: Mrs Salome Janelidze

2020 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, Dubajić, Koval

TF4 – Digital Channels of Communications

Leader: Mr Petrit Haziri

TF5 – E-mobility

Leader: Mrs Dragana Josimović

Energy Community Regulatory Board

Work Program 2020

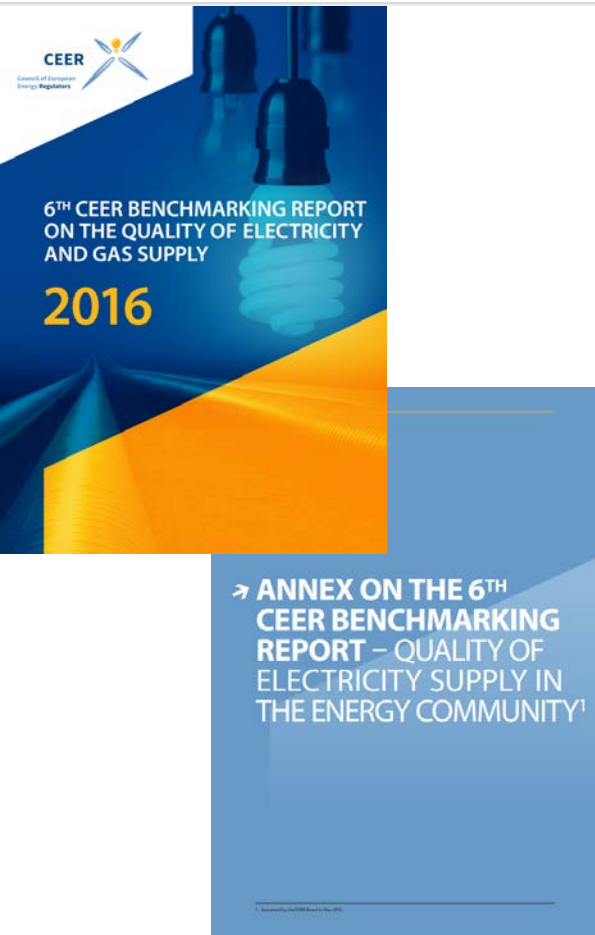


- ***Market Monitoring Report on the functioning of gas and electricity retail markets in EnC CPs***
 - Three detailed questionnaires used again (electricity, gas and customer protection)
 - Data collection in the final stage
 - Some clarifications would be needed
 - Draft report to be prepared by September 2020
- ***Input to the annual market monitoring report of ACER-CEER on retail market developments***
 - NRAs completed questionnaire on electricity and gas offer breakdowns of household prices
 - WG agreed for ECS to share additional data with ACER and CEER (retail markets' concentration and structure, switching, comparison tools, vulnerable customers etc.)



3rd Trilateral CEER-ECRB-MEDREG Workshop

- **Agenda prepared and approved**
- **Scheduled for 28 May 2020, Vienna**
- **Due to corona pandemic, WS is postponed**
- **28 May 2020: CEER-ECRB-MEDREG informal meeting (videoconference) of the customer WGs chairs + representatives of three secretariats and coordination contacts**
 - Mutual institutional cooperation in the context of consumer protection/involvement and retail markets
 - Opportunity to advance dialogue on topics of common interests
 - Key message: collaboration doesn't stop despite the current challenging circumstances!



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)**
 - Data collected
 - Joint sessions of the drafting team (two TFs) in 2020: Vienna 23-24 Jan and Brussels 3-4 March (Skopje 2 April postponed)
 - Drafting team continued to meet regularly online
 - Expected delay in finalizing deliverables due to the pandemic
 - Some clarifications would be required from NRAs



Report on the next generation of customers and digital channels of communications in the Contracting Parties

- **Assessment of the digitalized level of customer service and digital channels of communications provided by regulators and utilities**
- **Guidance and recommendations for necessary steps that have to be taken for further development and support of digital services**
 - Questionnaire prepared
 - Data collection in the final stage
 - NRAs to provide clarification when requested
 - Draft report to be prepared by October 2020



Survey on legal, regulatory, technical and economic aspects of e-mobility

- **Legal, regulatory, technical and economic aspects to be analysed**
- **Special emphasis on procedures in construction and operation of infrastructure for electric vehicle**
 - Questionnaire on e-mobility prepared
 - Required inputs provided by all CP NRAs + RAE (ERE announced its response as soon as possible)
 - NRAs to provide clarification when requested
 - Draft report to be prepared by October 2020

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 glow, connecting various points across the globe.

*Thank you
for your attention!*

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