Council of European Energy Regulators

CEER 2013 Consumer Conference on Energy Customers

Break-out session D: Reliability
Innovative services and DSO performance: on the path towards improving customer satisfaction

Introduction

One of the four principles that characterises the CEER-BEUC *2020 Vision for Europe's energy customers* is reliability in the physical supply of energy, and in commercial systems and processes that provide continuous access and affect customer service levels, such as billing. It also means reliability in the processes that allow problems and disputes to be resolved transparently, fairly and quickly. This principle is also closely linked to the empowerment of consumers. Meanwhile, innovation is a key enabler for companies to actually put consumers at the very heart of the market, giving them opportunities to choose among a large number of services.

This break-out session examines the services and core functions provided by distribution system operators and aims to build understanding on who does what, what services are and could be provided and where to go from here.

CEER's work

CEER has been developing important work examining the functions of DSOs in relation to markets, including *Guidelines of Good Practice (GGP) on indicators for retail market monitoring* (focusing on market conditions and DSO services); a *Status Review of their implementation as of 1 January 2012*, and our on-going work on *Regulation of the quality of the DSO services: advice from a consumer/prosumer perspective*. In November 2012, CEER published its *Benchmarking Report on Meter Data Management Case Studies* and further work on data management for better retail market functioning is in progress.

The Panel

During the panel, representatives will present their different views and experiences regarding existing and future innovative services. They will also debate how the market should be improved to allow consumers to benefit from such services. What are the roles of the different market actors? How could they be better defined?

Break-out D is moderated by Mr Tomás Gómez, Vice-Chair of CEER's Customer and Retail Markets WG, with the participation of:

- Mr Peter Söderström, Vattenfall Distribution (Sweden)
- Mr Ville Sihvola, Elenia Distribution (Finland)
- Mr Martin Salamon, Forbrugerrådet, The Danish Consumer Council (Denmark)
- Mr Jan Panek, Head of Unit Internal Energy Market: Retail Market (DG ENER)

Within the context of discussions about regulated activities as regards the **quality of DSO prosumer and consumer services**, CEER is developing advice on a first draft list of DSO services provided to customers:

- ✓ Advice on time limits and information channels for:
  - Connection to the grid of new customers
  - Service activation
  - Service deactivation (disconnection)
  - Notice of disconnection due to non-payment and time limit for restoration of service
  - Information to affected customers about planned grid interruptions
- ✓ Advice on procedures and rules to:
  - Provide customer with information to contract DSO services and consumers rights
  - Guarantee market neutrality of DSOs
- ✓ Advice on time limits for:
  - Punctuality of appointments with customers
  - Waiting delays in call centers
  - Response to customer enquiries
  - Response to customer complaints
- ✓ Advice on procedures and rules to:
  - Provide information about the security and correct use of gas and electricity installations
  - Attend to gas emergencies
  - Provide information about energy efficiency measures and programmes
  - Facilitate demand response by end-use customers
  - Facilitate connection of electricity micro-generation

Regarding **data management**, CEER has already provided views on high-level principles:

- Any data management should be conducted in a secure manner and with respect for customer privacy;
- Customers should be in control of their basic data and should always be in control of and have access to their data in a simple and reliable way without any additional costs;
- The operator managing the data shall act as a market facilitator in a neutral and nondiscriminatory manner as well as an enabler for energy-services;
- Network operators must have access to data they need for ensuring the network performance (e.g. safety, security, planning) in line with their legal obligations;
- The data interface should be shaped according to clear and transparent rules;
- The models should be driven by high level of transparency, cost-efficiency and along interest of customers;
- A model should be as much as possible open to both centralised and decentralised approaches, in order to best meet the specificities of the market design and conditions across Europe;
- It is of fundamental importance to have a good interface between the existing data hubs to enable cross-border activity. This is fundamental to allow the treatment of data from different countries, which might possibly have different models in place.