

Break-out D – Reliability

Innovative services and DSO performance

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Advice on DSO services

- CEER Deliverable 2014
- **Regulation of the quality of DSO services: advice from a consumer/prosumer perspective**
- First draft and public consultation: Q3/Q4 2013
- Focus on electricity and gas DSO services (22) classified by
 - Basic services
 - Commercial quality
 - Complementary services
 - Advanced services

Basic DSO services

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

DSO commercial quality

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

Complementary and advanced DSO services

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

Advice on Data Management

- CEER Deliverable 2014
- **Data management: advice for better retail market functioning**
- First draft and public consultation: Q4 2013
- **Principle:** Efficient and secure data exchange between stakeholders is vital for retail market functioning and customer protection
- **Aim:** Advice on common principles at EU level
- **Tasks:**
 - Characterisation of information and data: meter data + “market” data
 - Mapping stakeholders roles and functions
 - Transition from current situation to smart meters and smart grids

Thank you for your attention!

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Panel

Moderator: **Mr Tomás Gómez**

- **Mr Peter Söderström**, Vattenfall Distribution (Sweden)
- **Mr Ville Sihvola**, Elenia Distribution (Finland)
- **Mr Martin Salamon**, The Danish Consumer Council
- **Mr Jan Panek**, DG ENER (European Commission)