



Customers & Retail Markets WG Activities

Edin Zametica, ECRB CRM WG Chair
Advisor to the Commission (BIH-SERC)

1. Alternative Dispute Resolution – ADR Template Brochure

☞ [Approval of the Template Brochure]

2. Retail Market Entry Template Brochure

☞ [Agreement on ECRB Written Approval Procedure]

3. Retail Market Functioning Indicators – Status Review

☞ [Agreement on ECRB Written Approval Procedure]

4. Update on Ongoing CRM WG Activities

☞ [Information]

TF3: Complaint Handling and ADR

KNOW AND PROTECT YOUR RIGHTS OUTSIDE THE COURT!

Find out about simple and efficient means to resolve a dispute with your energy supplier or network operator



Template brochure informing customers on the Alternative Dispute Resolution mechanisms

- Activity in line with the findings of Status Review on ADR in the Energy Community (approved and published 19 Apr 2016)
- Short document summarizing ADR as a simple and efficient means to resolve a dispute between customer and energy supplier or network operator
- Brochure to be used in regulators activities on raising customer awareness
- Brochure approved by CRM WG – 18 Nov 2016



Template brochure content:

- **What is ADR? (+ its results)**
- **ADR advantages**
- **Dispute types that can be resolved through ADR**
- **How does ADR work?**
 - Settle a dispute swiftly and at an early stage
 - First point of contact: supplier or network operator
 - Information on ADR authority/authorities
- **How long does it take to resolve a dispute?**
- **Right to challenge the ADR outcome in courts**
- **Note: Brochure is an introductory tool to give customers a first insight on ADR and its benefits**

1. Alternative Dispute Resolution – ADR Template Brochure

 [Approval of the Template Brochure]

2. Retail Market Entry Template Brochure

 [Agreement on ECRB Written Approval Procedure]

3. Retail Market Functioning Indicators – Status Review

 [Agreement on ECRB Written Approval Procedure]

4. Update on Ongoing CRM WG Activities

 [Information]



**HOW TO ENTER RETAIL
ELECTRICITY/GAS MARKET IN
[country]**



Template brochure providing guidance for new suppliers on retail market entry requirements

- **Activity in line with the findings of the Status Review on Retail Market Entry Requirements in EnC CPs (approved 29 Apr 2016, published 5 Sep 2016)**
- **Short and illustrative description of the rules and requirements new retailers have to comply with**
- **To be used in regulators activities**
- **Promotion of new suppliers' entry**
- **Brochure approved by CRM WG – 2 Dec 2016**



Template brochure content (short info on):

- **Company registration (procedure and contacts)**
- **Obtaining a supply license (criteria, procedure, license validity, fees, contacts)**
- **Market participant registration (requirements)**
- **Contracts (balancing responsibility, financial settlement, network usage, renewables)**
- **Supply rules**
- **Supply contract and switching (short info on the contract structure and switching rules)**
- **Dispute settlement (responsible settlement institution(s) in case of dispute with customers or other market participants)**

1. Alternative Dispute Resolution – ADR Template Brochure

☞ [Approval of the Template Brochure]

2. Retail Market Entry Template Brochure

☞ [Agreement on ECRB Written Approval Procedure]

3. Retail Market Functioning Indicators – Status Review

☞ [Agreement on ECRB Written Approval Procedure]

4. Update on Ongoing CRM WG Activities

☞ [Information]



RETAIL MARKET FUNCTIONING INDICATORS

Status Review and Recommendations for
the Energy Community Contracting Parties

December, 2016

Retail Market Functioning Indicators – Status Review and Recommendations

- **Background**
 - Indicators – a meaningful tool for analysis of potential shortcomings and the need for regulatory measures supporting retail market efficiency
 - Applicability of concepts already developed by CEER and ERGEG in the Energy Community CPs
- **Report covers**
 - Bosnia and Herzegovina, FYR of Macedonia, Montenegro, Kosovo*, Serbia, Ukraine and Georgia
- **Methodology**
 - Separate electricity and gas questionnaires to NRAs
- **Expected CRM WG approval – mid Dec 2016**



- **The existing practices in monitoring of retail market functioning *vis-a-vis* wider concept developed on a European level are assessed**
- **Report also examines potentials for expanding the scope of relevant indicators in line with the Third Energy Package**
- **Indicators classified in the following pillars:**
 - Customer awareness and satisfaction
 - Customer protection
 - Retail market outcomes
 - Market structure
 - Relationship between wholesale and retail markets
 - Market condition and DSO services



Early stage of retail market development, incumbents dominate – lack of competition, lack of reliable price comparison tool

In most cases ~50% of European indicators monitored

- Numbers of customer complaints and enquires
- Average time between notifications to pay and disconnections, number of disconnections due to non-payment
- End user prices for households and small customers
- Percentages of customers eligible to receive/be supplied under a regulated end-user price
- Herfindahl-Hirschman Index
- Number of active suppliers, market shares of suppliers
- Number of switches as a percentage of customer numbers
- Average time between a connection being requested by a customer and completed
- Relative number of disconnections



Indicators not being monitored (in most cases):

- Percentages of customers knowing they can switch supplier, being aware of DSO role, trusting the energy market
- Percentage of suppliers using standards for advertising & bills
- Prices spread on comparable products
- Number of available contracts for households and small customers (variety of pricing and billing, online offers, contracts guaranteeing the origin of energy)
- Percentage of customers served by supplier having a separate branding from the DSO of its vertically-integrated undertaking
- Correlation over time between a transparent, market-based wholesale price and the retail energy price
- Mark-up between wholesale and retail energy prices
- Renegotiated contracts as a percentage of customer numbers
- Numbers of delayed switches and failure switches
- Average time and charge for execution of maintenance services by DSO



- NRAs stated readiness to monitor missing indicators in midterm
- Further knowledge on the practices and standards developed on European level needed
- NRAs to continue their ongoing retail market monitoring activities
- NRAs to further strengthen capacities to fully exercise their powers and duties according to the provisions from the Third Energy Package, especially regarding
 - Directive 2009/72/EC, Article 37.1(j)
 - Directive 2009/73/EC, Article 41.1(j)

RETAIL MARKET FUNCTIONING INDICATORS

Status Review and Recommendations for
the Energy Community Contracting Parties

December, 2016

1. Alternative Dispute Resolution – ADR Template Brochure

 [Approval of the Template Brochure]

2. Retail Market Entry Template Brochure

 [Agreement on ECRB Written Approval Procedure]

3. Retail Market Functioning Indicators – Status Review

 [Agreement on ECRB Written Approval Procedure]

4. Update on Ongoing CRM WG Activities

 [Information]



2016 CRM WG Meetings

- 33rd Meeting, Vienna, 11 Feb 2016
- 34th Meeting, Vienna, 23 Jun 2016
- 35th Meeting, Vienna, 25 Oct 2016

CRM WG Deputy Chair: Mrs. Valentina Dyatlovska

2016 Task Forces

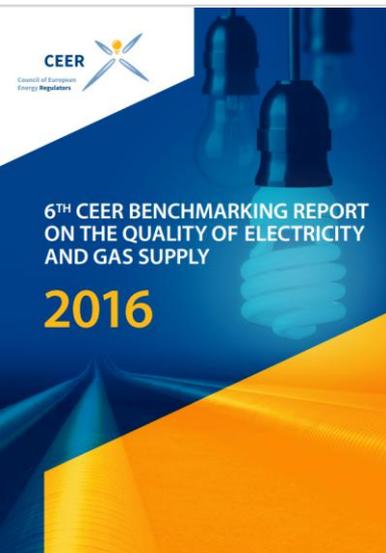
TF1 – Quality of Supply (Leader: Mr. Žutobradić)

TF2 – Retail Market Entry (L: Mr. Škopelja)

TF3 – Complaint Handling and ADR (L: Mr. Artizzu,
Mrs. Janelidze)

TF4 – Retail Market Functioning (L: Mr. Martinoski)

TF5 – Customer Awareness (L: Mr. Pichler)



→ ANNEX ON THE 6TH CEER BENCHMARKING REPORT – QUALITY OF ELECTRICITY SUPPLY IN THE ENERGY COMMUNITY¹

TF1 – Quality of Supply

- **Annex on the 6th CEER Benchmarking Report - Quality of Electricity Supply in the Energy Community** (Published 19 May 2016)
- **CEER Benchmarking Report on Quality of Electricity and Gas Supply** (Published 29 Sep 2016)

TF5 – Customer Awareness

- **4th Joint CEER-ECRB Customer Workshop** (Vienna, 25 Oct 2016)
 - Empowering consumers - Upcoming European legislation to bring on the New Deal for Energy Customers
 - Barriers to market entry and switching
 - Regulatory experience on removing barriers and stimulating consumer engagement

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

www.energy-community.org