



**Brussels Office**  
Place du Champ de Mars 5  
1050 Brussels, Belgium  
Tel : +32 2 213 82 85  
www.sia-partners.com

Paris | Bruxelles | Roma | Milano | Casablanca | Dubai | Amsterdam

# Minimum services and Optional services

## Sia Partners' position

“Active participation of the retail customers”



Friday, 8<sup>th</sup> October

Your contacts

---

**Benoit AUBARD** – Manager

Tel: 00 32 2 213 82 85

Mob: 00 32 473 37 46 73

benoit.aubard@sia-partners.com

**Cristina Morere** – Consultant

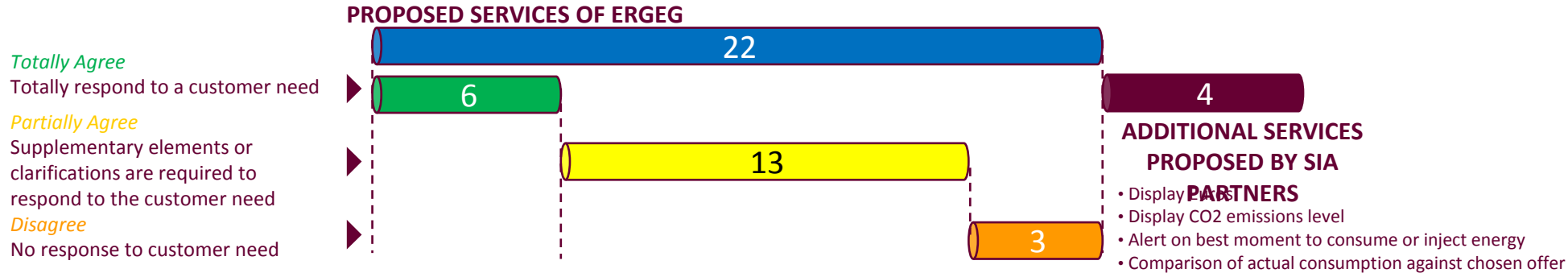
Mob: 00 32 477 519 170

cristina.moreere@sia-partners.com

# Major highlights from Sia Partners' position on minimum and optional services proposed by ERGEG

The main driver for our position is the active participation of the retail customers

## OVERVIEW



## MAJOR HIGHLIGHTS

### 6 *Totally Agree*

- Bills must be made on actual - not forecasts/estimations
  - ✓ everyone will win from less complex and expensive settlement procedures
- Management of on-demand requests is key for active participation
  - ✓ consumption must be controlled at any time by standardized devices (e.g. phone)

### 3 *Disagree*

- High consumption alert is not the right trigger for active participation
  - ✓ price, budget, CO2 level are the real drivers
- Voltage quality monitoring is not applicable to lower voltage of residential (vs. industries)
  - ✓ voltage quality must be guarantee by the distributors

### 13 *Partially Agree*

- Specifying frequency and granularity (e.g. monthly) of billing info limits the pro-activity
  - ✓ on demand billing information at the requested granularity customizes the service
- Accurate metering (switch/move in/out) can not be seen as new service
  - ✓ accurate metering is a prerequisite, the operation must be enhanced (near real time)

- New offers based on customer behavior and action/deactivation service can be expensive
  - ✓ more complex offer must be synonymous to cheaper bills (not more expensive)
- Hourly gas flow management is not applicable to residential (vs. industries)
  - ✓ the delivery of fluctuant flows to residential has to be managed by distributors

## Suggestions for further analysis axes

1

### SERVICES MUST BE CUSTOMER ORIENTED



- A customer segmentation and market analysis will provide the ERGEG with the number of European citizens assigned to each customer profile
- It will also confirm or not the importance of each service and group of services

Illustrations:



Price Sensitive Customers will have interests on services related to consumption



Environment Friendly Customers will have interests on alerts to decrease impacts



Technology Minded Customers will have interests on home interfaces

- In line with the Open Meter Project explained in Annex 2 of the ERGEG document, potential synergies can be created:
  - Technically synergies
  - Synergies in term of services



The customer will probably pay for the biggest part of the deployments...

**Why not then make them pay only one meter?**

2

### MULTI-COMMIDITY APPROACH

