



**TAIEX Regional Workshops  
on transposition of EU electricity legislation**

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# Consumer Empowerment and Protection

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## Section I:

# Protection of consumers according to Directive (EU) 2019/944 (Electricity Directive)

**Directive (EU)  
2019/944  
(Electricity  
Directive, “ED”)  
prime goal to  
expand the role  
of consumers in  
the electricity  
market**

### Protected consumers

- are better informed
- receive clearer bills
- have useful comparison tools easily at hand
- are enabled to switch supplier (more) easily
- have instant access to consumption information/data via digital smart meters
- have effective means to solve eventual disputes

### Empowered consumers

- become active consumers
- produce, store and sell self-generated energy
- engage collectively in energy communities
- provide demand response and flexibility services

## Freedom to choose and switch supplier

(articles 4,10,12 of ED)

### All final customers shall be free to:

- ⇒ purchase electricity from a **supplier of their choice**.
- ⇒ have **more than one electricity supply contract** at the same time, provided that the required connection and metering points are established.
- ⇒ have their electricity provided by a supplier, **regardless of the State (>Party to the Energy Community) in which the supplier is registered**.
- ⇒ **change supplier:**
  - **without termination fees**, except in very specific circumstances.
  - the process of switching supplier **shall not exceed three weeks from the date of the request**. By no later than 2026 such process shall take no longer than 24 hours and shall be possible on any working day.
  - household customers shall be entitled to participate in **collective switching schemes**.

# Basic (pre-) contractual rights

Minimum contracts requirements (article 10 of ED)	Final customers have the right to be:
⇒ <b>identity</b> and address of the <b>supplier</b> .	<ul style="list-style-type: none"> <li>✓ provided with a <b>summary</b> of the key contractual conditions in a prominent manner and in concise and simple language.</li> <li>✓ given adequate notice of any intention to <b>modify contractual conditions</b> and shall be informed about their right to terminate the contract when the notice is given.</li> <li>✓ offered with a wide choice of <b>payment methods</b>.</li> </ul>
⇒ the <b>services</b> provided, as well as the time for the initial connection.	
⇒ the types of maintenance service offered.	
⇒ the means by which up-to-date information on all applicable tariffs, maintenance charges and bundled products or services may be obtained.	
⇒ the <b>duration</b> of the contract, the conditions for <b>renewal</b> and termination of the contract and services and whether terminating the contract without charge is permitted.	
⇒ information about the products or services that are <b>bundled</b>	
⇒ any compensation and the <b>refund arrangements</b> which apply if contracted service quality levels are not met, for example inaccurate or delayed billing.	
⇒ the method of initiating an <b>out-of-court dispute settlement</b> procedure in accordance.	
⇒ information relating to <b>consumer rights</b> , including information on complaint handling.	

# Minimum contract requirements

Conditions shall be fair and well known in advance

# Suppliers' obligations

Suppliers shall:	Contracting Parties shall ensure that:
⇒ offer fair and <b>transparent</b> general terms and conditions in plain and clear language.	Customers are protected against unfair or misleading selling methods.
⇒ give adequate <b>notice</b> on any intention to <b>modify</b> the <b>contractual conditions</b> .	Final customers are <b>free to terminate contracts</b> if they do not accept the new conditions or adjustment in the supply price
⇒ <b>notify</b> , in a transparent and comprehensive manner, of any <b>adjustment in the supply price</b> > no later than two weeks, and no later than one month for household customers, before the adjustment comes into effect.	
⇒ provide <b>transparent information</b> on applicable <b>prices and tariffs</b> on standard terms and conditions.	
⇒ offer a wide choice of <b>payment methods</b> .	There is no discrimination between customers that use different payment methods
⇒ <b>handle complaints</b> in a simple, fair and prompt manner.	
⇒ inform customers in advance about any planned disconnection and alternative measures to avoid disconnection (e.g., alternative payment plans, debt management etc.)	

## Billing and billing information

(articles 18 and Annex I of ED)

- ⇒ Bills shall be offered **free of charge** and optionally electronic.
- ⇒ **Flexible** arrangements for **payment** shall be offered.
- ⇒ Billing on the basis of **actual consumption** shall take place **at least once a year**.
- ⇒ Basic **information** shall be contained in the bill including, among others:
  - the **price** to be paid and a breakdown of the price where possible;
  - **payment due date**;
  - **consumption**;
  - **tariff name**;
  - identification of **discounts** or future change of the product or price;
  - information on final customers' rights as regards **out-of-court dispute settlement**;
  - information on the availability and **benefits of switching**;
  - a link or reference to where **comparison tools** can be found;
- ⇒ Access to complementary information on **historical consumption**:  
available upon request of the final customer to the supplier or other service provider designated by the final customer.
- ⇒ Disclosure of **energy sources**:  
suppliers shall specify in the bills the contribution of each energy source to the electricity purchased by the final customer in accordance with the electricity supply contract.

# Billing

Bills and billing information shall be:

- accurate
- easy to understand
- clear, concise
- user- friendly and
- presented in a manner that facilitates comparison by final customers.



## Out-of-court dispute settlement (article 26 of ED)

- Contracting Parties shall ensure that final customers have access to out-of-court mechanisms for dispute settlement through an independent mechanism (e.g., energy ombudsman, consumer protection authority/ombudsman, regulatory authority).
- The participation of electricity undertakings in out-of-court dispute settlement mechanisms shall be **mandatory** (unless it is demonstrated that other mechanisms are equally effective).

# Alternative dispute settlement

### **Universal service (article 27 of ED)**

- Contracting Parties shall ensure that (at least) all household customers have the right to be supplied with electricity of a specified quality. Therefore, Contracting Parties may appoint a Supplier of Last Resort.

### **Vulnerable customers (article 28 of ED)**

- Contracting Parties shall define the concept of vulnerable customers based on the following criteria: income levels, the share of energy expenditure to the income, the energy efficiency of homes, the dependence of electrical equipment for health reasons, age or other criteria.
- The rights and obligations linked to vulnerable customers shall be defined (e.g., prohibition of disconnection of electricity in critical times).

### **Energy poor customers (article 29 of ED)**

- Contracting Parties shall assess the number of households in energy poverty and relevant criteria.

# Specific protection

	Minimum requirements of CTs	Entity operating the CT
Independence	⇒ shall be <b>independent</b> from market participants and ensure that electricity undertakings are given equal treatment in search results.	<ul style="list-style-type: none"> <li>any entity, including private companies and public authorities or bodies.</li> <li>appointment of a competent authority to be responsible for issuing <b>trust marks</b> for comparison tools that meet the requirements.</li> </ul>
Transparency	⇒ shall clearly <b>disclose their owners</b> and the natural or legal person operating and controlling the tools, as well as information on how the tools are financed.	
Clarity	⇒ shall set out <b>clear and objective criteria</b> on which the comparison is to be based, including services, and disclose them.	
	⇒ shall use <b>plain and unambiguous language</b> .	
Accuracy	⇒ shall provide <b>accurate and up-to-date information</b> and state the time of the last update.	
Accessibility	⇒ shall be <b>accessible to persons with disabilities</b> .	
Reporting	⇒ shall provide an <b>effective procedure for reporting incorrect information</b> on published offers.	
Protection of personal data	⇒ shall perform <b>comparisons</b> , while limiting the <b>personal data</b> requested to that strictly necessary for the comparison.	

# Comparison Tools

## Article 14 of ED

- At least household electricity customers and microenterprises with an expected **yearly consumption of below 100,000 kWh** shall have access to **at least one tool comparing offers** of suppliers, including offers for dynamic electricity price contracts, to assist them in choosing an energy supplier.
- The **customers shall be informed of the availability of such tools** in or together with their bills or by other means.
- At least one CT** shall cover the entire market.

# Dynamic Price Contracts



Dynamic price contracts can help consumers participate more actively in the electricity market.



With such a contract and **equipped with a smart meter**, consumers are able:

- ❖ - to **adjust their consumption** to real-time price signals to save money on their electricity bills;
- **provide demand response services** and be remunerated for such service.

*An electricity supply contract between a supplier and a final customer that **reflects the price variation in the spot markets, including the day-ahead and intraday markets, at intervals at least equal to the market settlement frequency.***

(article 1 (15) of ED)



**Advantages**

- Promotion of **consumer engagement and demand response** to market prices signals.
- **More efficient consumption schedules** and savings on electricity bills.
- **Stimulating a better insight** into one's own electricity consumption.
- **More efficient use of the electricity grid.**
- **Faster integration of renewables**, promoting a faster decarbonization.



**Disadvantages**

- **The price volatility and uncertainty.**
- **The limited impact on electricity bills** as dynamic prices contracts are limited to the pure energy cost (excluding network tariffs and levies)
- **The difficulty to find the right balance** between suppliers shifting the price risk to the final consumers with dynamic price contracts.
- **Possibly higher risks faced by consumers.**

## Legal Framework

(article 11 of ED)

Suppliers with **200,000 or more** final customers are obliged to offer a dynamic price contract.

Suppliers shall **inform** customers about opportunities, risks and costs of dynamic pricing.

•Suppliers shall obtain each final customer's **consent** before that customer is switched to a dynamic electricity price contract.

•Customers with a **smart meter** can **request** such contract from at least one supplier.

•Contracting Parties shall **monitor** and **publish annual reports** on the main developments of such contracts, including market offers and the impact on consumers' bills (for at least a ten-year period after dynamic price contracts are available).

# Examples:

## RAE's measures to protect consumers

- **Contract and Bill Templates:** Guidelines and templates of the Electricity Contracts and Bills. Suppliers that follows RAE's guidelines will be honorably mentioned in RAE's monthly "Positive Report".
- **Price Comparison Tool:** Platform where consumers can compare electricity and gas products offered by suppliers.
- **Consumer Complain Platform:** Platform where consumers can submit their complains on energy bills. RAE monitors the complains and intervenes when necessary.
- **Microsite on electricity consumption of devices:** Website ([www.electricitycostcalculator.gr](http://www.electricitycostcalculator.gr)) which provides a user-friendly calculator where consumers can enter the period of use of their devices and their supplier's price and calculate their energy bill.



ΚΩΔ. ΣΥΝΕΡΓΑΤΗ: \_\_\_\_\_  
ΟΝ/ΜΟ ΠΑΡΑΤΗ: \_\_\_\_\_

### ΣΤΟΙΧΕΙΑ ΠΕΛΑΤΗ

ΟΝΟΜΑ / ΕΠΩΝΥΜΙΑ: \_\_\_\_\_

ΣΤΟΙΧΕΙΑ ΕΠΙΚΟΙΝΩΝΙΑΣ

ΔΙΕΥΘΥΝΣΗ: \_\_\_\_\_ ΤΗΛΕΦΩΝΟ: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

ΣΤΟΙΧΕΙΑ ΤΑΥΤΟΠΟΙΗΣΗΣ

ΑΔΤ: \_\_\_\_\_ ΑΦΜ: \_\_\_\_\_ ΔΟΥ: \_\_\_\_\_

### ΤΑΥΤΟΤΗΤΑ ΠΑΡΟΧΗΣ

ΑΡΙΘΜΟΣ ΠΑΡΟΧΗΣ	12345678
ΔΙΕΥΘΥΝΣΗ ΠΑΡΟΧΗΣ	Διεύθυνση του σκηνότυπου
ΕΙΔΟΣ ΜΕΤΡΗΤΗ	Αέλιος - Ήλιος Ορασία Χάλαση Εξέλιος - Ήλιος Ορασία Χάλαση Εξ αναπόσπαστο Ανάγκη - Ήλιος Ορασία Χάλαση
ΚΑΤΗΓΟΡΙΑ ΠΑΡΟΧΗΣ	Οικιακή / Επαγγελματική / Καινοχρήστη
ΕΙΔΟΣ ΠΑΡΟΧΗΣ	Ημερήσιο / Νυκτερινό / Ημερήσιο + Νυκτερινό
ΦΑΣΕΙΣ ΠΑΡΟΧΗΣ	Μονοφασική / Τριφασική
ΙΣΧΥΣ ΠΑΡΟΧΗΣ	8 kVA ή άλλη
ΠΡΟΚΑΤΑΒΟΛΗ	Ποσό σε ευρώ

### ΤΑΥΤΟΤΗΤΑ ΠΡΟΣΦΕΡΟΜΕΝΟΥ ΣΥΜΒΟΛΑΙΟΥ

ΑΡΙΘΜΟΣ ΠΑΡΟΧΗΣ	000000000-1
ΗΜΕΡΟΜΗΝΙΑ ΠΡΟΣΦΟΡΑΣ	Την ημέρα παράδοσης της προσφοράς στον πελάτη
ΟΝΟΜΑΣΙΑ ΣΥΜΒΟΛΑΙΟΥ	Όπως το αναφέρει ο προμηθευτής και δηλώνεται στη ΡΑΕ
ΤΥΠΟΣ ΤΙΜΟΛΟΓΙΟΥ	Σταθερές Χρέωσης / Διακοιμήσιμες Χρέωσης - Λόγα Ρήτρας / Διακοιμήσιμες Χρέωσης - Λόγα Εξέλιου μετρητή
ΔΙΑΡΚΕΙΑ ΔΕΣΜΕΥΣΗΣ	Διάρκεια σε μήνες ( π.χ. 12 μήνες)
ΠΕΡΙΟΔΙΚΟΤΗΤΑ ΛΟΓΑΡΙΑΣΜΟΥ	1 Μήνας - 2 Μήνες - 3 Μήνες - 4 Μήνες - Άλλη περίοδος
ΚΑΤΗΓΟΡΙΑ ΚΩΤ	Ναι/Όχι
ΠΑΓΙΟ ΠΕΡΙΟΔΟΥ	Ναι/Όχι - Ευρώ ανά Περιοδικότητα τιμολόγησης (π.χ. 20 ευρώ ανά 4 μήνες)
ΒΑΣΙΚΗ ΧΡΕΩΣΗ ΠΡΟΜΗΘΕΙΑΣ	Ευρώ/MWh (π.χ. 70 ευρώ/MWh)
ΟΡΙΑ ΔΙΑΚΥΜΑΝΣΗΣ	από - ...% έως +...% (π.χ. από -30% έως και +30%)
ΡΗΤΡΑ ΠΡΟΩΡΗΣ ΑΠΟΧΡΗΣΗΣ ΣΥΜΒΟΛΑΙΟΥ ΣΤΑΘΕΡΗΣ ΤΙΜΗΣ	Ναι/Όχι
ΡΗΤΡΑ ΑΝΑΠΡΟΣΑΡΜΟΓΗΣ	Ναι/Όχι
ΡΗΤΡΑ ΕΚΠΟΜΠΩΝ CO2	Ναι/Όχι
ΑΛΛΟΥ ΤΥΠΟΥ ΡΗΤΡΑ	Ναι/Όχι (να προσδιοριστεί)
ΕΚΠΤΩΣΗ ΣΥΝΕΠΕΙΑΣ	Ναι/Όχι
ΑΛΛΕΣ ΕΠΑΛΛΑΛΜΑΝΟΜΕΝΕΣ ΕΚΠΤΩΣΕΙΣ	Ναι/Όχι (π.χ. Λόγα ορίου κατανάλωσης)
ΕΦΑΠΛΗΣ ΕΚΠΤΩΣΗ	Ναι/Όχι (π.χ. Αίτησης ηλεκτρονικού λογαριασμού)
ΑΛΛΑ ΧΑΡΑΚΤΗΡΙΣΤΙΚΑ	Ναι/Όχι (π.χ. Ηλεκτροκίνηση)



Σκοπείτε τον κωδικό QR για να συναντήσετε αυτόματα τα Συμβόλαια σας στο Εργαλείο Σύγκρισης Τιμών της ΡΑΕ, ή πληκτρολογήστε τον κωδικό: 123456789 στη σελίδα [www.energycast.gr](http://www.energycast.gr)

Μπορείτε να υποβάλετε τυχόν παράπονα σας προς Προμηθευτές ή Διακρίτες μέσω της εφαρμογής <https://myrae.gr/> της Ρυθμιστικής Αρχής Ενέργειας

### ΑΝΑΛΥΣΗ ΧΡΕΩΣΕΩΝ ΠΡΟΣΦΕΡΟΜΕΝΟΥ ΣΥΜΒΟΛΑΙΟΥ

ΠΑΓΙΑ ΧΡΕΩΣΗ: \_\_\_\_\_ Η πάγια χρέωση είναι: \_\_\_\_\_ Ευρώ / μήνα

ΒΑΣΙΚΗ ΧΡΕΩΣΗ ΠΡΟΜΗΘΕΙΑΣ: \_\_\_\_\_ Η βασική χρέωση προμήθειας είναι: \_\_\_\_\_ Ευρώ/MWh

#### ΡΗΤΡΑ ΠΡΟΩΡΗΣ ΑΠΟΧΡΗΣΗΣ

Σε περίπτωση πρόωρης αποχώρησης από Συμβόλαιο Σταθερής Τιμής, το κόστος διαμορφώνεται ως εξής: \_\_\_\_\_

#### ΡΗΤΡΑ ΑΝΑΠΡΟΣΑΡΜΟΓΗΣ

Ο τρόπος υπολογισμού της χρέωσης λόγω Ρήτρας Αναπροσαρμογής διαμορφώνεται ως εξής:  
Η διακύμανση από την Τιμή της Βασικής Χρέωσης Προμήθειας είναι: 0% / από -...% έως +...% / Απεριόριστη

Δείτε παρακάτω ένα ενδεικτικό παράδειγμα της διαφοράς του Συμβολαίου Σταθερής Τιμής σε σχέση με:  
α. Τη χαμηλότερη και υψηλότερη τιμή του περασμένου έτους του συμβολαίου με Ρήτρα Απεριόριστη Διακύμανσης  
β. Τη χαμηλότερη και υψηλότερη τιμή που μπορεί να σημειώσει το συμβόλαιο με Ρήτρα Περιορισμένης Διακύμανσης ...%

α.	Κόστος με Συμβόλαιο Σταθερής Τιμής	Χαμηλότερο Κόστος Ρήτρας Απεριόριστης Διακύμανσης προηγούμενου έτους	Υψηλότερο Κόστος Ρήτρας Απεριόριστης Διακύμανσης προηγούμενου έτους
	Ευρώ / kWh	Ευρώ / kWh	Ευρώ / kWh
β.	Κόστος με Συμβόλαιο Σταθερής Τιμής	Ελάχιστο δυνατό Κόστος με τη Ρήτρα Περιορισμένης Διακύμανσης ...%	Μέγιστο δυνατό Κόστος με τη Ρήτρα Περιορισμένης Διακύμανσης ...%
	Ευρώ / kWh	Ευρώ / kWh	Ευρώ / kWh

#### ΡΗΤΡΑ ΕΚΠΟΜΠΩΝ CO2

Ο τρόπος υπολογισμού της χρέωσης λόγω Ρήτρας Εκπομπών CO2 διαμορφώνεται ως εξής:  
Η διακύμανση από την Τιμή της Βασικής Χρέωσης Προμήθειας είναι:

Δείτε παρακάτω ένα ενδεικτικό παράδειγμα της διαφοράς του Συμβολαίου Σταθερής Τιμής σε σχέση με τη χαμηλότερη και υψηλότερη τιμή CO2 του περασμένου έτους του Συμβολαίου Ρήτρας CO2

Κόστος με Συμβόλαιο Σταθερής Τιμής	Κόστος με τη χαμηλότερη τιμή CO2 του προηγούμενου έτους	Κόστος με την υψηλότερη τιμή CO2 του προηγούμενου έτους
Ευρώ / kWh	Ευρώ / kWh	Ευρώ / kWh

#### ΕΚΠΤΩΣΕΙΣ

ΕΚΠΤΩΣΗ ΣΥΝΕΠΕΙΑΣ	Ο τρόπος υπολογισμού της Εκπτώσης Συνέπειας διαμορφώνεται ως εξής:
ΕΠΑΛΛΑΛΜΑΝΟΜΕΝΗ ΕΚΠΤΩΣΗ	Ο τρόπος υπολογισμού της Εκπτώσης διαμορφώνεται ως εξής:
ΠΡΟΣΦΕΤΑ ΧΑΡΑΚΤΗΡΙΣΤΙΚΑ	Το προσφερόμενο συμβόλαιο περιέχει (π.χ. Ηλεκτροκίνηση)

Η διακύμανση από την Τιμή της Βασικής Χρέωσης Προμήθειας διαμορφώνεται ως εξής:

#### ΕΙΔΙΚΟΙ ΟΡΟΙ ΣΥΜΒΟΛΑΙΟΥ

\_\_\_\_\_

#### ΓΕΝΙΚΟΙ ΟΡΟΙ ΣΥΜΒΟΛΑΙΟΥ

\_\_\_\_\_

#### ΑΠΟΔΟΧΗ

\_\_\_\_\_

Επιθύμη αποστολή του λογαριασμού μου: Και με e-mail [ ] Μόνο με e-mail [ ]  
[ ] Δεν αποδέχομαι να χρησιμοποιεί ο Προμηθευτής την επωνυμία, τους διακριτικούς τίτλους και τα σήματα μου για δικούς του προωθητικούς σκοπούς σύμφωνα με τον νόμο

ΠΑΡΑΤΗΡΗΣΕΙΣ: \_\_\_\_\_  
ΗΜΕΡΟΜΗΝΙΑ: \_\_\_\_\_ ΥΠΟΓΡΑΦΗ ΠΕΛΑΤΗ: \_\_\_\_\_

# Electricity Contract Template





## 2.2 Πρότυπο Λογαριασμού Κατανάλωσης Ηλεκτρικής Ενέργειας ΧΤ (Υπόδειγμα με σύντομες οδηγίες)

ΤΑΥΤΟΤΗΤΑ ΠΑΡΟΧΗΣ	
Αριθμός Παράσης	12345678
Διεύθυνση Παράσης	Διεύθυνση Παράσης
Γεωγραφογραφικό Σήμα	Αποτελείται σε ποσότητες (προσαρτάται όταν υπάρχει διευκρίνιση - υποχρεωτικό όταν δεν υπάρχει)
Τεχνολογία Μέτρησης	Απλάς - Κλασική Ορασία Χρήστη Αυτόματης - Κλασική Ορασία Χρήστη Σύστημα - της Ορασίας Χρήστη Εξελιγμένου - Ανάλυση - Κλασική Ορασία Χρήστη
Δυνατότητα Μέτρησης	Ημερήσια / Ημερήσια + Νύκτα / Ημερήσια + Ορασία
Κατηγορία Παράσης	Οικιακή/Πανεπιστημιακή/Κοινωνική
Φάσεις Παράσης	Μονοφασική / Τριφασική
Ισχύς Παράσης	8 kVA ή άλλη
Εγγύηση	Ποσό σε ευρώ

ΤΑΥΤΟΤΗΤΑ ΛΟΓΑΡΙΑΣΜΟΥ	
A/A Λογαριασμού	10000001
Ημερομηνία έκδοσης	11/11/2022
Είδος	Ενοίκιο/Κατοικία / Ύψους
Ύψος Κατανάλωσης*	Σε kWh κατ' Μην (π.χ. 1000 kWh = 12 Μην)
Χρέωση Προμήθειας	Ποσό σε ευρώ (π.χ. 150 ευρώ)
Χρέωση ανά ΜWh	Ενοίκιο/ΜWh (π.χ. 150/12 = 12,5 ευρώ/ΜWh)
Περίοδος Τιμολόγησης	από ... έως ...
Ημέρες Τιμολόγησης	Χ μήνες

\* 1000 kWh ασύμμετρο με 1 ΜWh

ΤΑΥΤΟΤΗΤΑ ΤΙΜΟΛΟΓΙΟΥ	
Αριθμός Σύμβασης	00000000001
Όνομα Τιμολογίου	Όπως το αναφέρει ο προμηθεύτης και φέρει πάντα την ΠΑΕ
Τύπος Τιμολογίου	Σταθερό Κινητό/Μεταβλητό με αυξομειώσεις εντός ορίου Κινητό/Μεταβλητό με αυξομειώσεις χωρίς όριο
Ιδιαιτέρως Χαρακτηριστικά Τιμολογίου	π.χ. Κλιματική Χρήση / Προσαρμοσμένο ΒDT / Άλλοι όροι που αφορούν υπηρεσίες
Πρόσθετοι Όροι Σύμβασης	π.χ. Ηλεκτρονική / Ψηφιακή Εξουσιοδότηση Ενέργειας κ.λπ.
Ρήτρες Αναπροσαρμογής	π.χ. π.χ. με κλιματική αλλαγή π.χ. π.χ. π.χ.
Πάγιο	ΝΑΙ/ΟΧΙ - Ποσό σε ευρώ Ποσό σε ευρώ ανά μήνα - π.χ. 10 ευρώ το μήνα
Βασική Χρέωση Προμήθειας (ΒΧΠ)	Ενοίκιο/ΜWh ή ενοίκιο/ΜWh ή ενοίκιο/ΜWh (π.χ. 10 ευρώ/ΜWh ή π.χ. 100 ευρώ/μήνα)
Όριο Αυξομείωσης της ΒΧΠ	από ... έως ... π.χ. 10% αύξηση/μείωση
Λοιπές Χρεώσεις	ΝΑΙ/ΟΧΙ (με επιδότηση της κλίμακας)
Λοιπές Πατώσεις	ΝΑΙ/ΟΧΙ (με επιδότηση της κλίμακας)
Εγγύηση	Ποσό σε ευρώ
Έκδοση Λογαριασμού	κάθε 1 μήνα / κάθε 2 μήνες / κάθε 4 μήνες
Εφαρμογή Τιμολογίου σε Δικαιούχους ΚΟΤ*	ΝΑΙ/ΟΧΙ (με την επισημάνση) *ΝΑΙ/ΟΧΙ (με την επισημάνση) σύμφωνα με την Διαδικασία Εφαρμογής ΚΟΤ που αφορά στην Εφαρμογή Κλιματικής Ορασίας (ΚΟΤ)
Διακανονισμοί Εξόφλησης	ΝΑΙ/ΟΧΙ - με πληρωμές (π.χ. 12 μήνες)
Υπολειπόμενη Διάρκεια Σύμβασης	Μήνες και ημερομηνία λήξης (π.χ. 16 μήνες - Απρίλ/ Μάρτιος 2023)
Ρήτρα Πρόωρης Αποχώρησης Σύμβασης Σταθερής Τιμής	ΝΑΙ/ΟΧΙ (όριο για αποδοχές σταθερής τιμής)

**Ανάλυση Ρήτρας Αναπροσαρμογής**  
 \*Προσαρμογή του κλίματος/ακτινισμού  
 \*Κλιματική προσαρμογή που Πρώτη Αναπροσαρμογή αποτελεί να βρεθεί στην Όρο ...  
 της Σύμβασης Προμήθειας ως ακολούθως: ...

ΛΟΓΟΤΥΠΑ ΚΑΙ ΣΤΟΙΧΕΙΑ ΕΤΑΙΡΙΑΣ ΠΑΡΟΧΗΣ	
Όνομα/Επωνυμία	Εταιρεία Παράσης
Κωδικός Πελάτη	0000000001
ΑΦΜ	123456789
ΔΟΥ	ΔΟΥ Παράσης

ΣΥΝΟΠΤΙΚΟΣ ΛΟΓΑΡΙΑΣΜΟΣ	
Χρέωση Προμήθειας	Ποσό σε ευρώ
Μείον Αξία Ρεύματος Έναντι	Μείον Ποσό σε ευρώ
Ρυθμιζόμενες Χρεώσεις	Ποσό σε ευρώ
<b>ΣΥΝΟΛΟ ΚΟΣΤΟΥΣ ΕΝΕΡΓΕΙΑΣ</b>	<b>Ποσό σε ευρώ</b>
ΦΠΑ	Ποσό σε ευρώ
Μη ενεργειακές χρεώσεις	Ποσό σε ευρώ
<b>ΣΥΝΟΛΟ ΛΟΓΑΡΙΑΣΜΟΥ</b>	<b>Ποσό σε ευρώ</b>
Προηγούμενα Ανεξοφλητο Ποσό	Ποσό σε ευρώ
Τόκος Υπερμερίας	Ποσό σε ευρώ
Διακανονισμένες Δόσεις	Ποσό σε ευρώ

**ΣΥΝΟΛΙΚΟ ΠΟΣΟ ΠΛΗΡΩΜΗΣ**  
 Ποσό σε ευρώ

**ΛΗΞΗ ΠΡΟΘΕΣΜΙΑΣ ΠΛΗΡΩΜΗΣ**  
 ΗΜ / ΜΗ / ΕΤΟΣ

**ΚΩΔΙΚΟΣ ΠΛΗΡΩΜΗΣ:** 12345678987654321

ΑΝΑΛΥΣΗ ΧΡΕΩΣΗΣ ΠΡΟΜΗΘΕΙΑΣ ΗΛΕΚΤΡΙΚΗΣ ΕΝΕΡΓΕΙΑΣ		
Πάγιο	Κόστος/ ΜWh	Τελικό ποσό
ΑΝΑΛΥΣΗ Πάγιο Πάγιο/ Ύψος κατανάλωσης σε ΜWh	€/ ΜWh	Ποσό σε €
Τιμολόγηση Κατανάλωσης με τη Βασική Χρέωση Προμήθειας	€/ ΜWh	Ποσό σε €
ΑΝΑΛΥΣΗ Ύψος κατανάλωσης Χρέωση/Δόση/ΜWh	€/ ΜWh	Ποσό σε €
Προσαύξηση λόγω Ρήτρας Αναπροσαρμογής	€/ ΜWh	Ποσό σε €
ΑΝΑΛΥΣΗ Ύψος κατανάλωσης Χ Προσαύξηση ποσό/ΜWh	€/ ΜWh	Ποσό σε €
Άλλες Χρεώσεις βάσει όρων συμβολαίου	€/ ΜWh	Ποσό σε €
Οικονομική Χρέωση και συνολικά	€/ ΜWh	Ποσό σε €
Εκπτώσεις βάσει όρων συμβολαίου	€/ ΜWh	Μείον Ποσό σε €
Οικονομική Χρέωση και συνολικά	€/ ΜWh	Ποσό σε €
<b>ΣΥΝΟΛΙΚΗ ΧΡΕΩΣΗ ΠΡΟΜΗΘΕΙΑΣ</b>	<b>€/ ΜWh</b>	<b>Τελικό ποσό</b>

Στην οθόνη του κινητού σας, σκάνετε τον κωδικό QR για να συνδέσετε τη συσκευή σας στο Εργαλείο Σύνταξης Τιμής της ΠΑΕ ή πληκτρολογήστε τον κωδικό: ... στο σελίδα [www.enpae.gov.gr](http://www.enpae.gov.gr)

## ΕΝΔΕΙΞΕΙΣ ΜΕΤΡΗΣΗΣ

ΑΝΑΛΥΣΗ ΡΥΘΙΣΜΕΝΩΝ ΧΡΕΩΣΕΩΝ		
ΧΡΕΩΣΕΙΣ ΔΙΚΤΥΩΝ ΜΕΤΑΦΟΡΑΣ ΚΑΙ ΔΙΑΝΟΜΗΣ	Μοναδιαία χρέωση	Τελικό Κόστος
<b>Χρεώσεις Χρήσης Συστήματος Μεταφοράς Ενέργειας - ΑΔΜΗΕ</b>		
Χρέωση ανά ΜWh κατανάλωσης	€/ ΜWh	σε €
Χρέωση ανά kVA Ισχύος	€/ kVA	σε €
Ανάλυση με τον προβλεπόμενο τρόπο υπολογισμού		<b>ΣΥΝΟΛΟ</b>
<b>Χρεώσεις Χρήσης Δικτύου Διανομής Ενέργειας - ΔΕΔΔΗΕ</b>		
Χρέωση ανά ΜWh κατανάλωσης	€/ ΜWh	σε €
Χρέωση ανά kVA Ισχύος	€/ kVA	σε €
Ανάλυση με τον προβλεπόμενο τρόπο υπολογισμού		<b>ΣΥΝΟΛΟ</b>
<b>ΧΡΕΩΣΕΙΣ ΓΙΑ ΦΟΡΟΥΣ, ΤΕΛΗ, ΕΙΣΦΟΡΕΣ</b>		
<b>Υπερμερία Κινητή Ορασίας - ΥΠΔ, Μη Διασυνδεδεμένα Νησιά, ΚΟΤ</b>		
Χρέωση ανά ΜWh κατανάλωσης	€/ ΜWh	<b>ΣΥΝΟΛΟ</b>
Ανάλυση με τον προβλεπόμενο τρόπο υπολογισμού		<b>ΣΥΝΟΛΟ</b>
<b>Τόκος Μείωσης Εκπομπών Αερίων Ρύπων ΕΤΜΕΑΡ - ΑΠΕ</b>		
Χρέωση ανά ΜWh κατανάλωσης	€/ ΜWh	<b>ΣΥΝΟΛΟ</b>
Ανάλυση με τον προβλεπόμενο τρόπο υπολογισμού		<b>ΣΥΝΟΛΟ</b>
<b>Ανταποδοτικό Τέλος ΡΑΕ</b>		
Χρέωση ανά ΜWh κατανάλωσης	€/ ΜWh	<b>ΣΥΝΟΛΟ</b>
Ανάλυση με τον προβλεπόμενο τρόπο υπολογισμού		<b>ΣΥΝΟΛΟ</b>
<b>ΣΥΝΟΛΟ ΡΥΘΙΣΜΕΝΩΝ ΧΡΕΩΣΕΩΝ</b>		<b>Τελικό Ποσό</b>

ΕΝΕΡΓΕΙΑΚΟ ΜΕΙΓΜΑ	
Για τις περιβαλλοντικές επιπτώσεις όσον αφορά τις εκπομπές CO2 η ενέργεια που καταναλώσατε παράχθηκε από:	

ΥΠΟΣΤΗΡΙΞΗ ΚΑΤΑΝΑΛΩΤΩΝ	
<b>ΡΥΘΜΙΣΤΙΚΗ ΑΡΧΗ ΕΝΕΡΓΕΙΑΣ</b> Υποβολή παραπόνων προς Προμήθετες ή Διακομιστές μέσω εφαρμογής της Ρυθμιστικής Αρχής Ενέργειας στο: <a href="http://my.rae.gr">http://my.rae.gr</a>	
<b>ΣΥΝΗΓΟΡΟΣ ΚΑΤΑΝΑΛΩΤΗ</b> Ιστοσελίδα: <a href="http://www.kyriakoskatsaniotis.gr">http://www.kyriakoskatsaniotis.gr</a> Τηλ: 210 6460962 Mail: <a href="mailto:grammatikeia@kyriakoskatsaniotis.gr">grammatikeia@kyriakoskatsaniotis.gr</a>	
<b>ΓΡΑΜΜΗ ΥΠΟΣΤΗΡΙΞΗΣ ΚΑΤΑΝΑΛΩΤΩΝ (Όνομα παράουχο)</b> Ιστοσελίδα: Τηλ: ... Mail: ...	
<b>ΕΝΟΣΕΙΣ ΚΑΤΑΝΑΛΩΤΩΝ</b> Βρείτε Μπατα με τις ενώσεις καταναλωτών στην Ιστοσελίδα: <a href="http://www.enpae.gov.gr">http://www.enpae.gov.gr</a> Email: <a href="mailto:enoseis@enpae.gov.gr">enoseis@enpae.gov.gr</a>	
<b>ΤΗΛ. ΒΛΑΒΩΝ ΔΕΔΔΗΕ</b>	<b>11500</b>

ΑΝΑΛΥΣΗ ΜΗ ΕΝΕΡΓΕΙΑΚΩΝ ΧΡΕΩΣΕΩΝ		
<b>ΔΗΜΟΤΙΚΑ ΤΕΛΗ</b>		Ποσό σε ευρώ
με τον προβλεπόμενο τρόπο υπολογισμού		
<b>ΔΗΜΟΤΙΚΟΙ ΦΟΡΟΙ</b>		Ποσό σε ευρώ
με τον προβλεπόμενο τρόπο υπολογισμού		
<b>ΤΕΛΟΣ ΑΚΙΝΗΤΗΣ ΠΕΡΙΟΥΣΙΑΣ</b>		Ποσό σε ευρώ
με τον προβλεπόμενο τρόπο υπολογισμού		
<b>ΆΛΛΕΣ ΧΡΕΩΣΕΙΣ</b>		Ποσό σε ευρώ
με τον προβλεπόμενο τρόπο υπολογισμού		
<b>ΧΡΕΩΣΗ ΕΡΤ</b>		Ποσό σε ευρώ
με τον προβλεπόμενο τρόπο υπολογισμού		
<b>ΣΥΝΟΛΟ ΜΗ ΕΝΕΡΓΕΙΑΚΩΝ ΧΡΕΩΣΕΩΝ</b>		<b>Τελικό Ποσό</b>

ΤΡΟΠΟΙ ΠΛΗΡΩΜΗΣ	

# Electricity Bill Template

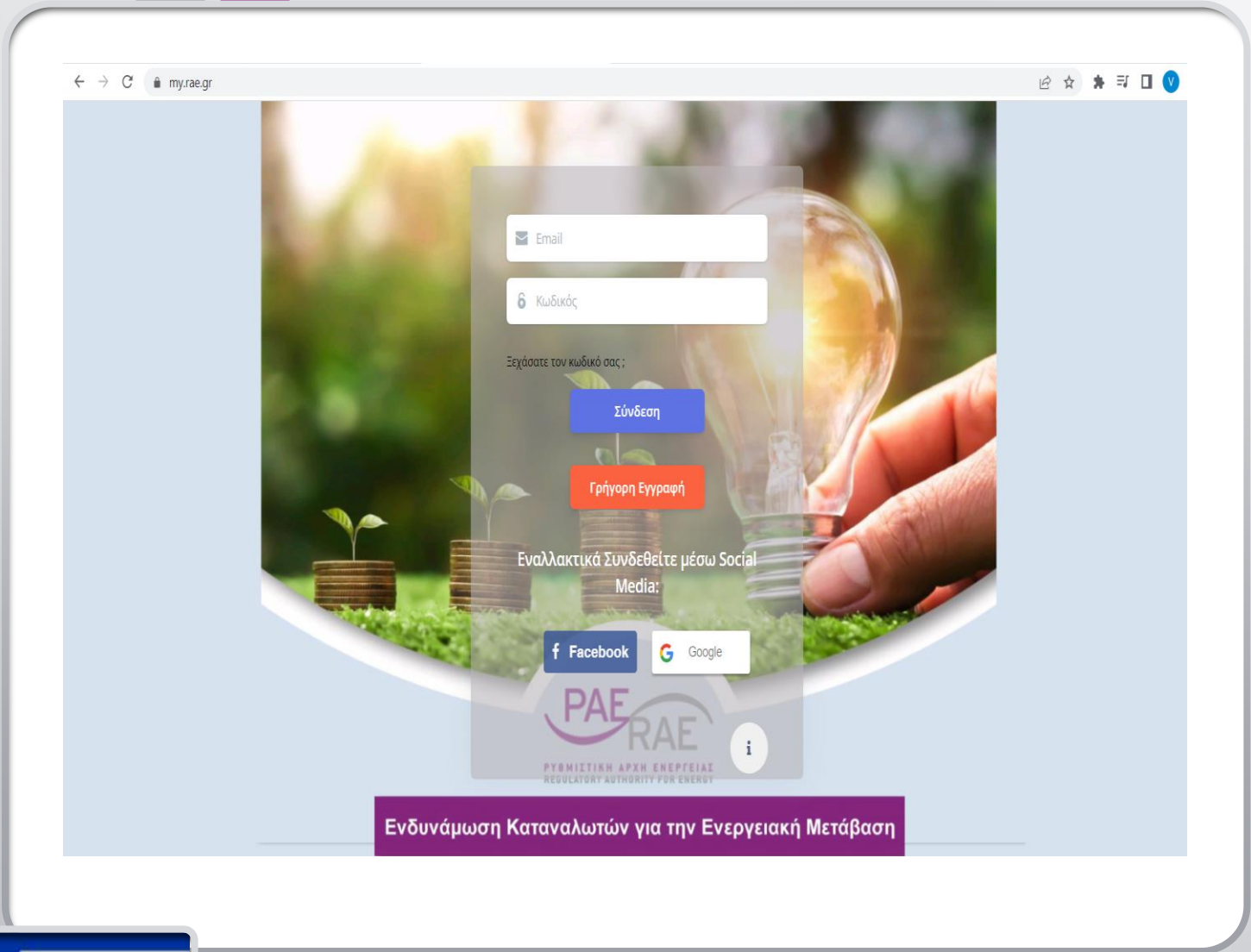


[www.energycost.gr](http://www.energycost.gr)



# Comparison Tool





# Consumer Complain Platform

my.rae.gr





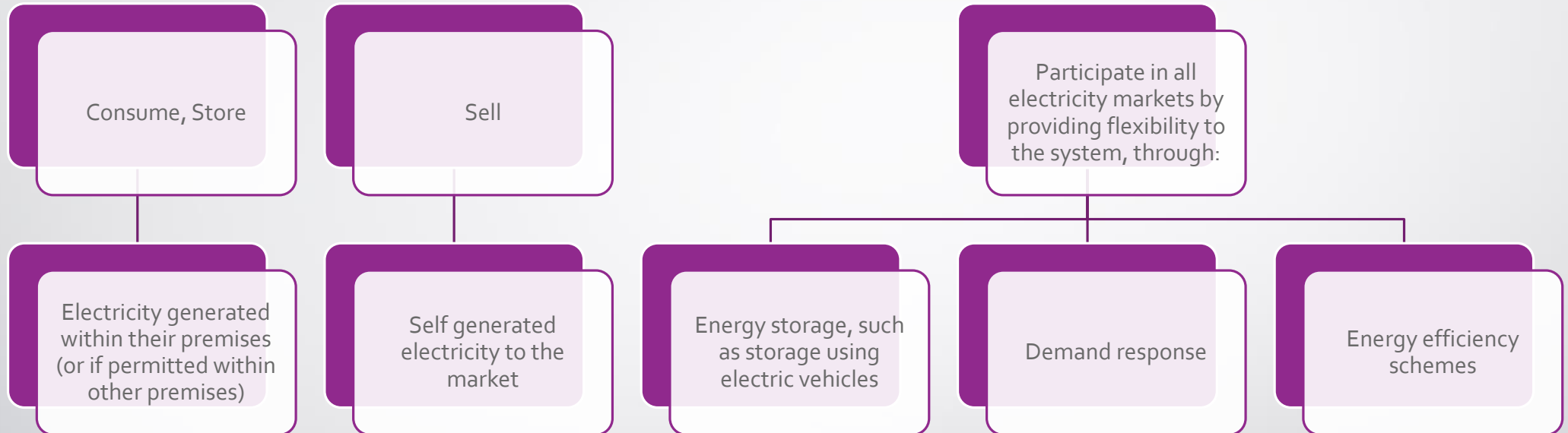
## Section II:

Empowerment of the consumers:  
mechanisms for active participation

Creating a level playing field for new  
market participants

# Active consumers

Final consumers or a group of jointly acting consumers have the right to:



***Electricity consumers are entitled to act as active consumers without being subject to disproportionate or discriminatory technical requirements, administrative requirements, procedures and charges, and to network charges that are not cost-reflective. (article 15 of ED).***

# ACTIVE CONSUMERS

(article 15 of ED)

## Rights

Active consumers are entitled to:

- operate either directly or through aggregation.
- sell self-generated electricity, including through power purchase agreements.
- participate in flexibility schemes and energy efficiency schemes.
- delegate to a third party the management of the installations required for their activities.

## Obligations

Active consumers are:

- subject to cost-reflective, transparent and non-discriminatory network charges that account separately for the electricity fed into the grid and the electricity consumed from the grid.
- financially responsible for the imbalances they cause in the electricity system; to that extent they shall be balance responsible parties or shall delegate their balancing responsibility in accordance with Article 5 of Regulation (EU) 2019/943.

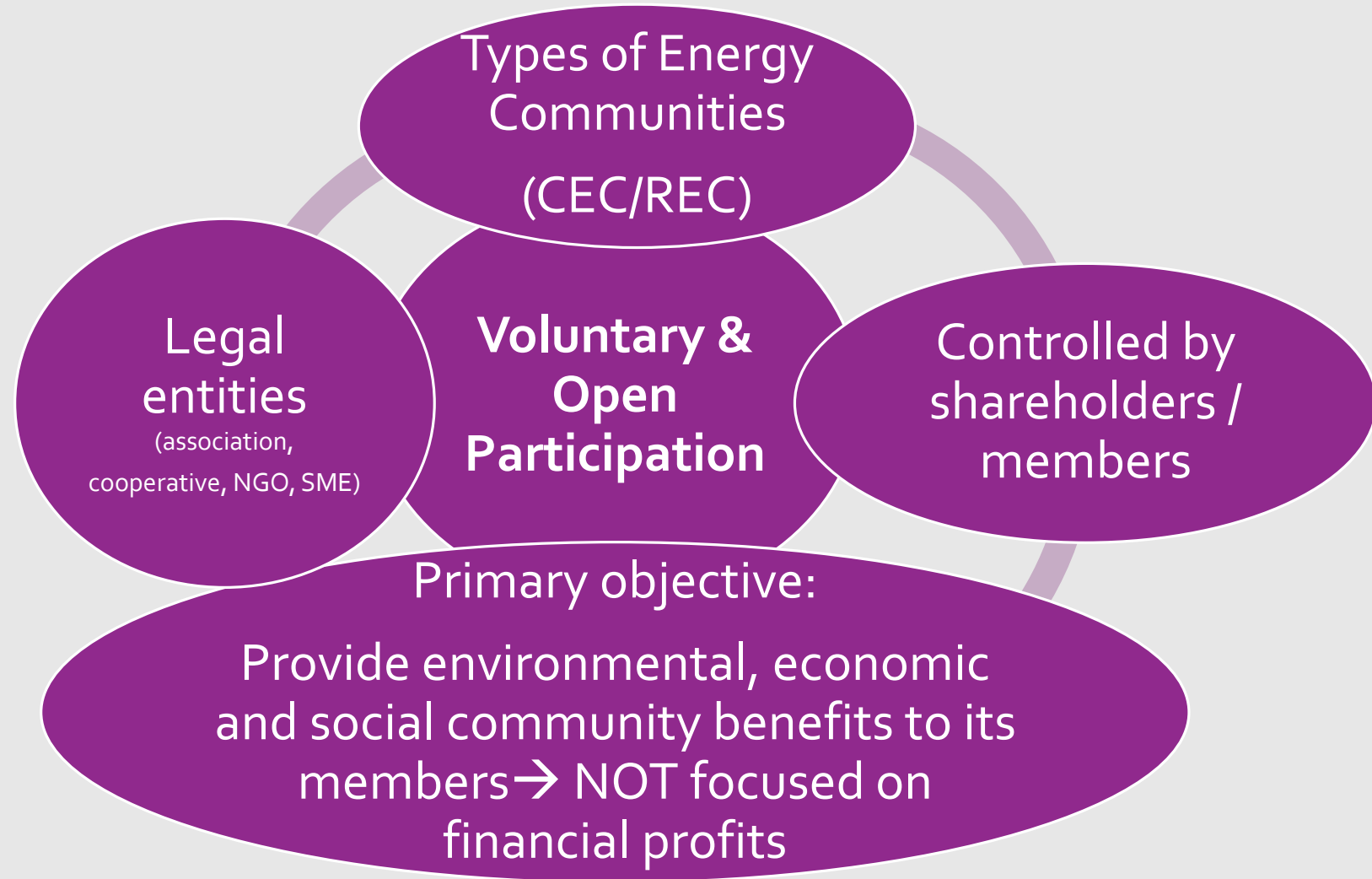
# Energy Communities



- Although citizens' energy cooperatives and community driven energy projects are not a new concept, the Clean Energy Package introduced formally Energy Communities into European legislation.
- “Energy communities” are specified in two separate legislative acts of the Clean Energy Package. The **Electricity Directive (EU) 2019/944** introduces new roles and responsibilities for “**Citizen Energy Communities**” (CECs) in the energy system covering all sectors of electricity and the **Renewable Energy Directive (EU) 2018/2001 (RED II)** sets the framework for “**Renewable Energy Communities**” (RECs) engaging in the renewable energy sector.
- Energy Communities should be allowed to operate on the market **on a level playing field without distorting competition**, and the rights and obligations applicable to the other electricity undertakings on the market should be applied to citizen energy communities in a non-discriminatory and proportionate manner. Those **rights and obligations should apply in accordance with the roles that they undertake**, such as the roles of final customers, producers, suppliers or distribution system operators. (recital 46 of ED).



# Main (common) characteristics





# Specific requirements

## Differences between CEC/REC

	CEC (article 2(11) ED)	REC (article 2(16) RED II)
Membership	<ul style="list-style-type: none"> <li>▪ Natural persons,</li> <li>▪ Local authorities, including municipalities</li> <li>▪ Small enterprises and microenterprises (large and medium size enterprises are excluded).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Natural persons,</li> <li>▪ Local authorities, including municipalities</li> <li>▪ <b>Medium-Small enterprises</b> and microenterprises, provided that for private undertakings their participation does not constitute their primary commercial or professional activity.</li> </ul>
Geographic limitation	No geographic limitation (i.e., no proximity of the “effective control” to the project owned by the community is required)	The shareholders or members <b>must be located in the proximity of the renewable energy projects</b> that are owned and developed by the REC.
Activities	Electricity sector: Electricity generation, distribution and supply, consumption, aggregation, storage or energy efficiency services, generation of renewable electricity, charging services for electric vehicles or provide other energy services to its shareholders or members.	Renewable energy sector: Production, consumption, selling and sharing of renewable energy.
Technologies	Technology neutral	Limited to renewable energy technologies

# Examples of activities - projects

## Community owned generation assets – simple generation

- ⑩ The Members of such Energy Communities usually do not self-consume the energy produced but sell it to the market/ supplier.
- ⑩ The income is shared among the members and/or reinvested in energy projects.

## Virtual energy sharing/net-metering

- ⑩ The energy produced by the generation unit owned by the Energy Community can be offset, through a common supplier, with the energy consumed by the Member of the Energy Community. The supplier takes care of the offsetting between production and consumption and supplies additional energy if needed.

## Sharing of local production through community grids

- Energy is physically shared through a community grid. For example, energy grids on islands without connection to the mainland, or in other remote locations can be community owned.

# Setting up the legal framework

		CEC	REC
		Article 16 of ED	Article 22 RED II
<b>Mandatory</b>	Common Rules	<ul style="list-style-type: none"> <li>participation in a citizen energy community is <b>open and voluntary</b>.</li> <li>members or shareholders of a CEC/REC are <b>entitled to leave the community</b>.</li> <li>members or shareholders of a CEC/REC <b>do not lose their rights and obligations as household customers or active customers</b>.</li> <li>distribution system operators cooperate with CEC/REC to facilitate electricity transfers within CEC/REC.</li> <li>CEC/REC are subject to <b>non-discriminatory, fair, proportionate and transparent procedures and charges</b>, including with respect to registration and licensing, and to transparent, non-discriminatory and cost-reflective network charges, ensuring that they contribute in an adequate and balanced way to the overall cost sharing of the system.</li> <li>CEC/REC are able to <b>access all electricity markets</b>, either directly or through aggregation, in a non-discriminatory manner.</li> <li>are treated in a <b>non-discriminatory and proportionate</b> manner as regards their activities, rights and obligations as final customers, producers, suppliers, distribution system operators or market participants engaged in aggregation.</li> <li>are entitled to arrange within the CEC/REC the <b>sharing of electricity</b> that is produced by the production units owned by the community, subject to the community members retaining their rights and obligations as final customers.</li> </ul>	
	Individual Rules	<ul style="list-style-type: none"> <li>are <b>financially responsible for the imbalances</b> they cause in the electricity system.</li> <li>as regards consumption of self-generated electricity, CEC are treated like active customers.</li> </ul>	<ul style="list-style-type: none"> <li>tools to facilitate access to finance are available.</li> <li>regulatory and capacity-building support is provided to public authorities in enabling and setting up REC.</li> <li>rules to secure the equal and non-discriminatory treatment of consumers that participate in the REC are in place.</li> <li>specificities of REC shall be considered when designing <b>support schemes</b> in order to allow them to compete for support on an equal footing with other market participants.</li> </ul>

		CEC	REC
Optional	Common Rules	are open to <b>cross-border participation</b>	
	Individual Rules	<ul style="list-style-type: none"> <li>▪ CEC are entitled to <b>own, establish, purchase or lease distribution networks</b> and to autonomously manage them subject to rules and regulations applying to distribution system operators.</li> </ul> <p>In this case it shall be ensured that CEC:</p> <ul style="list-style-type: none"> <li>- are entitled to conclude an agreement on the operation of their network with the relevant distribution system operator or transmission system operator to which their network is connected;</li> <li>- are subject to appropriate network charges at the connection points between their network and the distribution network outside the citizen energy community;</li> <li>- do not discriminate or harm customers who remain connected to the distribution system.</li> </ul>	

# Regulatory challenges

When setting up the regulatory framework it shall be ensured that Energy Communities:

- do not become a vehicle to circumvent existing market principles, such as **unbundling**, **consumer rights** or the **cost sharing principles** applied to energy grids.

For example:

- Members of Energy Communities should enjoy their pre-contractual rights as consumers, thus should be informed of the price of the supply agreement, including the price of the shared energy or the right to change supplier.
- A tenant renting a property within a building with a PV plant which is shared among different flat owners should have the right to choose if he/she wants to participate in the self-generation and self-consumption model or if he/she chooses a form of supply completely independent of the energy community of the building.
- **do not avoid costs** to the benefit of their customers, whilst passing them onto the wider customer base.
- should be able to **compete on a level playing field**, meaning that the regulatory framework shall ensure that ECs do not face undue barriers nor create undue distortions in existing markets.

## Example: Energy Communities under Greek law



### Formation requirements

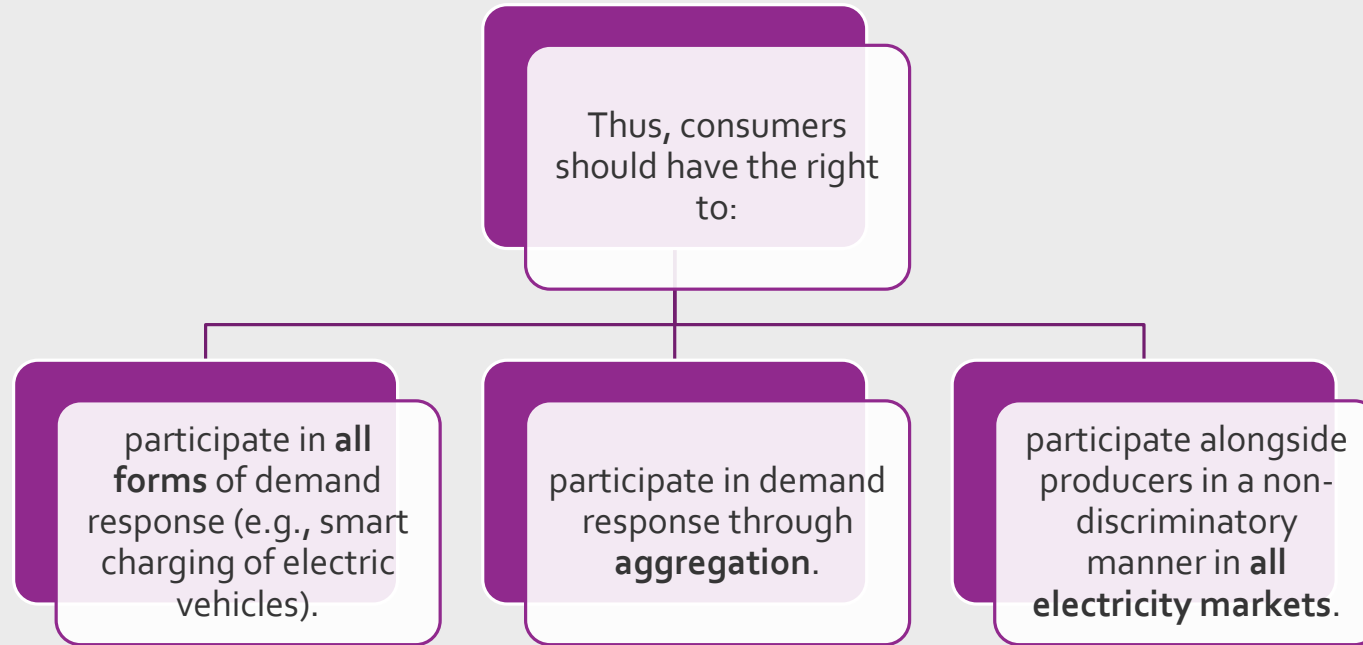
<b>Legal form</b>	Civil cooperative
<b>Membership</b>	Physical persons, legal persons (small enterprises for CEC, SME for REC), local government administration
<b>Members</b>	Minimum: 30; 15 for legal entities; 3 for local government Each Member can be Member to one CEC/REC in the same region
<b>Shares</b>	1 or more, up to 20% of the share capital
<b>Voting rights</b>	Each Member one voting right (irrespective of its share in the share capital).
<b>Proximity requirement</b>	REC: 50% of Members shall be citizens or have a right in rem in the region where the REC is seated
<b>Distribution of profits</b>	Only up to 20%

### Financial incentives and support measures

- ✓ Virtual net metering (REC/CEC)
- ✓ Priority in obtaining licenses when overlapping with other applications (REC)
- ✓ Reduced fees for licenses/ letter of guarantee for grid connection (REC)
- ✓ Eligible in participating in national/EU funding programs (REC)

# Demand Response

According to the ED all **consumers** should be able to benefit from participating in the market by **adjusting their consumption according to market signals** and, in return, **benefit from lower electricity prices or other incentive payments.**



**Products** should be **defined** on all electricity markets, including ancillary services and capacity markets, in order to encourage the participation of demand response.

# Aggregation

a function performed by a natural or legal person who combines **multiple customer loads or generated electricity** for sale, purchase or auction in any electricity market.  
(article 2 (18) of ED)

## Enabling the participation of active consumers in the market

In order consumers to be able to participate in the energy system **on a level playing field** they should be **allowed to make full use of the advantages of aggregation of production and supply** over larger regions and benefit from cross-border competition.

Market participants engaged in aggregation are likely to play an important role **as intermediaries between customer groups and the market**, as customers do not possess sufficient capacity for market participation and may lack the knowledge of market interactions.



## SETTING UP THE LEGAL FRAMEWORK

The regulatory framework shall contain at least the following elements:

- the right for each market participant engaged in aggregation, including independent aggregators, to **enter electricity markets without the consent of other market participants.**
- non-discriminatory and transparent rules as regards **roles and responsibilities** to all electricity undertakings and customers.
- non-discriminatory and transparent rules and procedures for the **exchange of data** between market participants engaged in aggregation and other electricity undertakings that ensure easy access to data on equal and non-discriminatory terms while fully protecting commercially sensitive information and customers' personal data.
- an obligation on market participants engaged in aggregation to be **financially responsible** for the imbalances that they cause in the electricity system.
- provision for final customers who have a contract with independent aggregators **not to be subject to undue payments, penalties or other undue contractual restrictions by their suppliers.**
- a **conflict resolution mechanism** between market participants engaged in aggregation and other market participants.
- **technical requirements** for participation of demand response in all electricity markets on the basis of the technical characteristics of those markets and the capabilities of demand response.

# Aggregation Contract

(article 13 of ED)

When a final customer wishes to conclude an aggregation contract, the final customer is entitled to do so **without the consent of the final customer's supplier.**

## Aggregators shall:

in a non-discriminatory manner as regards cost, effort or time:

➤ fully inform customers of the terms and conditions of the contracts that they offer to them.

➤ grant to the customers all relevant demand response data or data on supplied and sold electricity free of charge at least once every billing period, if requested by the customer.

## Suppliers shall:

➤ not discriminate the customers who have a contract with a market participant.

➤ not impose to them technical and administrative requirements, procedures or charges on the basis of whether they have a contract with a market participation engaged in aggregation.



## Section III: Smart metering systems and data management

# Smart metering systems

## Enable Consumers

to receive accurate and near real-time feed back on consumption and/or generation.

to manage their consumption and participate in the energy market through demand response, energy efficiency and dynamic pricing.

## Enable Distribution system operators

to have better visibility of their networks, and as consequence, to reduce their operation and maintenance costs.

to pass those savings on to the consumers in the form of lower distribution tariffs.

## Smart metering systems deployment and requirements

### General requirements (article 19 of ED)

Contracting Parties shall recommend electricity market undertakings to implement smart metering systems.

- The deployment of smart metering systems may be subject to a **cost-benefit assessment**.
- Final customers contribute to the **associated costs** of the deployment in a transparent and non-discriminatory manner.
- Smart metering systems should operate in accordance with applicable **data protection rules**.
- **Minimum functional and technical requirements** (including **interoperability** requirements) for the smart metering systems to be deployed, shall be approved by the competent authorities.

### Functionalities (article 20 of ED)

Where the deployment of smart metering systems **is positively assessed** as a result of the cost-benefit assessment, smart metering systems shall be deployed in accordance with European standards, related to:

- accurately measurement of actual electricity consumption;
- availability of the data to the customers (including retrieval of data and transmit to other parties with no additional cost);
- security of data and data communication;
- compliance with data protection and privacy rules;
- appropriate advice and information that should be given to final customers prior to or at the time of installation of smart meters.

### Entitlement to smart meter (article 21 of ED)

Customers **are entitled to a smart meter in cases where the deployment has been negatively assessed** nor systematically pursued. In this case, customers should bear the associated costs of deployment, under fair, reasonable and cost-effective conditions.

## Data management

### Article 23 of ED

<b>Data management model</b>	<p>Discretion to apply any data management model provided that:</p> <ul style="list-style-type: none"><li>▪ the rules are transparent;</li><li>▪ data can be accessed under non-discriminatory conditions;</li><li>▪ the highest level of cybersecurity, data protection and impartiality of the entities which process the data is ensured.</li></ul>
<b>Type of data</b>	<p>Data include:</p> <ul style="list-style-type: none"><li>▪ metering and consumption data;</li><li>▪ data required for customer switching, demand response and other services.</li></ul>
<b>Protection of data</b>	<p>The rules on:</p> <ul style="list-style-type: none"><li>▪ access to data and data storage</li><li>▪ processing of personal data</li></ul> <p>shall comply with the relevant data protection rules.</p> <p>An authority may be appointed for supervising that data management is performed in compliance with the applicable rules.</p>
<b>Access to data - cost</b>	<ul style="list-style-type: none"><li>▪ No additional costs shall be charged to final customers for access to their own data or for a request to make their data available.</li><li>▪ Contracting Parties shall be responsible for setting the relevant charges for access to data by eligible parties on a reasonable and justified manner.</li></ul>



**Thank you very much for your attention!**

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