

CEER's quality of supply benchmarking report recommends automatic compensation to network users when quality standards are not met

- **An increased focus by energy regulators on the quality of customer services**
- **CEER recommends incentives schemes and automatic compensation to network users**
- **Need for further monitoring of gas quality and safety indicators**

Today CEER¹ published its [Benchmarking Report on the Quality of Electricity and Gas Supply](#) across the EU and beyond². The report is packed with key quality data such as the number and duration of interruptions, and the speed and accuracy with which customer requests (e.g. the return of supply) are handled (commercial quality). The report also contains information on the coverage of electricity voltage and gas quality monitoring.

CEER's benchmarking report is an invaluable resource of data for assessing network performance in the EU-28, Norway and Switzerland. It contains a set of recommendations for good regulatory practices³ that could be adopted so that network operators deliver a good quality of energy supply to customers. The benchmarking report allows CEER Members to act on their national mandates and helps further the CEER customer-oriented vision of energy markets which put consumers first⁴.

An increased focus by energy regulators on the quality of customer services

In the case of both electricity and gas, network users expect a high level of continuity of supply at an affordable price. The general goal of the quality of supply regulation is to guarantee a good level of continuity of supply, voltage quality, gas quality and good services for consumers across Europe. The report finds greater harmonisation in the commercial quality indicators being used across countries. Smart meter rollout is also facilitating commercial quality regulation.

Lord Mogg, CEER President states:

“As the old adage goes, you can't manage what you can't measure. Today's report sets out a large amount of critical data that energy regulators can use to monitor the performance of network companies. There is an increased focus by regulators on the quality of service provided to customers. We welcome the trend away from overall indicators towards guaranteed indicators whereby customers receive direct compensation if standards are not met.”

CEER recommends incentives schemes and automatic compensation to network users

In the area of unplanned long interruptions (excluding exceptional events), either constant or increasing quality levels was found in nearly all countries since CEER's last Benchmarking Report was published in 2012⁵. More than half of the (30) countries who responded have reward or penalty schemes or incentives to optimise the continuity of electricity supply on a system level. For electricity, compensation schemes at single-user level apply in more than half the countries.

CEER recommends that national regulatory authorities (NRAs) put in place:

- adequate incentive schemes in order to maintain or improve continuity of supply levels
- greater protection through Guarantees Indicators with compensation payments for network users for non-compliance

Need for further monitoring of gas quality and safety indicators

For the first time, this 6th edition of the CEER Benchmarking Report on the Quality Supply also monitors the quality of gas supply⁶. The report analyses gas supply (technical operational quality), composition (natural gas quality) and commercial quality aspects. CEER finds that there is room for progress especially regarding the level of gas commercial quality. In gas, compensation paid to customers for non-compliances exists in some countries but not on a sufficient scale. CEER recommends expanding the coverage of gas quality monitoring so that comparisons are possible across more countries in the future.

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Ends (see Notes for Editors)

Notes for Editors:

1. The Council of European Energy Regulatory (CEER) is the voice of Europe's national energy regulators. Its members and observers are the independent statutory bodies responsible for energy regulation at national level. Visit www.ceer.eu for the customer conference presentations, speeches and much more.
2. Expanding on previous reports, this [6th CEER Benchmarking Report on the Quality of Electricity and Gas Supply](#) includes data from National Regulatory Authorities (NRAs) from EU Member States as well as Norway and Switzerland. In addition, 7 countries from the Energy Community Regulatory Board (ECRB) - Albania, Bosnia and Herzegovina, Former Yugoslav Republic of Macedonia, Kosovo, Montenegro, Serbia and Ukraine - have also completed the benchmarking exercise the results of which can be found in Annex titled "Quality of Electricity Supply in the Energy Community". A more detailed analysis of practices in certain countries takes the form of case studies, which illustrate the varying approaches to the regulation of quality of supply. This report also includes case studies from 2 members of the Mediterranean Energy Regulators (MedReg), Algeria and Israel. This detailed report analyses data from 30 European countries and contributes to a better understanding of the quality of electricity supply levels and policy throughout Europe.
3. CEER Recommendations on Electricity Continuity of Supply:
 - 1) Expand the monitoring of continuity of supply
 - 2) Harmonise continuity of supply indicators and data collection procedures
 - 3) Harmonise calculation of continuity of supply indicators.
 - 4) Establish and harmonise definition of exceptional events.
 - 5) Implement an incentive scheme for maintaining or improving general continuity levels.
 - 6) Implement compensation payments for network users affected by very long interruptions.

CEER Recommendations on Electricity Voltage Quality:

- 1) Identify the responsibility for voltage quality disturbances according to the concept of responsibility sharing
- 2) Publish the monitored voltage quality data
- 3) Increase awareness about voltage quality
- 4) Conduct more research

CEER Recommendations on Electricity Commercial Quality:

- 1) Perform regular reviews of national regulations.
- 2) Pursue the harmonisation of commercial quality indicator definitions
- 3) Ensure greater protection through Guaranteed Indicators with automatic compensation for customers.
- 4) NRAs should monitor indicators in all forms of communication for more accurate performance levels.
- 5) Ensure the availability of the services, in particular regarding connection and customer care.
- 6) Further develop the regulation of customer relations.

CEER Recommendations on Gas Technical Operational Quality:

- 1) Expand the coverage of monitoring of continuity of supply indicators and safety indicators.

CEER Recommendations on Gas Commercial Quality:

- 1) Perform regular reviews of national regulations.
- 2) Pursue the harmonisation of commercial quality indicator definitions
- 3) Ensure greater protection through Guaranteed Indicators with automatic compensation for customers.
- 4) NRAs should monitor indicators in all forms of communication for more accurate performance levels.
- 5) Ensure the availability of the services, in particular regarding connection and customer care.
- 6) Further develop the regulation of customer relations.



4. Reliability is one of four key principles of the [CEER-BEUC 2020 Vision for Europe's energy customers](#). Our Vision, which puts smaller customers first, is characterised by the so-called RASPE principles reliability, affordability, simplicity, protection and empowerment.
5. For long electricity supply interruptions, there were large variations across countries with minutes lost ranging from 15 to 1,300 for planned, and 10 to 1,100 minutes per year for unplanned interruptions.
6. CEER has a long history (since 2001) of monitoring electricity reliability (also called availability or “continuity” of supply), technical properties (voltage quality) and the speed and accuracy with which customer requests are handled (commercial quality). This 6th benchmarking report also covers gas supply (technical operational quality), composition (natural gas quality) and gas commercial quality. CEER’s benchmarking reports on the quality of supply are an invaluable resource for assessing network performance.

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