



Guideline of Good Practice on Regulatory Aspects of Smart Metering for Electricity and Gas

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Workshop on CEER Advice on the take-off of
a Demand Response Electricity Market with
Smart Meters

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The basis for the GGP

- Third Energy Package: Provisions in Directive 2009/72/EC of the European Parliament and of the Council of 13 July 2009 concerning common rules for the internal market in electricity and Directive 2009/73/EC of the European Parliament and of the Council of 13 July 2009 concerning common rules for the internal market in natural gas.
- The GGP aim at contributing to the effective implementation of the Directives as well as the continuous development of the European electricity and gas markets.

- The GGP mainly consist of a set of services
- When developing the services, one key point was to define what use/benefits a customer should be able to expect from smart metering
- Another key point was to lower the barriers regarding the customer's possibilities to act as a producer of electricity
- Vision: to reach customer awareness and participation



28 recommendations

- Data security and integrity: 1
- Customer Services Electricity: 12
- Costs and Benefits Electricity : 1
- Roll-out Electricity : 2
- Customer Services Gas: 9
- Costs and Benefits Gas : 1
- Roll-out Gas : 2

E/G 1. Customer control of metering data

It is always the customer that chooses in which way metering data shall be used and by whom, with the exception of metering data required to fulfil regulated duties and within the national market model.

The principle should be that the party requesting information shall state what information is needed, with what frequency and will then obtain the customer's approval for this.

E 2. Information on actual consumption and cost, on a monthly basis free of charge

E 3. Access on customer demand to information on consumption and cost data

E 4. Easier to switch supplier, move or change contract

E 5. Bills based on actual consumption

E 6. Offers reflecting actual consumption patterns

E 7. Remote power capacity reduction/increase

E 8. Remote activation and de-activation of supply

E 9. All customers should be equipped with a metering device capable of measuring consumption and injection

E 10. Alert in case of non-notified interruption

E 11. Alert in case of exceptional energy consumption

E 12. Interface with the home

Meters should be equipped with or connected to an open gateway. The customer and service provider/s (suppliers, energy service companies, etc.) chosen by the customer should have access to this gateway. This approach would not give the DSO a privileged position compared to other service providers.

The gateway should have a standardised interface which would enable energy management solutions, such as home automation, different schemes on demand response and facilitating delivery of data directly, etc. It also allows the customer to react to price signals and adapt consumption.



E 13. Software to be upgraded remotely

E 14. When making a cost benefit analysis, an extensive value chain should be used

Apart from the customer benefits achieved through the services described in the previous chapter, a CBA should also take into account an extensive value chain, covering DSOs, suppliers, metering operators, generators, etc. A CBA should also take into account the costs involved regarding metering data security. ERGEG would like to focus also on the benefits for network operators acting under a regulated regime. Considering these benefits, ERGEG would assume network operations could be carried out in a more efficient way. The CBA should be quantitative as far as possible depending on the national circumstances.

This recommendation is not to be seen as a calculation model for a CBA, but outlines some of the possible benefits for different market actors on the smart metering system value chain.

- E 15. All customers should benefit from smart metering
- E 16. No discrimination when rolling out smart meters



Thank you for your attention!

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for Electricity and Gas](#)**