

CEER hearing on the draft GGP on retail market design, with a focus on supplier switching and billing

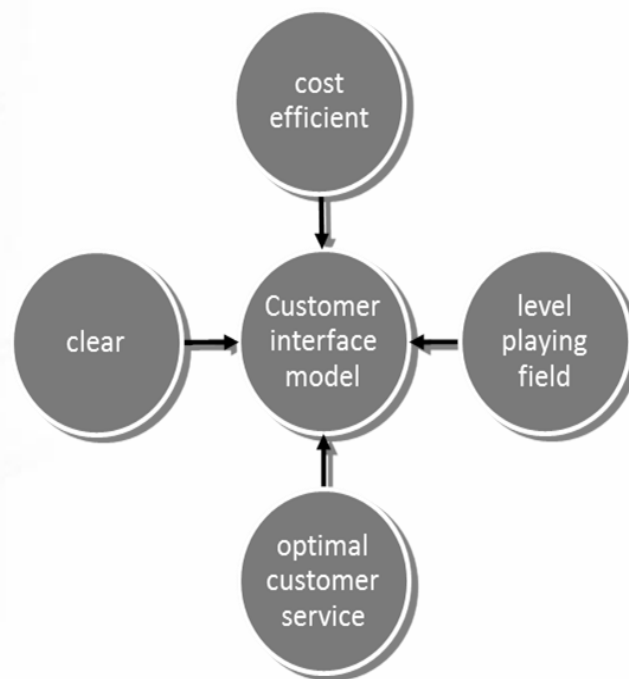
- Retail Market Model Design

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CEER hearing on draft GGP Retail market design, with a focus on supplier switching and billing, Brussels

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Objectives of a customer interface model



Customer interface model

- ***Question 1: Do you agree that the supplier should be the main point of contact for the customer?***
 - ***45 respondents agree, 8 respondents disagree***
- ***Comments:***
 - In an increasingly complex environment, supplier is the intuitive point of contact for the customer
 - It is important for the customer to know when and how to contact the DSO for specific questions or problems such as grid questions, network outages or compensation for power outages.
 - Costs and benefits need to be taken into account
 - Concerns about increased risks for small and medium suppliers
 - As long as roles and responsibilities are clear, transparent and known by the customer, the number of contact points is not relevant

Retail market design

- ***Question 5: Do you agree that there should be a regulated framework for meter value management?***
 - ***55 respondents agree, 0 respondents disagree***
- ***Comments:***
 - Privacy and security of the exchanged data should be secured
 - This should not only hold for meter value management, but also other processes
 - This is the basic requirement for error-free data exchange and timely switches
 - The regulated framework should leave room for new and innovative products.
 - A minimum set of information on metering data to be provided by DSOs to suppliers should be defined at national level in order to facilitate the billing of customers and a quick conclusion of the switching procedure

Retail market design

- ***Question 2: Do you agree that the contract should always be offered to the customer in written form?***
 - ***42 respondents agree, 12 respondents disagree***
- ***Comments:***
 - A customer should also be able to enter into a contract orally or electronically
 - Electronic forms for the contract should also be valid
 - Written contract ensures that both contractual parties are clearly informed about their rights and obligations

The background of the slide is a light blue gradient with a faint, semi-transparent image of a high-voltage electricity pylon on the left and a gas burner with blue flames on the right.

Thank you for your attention!

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