



Commercial Quality of DSOs in Austria

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Framework



Procedures



Results



Challenges

Framework

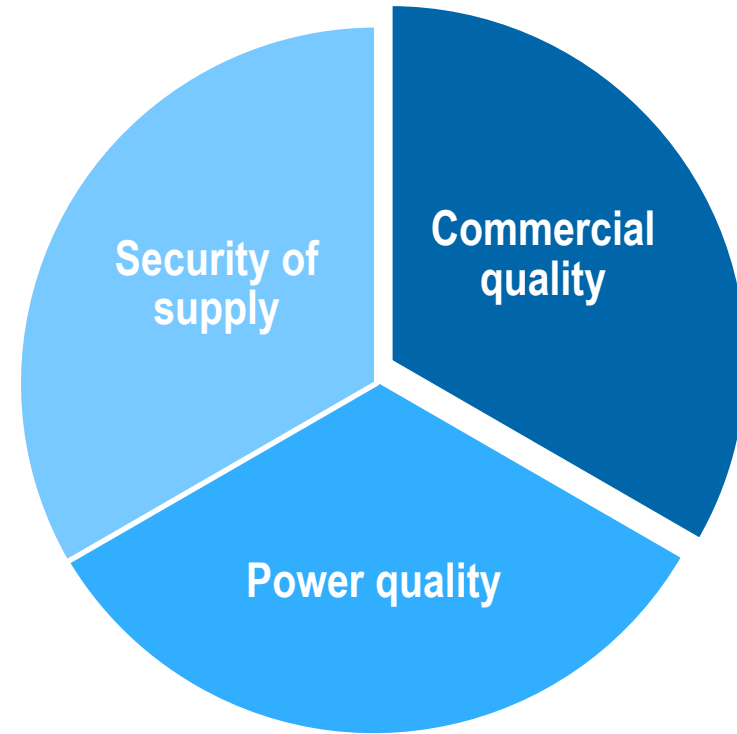
The three pillars: security of supply, power quality and commercial quality

Reliable energy supply has several dimensions

- > 24/7 energy supply (security of supply)
- > High-quality energy (power quality)
- > High-quality customer services (commercial quality)

Commercial quality taps into the **properties of the relationships** between DSOs and customers, not the product

- > What does this relationship currently look like?
- > Do DSOs deliver their services in customer-friendly ways?
- > How is this relationship to change in the future?



Standards

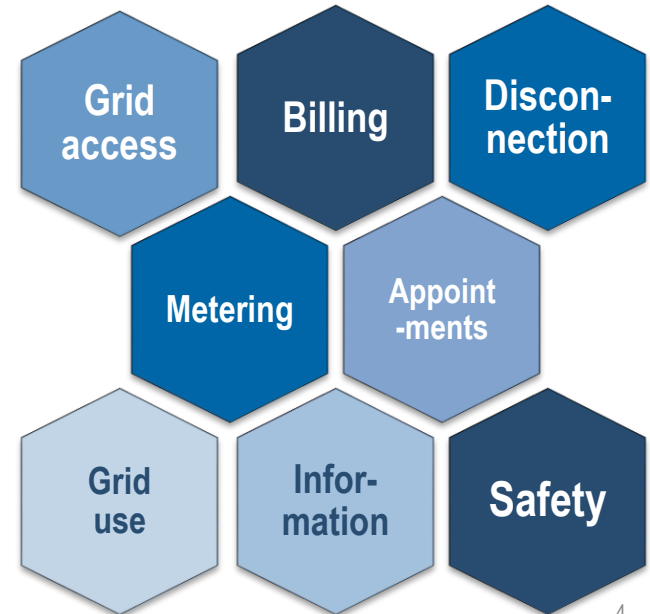
Meeting requirements in response time, information provision and punctuality in 95 out of 100 cases

E-Control is responsible for setting standards and indicators for security, reliability and quality of DSO services; DSOs required to submit annual data

- > §19 Electricity Act, §30 Gas Act, Electricity and Gas Grid Service Quality Regulations

Multiple dimensions of commercial quality

- > Requirements for response time
- > Availability of information
- > Punctuality




Procedures


IT infrastructure, communication and analysis


Comprehensive IT infrastructure how to design surveys, communicate, handle, analyse and record (archive) data submissions for commercial quality





Erhebungen



 Erhebungsdashboard



 AUSD Strom


 EEV - Elektronische Entgeltverfahren


 Kommerzielle Qualität Gas


 Kommerzielle Qualität Strom


 SME - Smart-Meter-Erhebung


 VST Gas - Versorgungsstandard Gas

Standard

Anzahl Enda

	Total	34	0	100%	■
	an Netzbenutzer	6	0	100%	■
Anzahl Endabrechnungen - Vertragsbeendigung	an Versorger	109	35	68%	■
	Total	115	35	70%	■
	an Netzbenutzer	38	0	100%	■
Anzahl gelegter Rechnungen	an Versorger	2.507	35	99%	■
	Total	2.545	35	99%	■

Commercial quality is very high in Austria (2019 data)

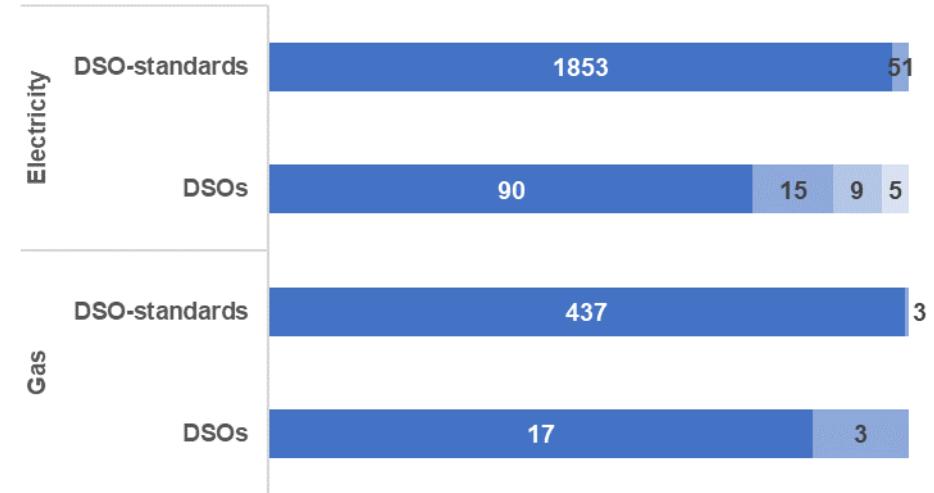
> Electricity

- 119 DSOs were assessed for compliance with 16 standards each (1904 DSO-standards)
- 29 DSOs violate a total of 51 standards
- 90 DSOs violate no standards, 15 violate 1, 9 violate 2 and 5 violate more than 2 (up to 6)

> Gas

- 20 DSOs were assessed for compliance with 22 standards each (440 DSO-standards)
- 3 DSOs violate a total of 3 standards (1 each)

Compliance with Standards

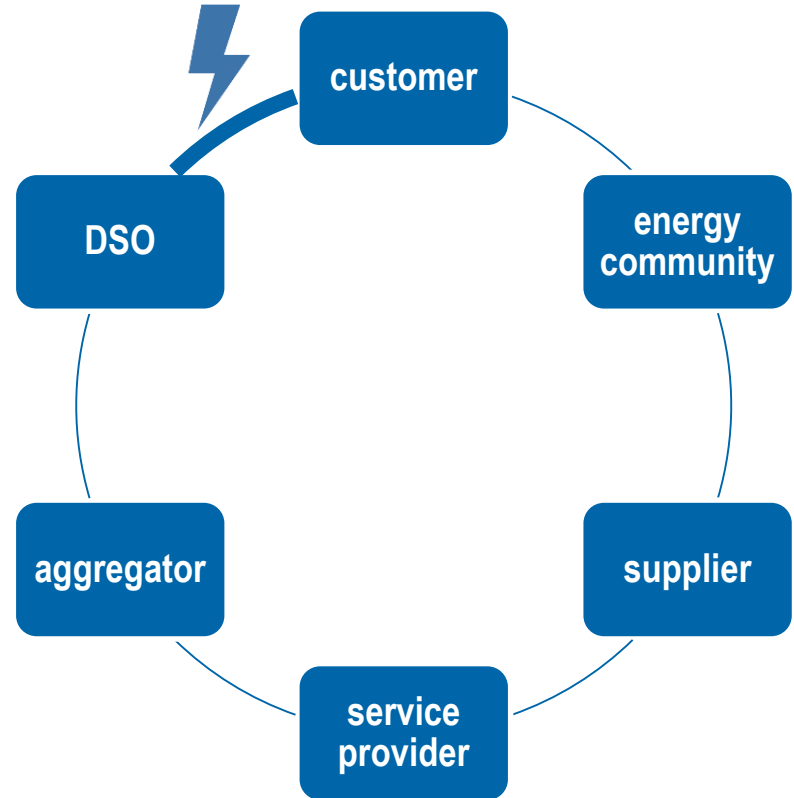


Challenges

Shifting bonds between DSOs and consumers?

Relationships between DSOs and customers in a consumer-centric modern energy world?

- > Too good to be true? Are standards too lax?
- > What are the relevant relationships in a changing energy world?
 - Shifting and new roles? New value propositions?
- > How to best assess their quality?
- > In what ways do future trends, new business models, the climate emergency, ... affect these relationships?



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