

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

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Background

Following the 3rd London Forum, CEER will embark on the follow-up to the Retail Market Design report presented by the EC. The GGP will address the roles and responsibilities of market players, including the DSOs' role as neutral market facilitators.

Retail Market Design

- The definition of the retail market design:
“Clearly defined roles and responsibilities of different market actors, the processes between them and the framework for empowering customers”

Role of the Retail Market Design

- The key issue in the development of national (and international) retail markets
 - Defines the concept of the electricity/gas market
- Layers of the retail market design
 1. Definition of the retail market model;
 2. Definition of the business processes;
 3. Contracts between the market participants (including also customers)

Key Topics

- Definition of the retail market model
 - Customer interface model
 - Roles and responsibilities of different market actors (DSOs, TSOs, suppliers, BRPs etc)
 - Customer empowerment rules
- Definition of the (key) business processes
 - E.g. Making and ending contracts, Billing, Supplier switching, Moving, Metering, etc

Draft scope of the CEER GGP

- Detailed GGP
 - Customer interface model(?)
 - Roles and responsibilities of market actors
 - Supplier switching process (updated), new for gas
 - Billing process
- General level description
 - Empowering customers (dealt with other documents)
 - Other business processes
 - Contracts between market participants

Tentative Timetable

- **Spring/summer 2011** Public Consultation
- **After public consultation** hearing with respondents
- **End of October:** Presentation at London Forum
- **Final report** by end of 2011

The background of the slide is a light blue and white image. On the left, there is a faint, grey silhouette of a high-voltage electricity pylon. On the right, there is a close-up, slightly blurred image of a gas stove burner with blue flames.

Thank you for your attention!

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