CEER

Council of European Energy Regulators

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Advice on the Quality of Electricity and Gas Distribution Services

Focussing on Connection, Disconnection and Maintenance

Evaluation of Responses

Ref: C14-RMF-62-04a

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INFORMATION PAGE

Abstract

On 3rd December 2013, CEER launched a public consultation on Draft Advice from a customer/prosumer perspective on regulating the quality of services by the DSO, with a focus on connection, disconnection and maintenance (Ref C13-RMF-57-03).

The draft advice identified 22 core features of DSO services, categorised under 11 service areas. The issues for recommendation were divided into electricity (E), micro generation units (MG) and gas (G), in order to reflect possible differences between the three sectors.

The draft advice posed questions to stakeholders, in order to provide CEER with input on final recommendations. As a result of the public consultation, we received 47 responses. The purpose of this paper is to summarise the views expressed by the respondents of the public consultation. In addition, this paper provides CEER's evaluation of the comments received and indicates the main changes that have been made in relation to the draft advice.

The comments received have been considered in order to establish the final objectives for each process. In this regard, CEER has decided to propose ambitious recommendations, considered as long-term objectives aiming at the target year 2025, which corresponds to the time horizon for ACER-CEER Energy Regulation: A Bridge to 2025.

This document accompanies the Advice on Regulating the Quality of Distribution Services (Ref C14-RMF-62-04). Annex 3 provides a list of the respondents and a detailed evaluation of the responses received.

Target Audience

European Commission, customers, customers with micro generation units (prosumers), suppliers, distribution system operators, energy service companies, network owners, metering operators, National Regulatory Authorities, Member States, academics and other interested parties.

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1. Introduction

1.1. Background

The European Energy regulators work to create well-functioning and competitive EU energy markets so that customers get fair prices, the widest choice of suppliers and the best quality of supply possible. From a customer perspective, connections, disconnections, activations and maintenance are very relevant processes as, in some cases, they represent the customer's first interaction with the energy market. If these processes are well designed and functioning efficiently, they will help to improve customers' perception of the energy market.

On 3rd December 2013, CEER published a public consultation paper with the *Draft Advice on regulating the quality of distribution services. Focus on connection, disconnection and maintenance – Electricity and Gas.*

In the public consultation document, CEER identified 22 core features of distribution services which are highly important actions and may represent the first customer interaction with the energy market. If these processes are well designed and function effectively, they can encourage positive customer engagement and result in higher customer trust and greater customer engagement in the market.

CEER carries out Benchmarking reports on electricity – which partly cover customer services - on a regular basis. The latest, the CEER 5th Benchmarking Report[1], serves as an important basis for the development of the issues for recommendation used in this document.

The CEER public consultation on Regulating the Quality of Distribution Services was carried out through a dedicated online questionnaire on the European Energy Regulators website. The deadline for responses was 31th January 2014. The views and comments received were further discussed at a public hearing in Brussels the 28th April 2014.

1.2. Objective and Purpose of this paper

The purpose of this paper is to summarise the views expressed by the respondents with regards to the CEER public consultation on Regulating the Quality of Distribution Services. In addition this paper provides the CEER evaluation of the comments received and indicates where, in relation to the draft advice, changes have been made in the final advice.

CEER would like to point out that the respondents' views presented in Annex 3 are a reflection and summary of the comments given. A list of the respondents and an evaluation of the responses is also included. The exact comments from each stakeholder (except confidential material) can be found on CEER's website: www.energy-regulators.eu, under Closed Public Consultations.

[1] 5th CEER benchmarking report on the quality of electricity supply 2011.

2. Questions for Public Consultation

In the public consultation, the 22 core features of DSO services were categorized under 11 service areas and presented in a process flow:

1. New connection to the grid
2. Connection of a new customer to the network
3. Activation of energy supply
4. Disconnection of energy supply, after customer request
5. Warning mechanisms before disconnection due to non-payment
6. Reactivation of energy supply after disconnection due to non-payment
7. Planned energy interruptions
8. Information during un-planned energy interruption
9. Information on services and rights regarding connection and disconnection
10. Customer enquiries concerning connection and disconnection
11. Safety and emergency measures

The questions for the respondents were divided into electricity (E), micro generation units (MG) and gas (G) in order to reflect possible differences between the three sectors.

2.1. Summary of the service areas, definitions, issues for recommendation and relevant sectors in the document for public consultation

Service area	Definition	Issues for recommendation	Sector
New connection to the grid	The first connection of a micro generation unit or a house to the gas or electricity grid, Usually, a new connection involves major work. The cost and length of a new network connection can vary a lot depending on the physical situation of the new connection point.	1. Time response to customer request	Electricity, Micro generation, Gas
		2. Content of the response	Electricity, Micro generation, Gas
		3. Time for providing the price offer	Electricity, Micro generation, Gas
		4. Time for initiating the connection	Electricity, Micro generation, Gas
Connection of a new customer to the network	The action of connecting a gas or electricity installation to the network, leaving the installation ready for service activation. The gas or electricity installation is already in place at the customer premises. Depending on the	5. Time for providing the price offer	Electricity, Micro generation, Gas
		6. Time for connection	Electricity, Micro generation, Gas

	circumstances and the national regulation, connection of a new customer may involve minor work.		
Activation of energy supply	The action of starting the delivery of energy to a point of supply. To request the activation of the energy, the customer needs to have a previous agreement with a supplier (a gas or electricity supply contract). Thus, in most countries, the market player who contacts the DSO for the service activation is the supplier.	7. Time for activation of energy supply	Electricity, Micro generation, Gas
Disconnection of energy supply, after customer request	The action of interrupting delivery of energy supply to a point of supply. The recommendation refers to a situation where the disconnection is requested by the customer.	8. Time for disconnection after customer request	Electricity, Micro generation, Gas
Warning mechanisms before disconnection due to non-payment	A minimum time from notice to pay before disconnection due to non-payment is commonly used as a protection measure to the customers.	9. Time between last notice to pay until disconnection due to non-payment	Electricity, Gas
Reactivation of energy supply after disconnection due to non-payment	The time for reactivation of energy supply following a disconnection due to non-payment is the time period between the notice of customer payment of debts (after a disconnection due to non-payment) and the reactivation of the energy supply to the customer.	10. Time for reactivation of energy supply after a disconnection due to non-payment (no new meter installed)	Electricity, Gas
		11. Time for reactivation of energy supply after a disconnection due to non-payment, when new meters are to be installed	Electricity, Gas
Planned energy interruptions	Planned supply interruption is an interruption where the customer is informed in advance of the interruption.	12. Time of notification of planned supply interruptions	Electricity, Gas
		13. Duration limit of a planned supply interruption	Electricity, Gas
Information during un-planned energy	Un-planned supply interruption is an interruption when the customer is not	14. Time of providing customer information during an un-planned	Electricity, Gas

supply interruptions	informed in advance of the interruption.	supply interruption	
Information on services and rights regarding connection and disconnection	Clear, user-friendly and comprehensible customer information should be made available concerning the procedure to contract DSO services and customers rights regarding connection and disconnection.	15. User friendly information on connection and disconnection and customer´s rights related to those	Electricity, Micro generation, Gas
		16. Punctuality of appointments with customers	Electricity, Micro generation, Gas
		17. Easily accessible communication interface with customers	Electricity, Micro generation, Gas
Customer enquiries concerning connection and disconnection	An enquiry is a request for information or advice, other than a complaint, made by a customer to a complaint handling body, a service provider or any organisation delivering information to customers (e.g. single point of contact).	18. Response time to customer enquiries concerning connection and disconnection	Electricity, Micro generation, Gas
Safety and emergency measures	Safety and emergency measures concerning installation handling, telephone number and fast attending on site.	19. Accessible information on correct installation handling including safety measures	Electricity, Micro generation, Gas
		20. Telephone number for electricity and gas emergencies	Electricity, Gas
		21. Where to find the telephone number for electricity and gas emergencies	Electricity, Gas
		22. Time for DSO attending the site after a notice of a gas leak	Gas

3. Outcome of the public consultation. Summary of Responses received

As a result of the public consultation we received 47 responses from the following types of stakeholders: DSOs (21 responses), energy supply companies (8 responses), industry associations (7 responses), consumer's associations (5 responses), authorities (3 responses) and consultancy firms (3 responses). Table 1 provides a list of the respondents and table 2 an overview of the countries of origin.

	Organisation	Abbreviated name	Country of origin
	Respondent Group – Consumer Associations		
1	CONFEDERACION DE CONSUMIDORES Y USUARIOS	CECU	Spain
2	CONSUMER FUTURES	CONFUT	UK
3	DANISH CONSUMER COUNCIL	DANCC	Denmark
4	DECO	DECO	Portugal
5	RATHEDMOND RESIDENTS & OTHERS	RATHED	Ireland
	Respondent Group – Energy Supply Companies		
6	DIRECT ENERGIE	DIRECT	France
7	EDF	EDF	France
8	EDISON SPA	EDISON	Italy
9	ELECTRICA FURNIZARE SA	E-FURNI	Romania
10	ENBW REGIONAL AG	ENBW-R	Germany
11	GAS NATURAL FENOSA	GNF	Spain
12	PGE POLSKA GRUPA ENERGETYCZNA S.A.	PGE	Poland
13	RWE DEUTSCHLAND AG	RWE	Germany
	Respondent Group – DSOs		
14	BORD GAIS NETWORKS	BORDG	Ireland
15	DONG ENERGY	DONG	Denmark
16	EANDIS	EANDIS	Belgium
17	EDP DISTRIBUIÇÃO	EDP-D	Portugal
18	EDP GÁS DISTRIBUIÇÃO	EDP-G	Portugal
19	ELEKTRILEVI OÜ	E-OÜ	Estonia
20	ENERCITY NETZGESELLSCHAFT (DSO)	ENETZG	Germany
21	ERDF	ERDF	France
22	ESB NETWORKS	EBS-N	Ireland
23	FŐGÁZ FÖLDGÁZELOSZTÁSI KFT. (BUDAPEST GASWORKS DSO LTD.)	FOGAZ	Hungary
24	FORTUM DISTRIBUTION	FROTUM	Finland
25	GRDF	GRDF	France

26	INFRAX	INFRAX	Belgium
27	N-ERGIE NETZ GMBH	N-ERGIE	Germany
28	NORTHERN IRELAND ELECTRICITY LIMITED	NIRE-E	Ireland
29	OSTHESSENNETZ GMBH	OSTHES	Germany
30	POLSKA SPÓŁKA GAZOWNICTWA SP. Z O.O.	PSGAZ	Poland
31	STROMNETZ BERLIN GMBH	STROMB	Germany
32	STROMNETZ HAMBURG GMBH	STROMH	Germany
33	SWM INFRASTRUKTUR GMBH	SWMINF	Germany
34	THUEGA AG	THUEGA	Germany
	Respondent Group - Industry Associations		
35	ANIGAS ASSOCIAZIONE NAZIONALE INDUSTRIALI GAS	ANIGAS	Italy
36	BDEW	BEDW	Germany
37	DANISH ENERGY ASSOCIATION	DANEA	Denmark
38	ENERGY NETWORKS ASSOCIATION	ENETW	U K
39	ENERGY UK	E-UK	U K
40	NETBEHEER NEDERLAND	NETBEH	Netherlands
41	SEDIGAS (SPANISH GAS ASSOCIATION)	SEDIGA	Spain
	Respondent Group - Authorities		
42	AUSTRIAN FEDERAL CHAMBER OF LABOUR	AUSCHA	Austria
43	FEDERAL MINISTRY OF LABOUR, SOCIAL AFFAIRS AND CONSUMER PROTECTION	AUSMIN	Austria
44	SUPERINTENDENCE OF ELECTRICITY (DOMINICAN REPUBLIC)	DOMREP	Dominican Rep
	Respondent Group – Research and Consultancy Firms		
45	ECOSERVEIS	ECOSER	Spain
46	MHB WISE CONSULTANT SERVICES	MHSWIS	EU
47	TARBIAT MODARES UNIVERSITY	TARBIA	Iran

Table 1 - Overview of respondents – Respondent group

Country of origin	Number of respondents
Germany	10
Ireland	4
Spain	4
France	4
Denmark	3
Portugal	3
United Kingdom	3
Austria	2
Belgium	2

Poland	2
Italy	2
E U	1
The Netherlands	1
Finland	1
Estonia	1
Romania	1
Hungary	1
Dominican Rep	1
Iran	1

Table 2 - Overview of respondents - Country of origin

4. Analysis of the responses

CEER has evaluated the responses provided in the public consultation, principally in terms of applicability and consistency. For each comment, the following evaluation template has been used:

Respondents had different options with regards to the questions posed in the consultation document and in addition they could insert a short comment on the rationale for their position. Some respondents also attached additional documents setting out their views or providing supporting published documents.

This document summarises the respondents' views and the CEER evaluation of the comments received. Where the issues raised prompted a change to the final advice document, CEER has reflected this in the comments. In cases where respondents have requested amendments but CEER does not find that changes are necessary, an explanation of our reasoning has been included.

Comments with which CEER agreed with are reflected in the final advice (Ref. C13-RMF-57-03) in the cases when changes have been relevant to make.

4.1. Brief summary of main changes in relation to the final advice

As a result of the evaluation of the comments received, the following main changes have been made in the final advice:

- Microgeneration connection was mentioned by several stakeholders as a non standard process. We have therefore decided to remove the section on microgeneration units from the scope, and focus on gas and electricity only. Some safety issues were also removed from the scope.

- Several changes in the final recommendations are intended to be more specific and to better define which type of customers, type of processes and environmental circumstances they address.

- Some closely related draft recommendations have been merged to facilitate clearer understanding. This is the case, for example, of draft recommendations 1 and 2, and recommendations 3 and 5.

- Finally and most importantly, the comments received have been considered in order to establish the final objectives for each process. In this regard, CEER has decided to propose ambitious recommendations, considered as long-term objectives. These targets are ambitious but realistic because they represent existing practices in some Member States. In our view, these long-term objectives are positive for operators because it tries to provide regulatory stability which helps them in their long-run investment planning and it is also good for customers because it is ambitious.

- Implementation of the recommendations should take account of the costs and benefits incurred by DSOs or other market players which ultimately will be passed through to the customers.

4.2 Final recommendations

The core features include 16 recommendations, classified into seven service areas. The service areas are: connection to the grid, disconnection of energy supply, disconnection due to non-payment, planned supply interruptions, information during unplanned supply interruptions, customer information about connection, activation and disconnection procedures, and installation handling.

All recommendations apply to both the electricity and gas sectors.

Service	Recommendations
Connection to the grid	**1. *Time taken to respond to a customer request for a new grid connection*** The time taken to respond to a household customer request for a connection to the grid (major works) should not exceed two working days. The response should inform the customer of the process, the estimated schedule and requests for information required from the customer, including contact details.
	2. *Time taken to provide a price offer for a grid connection* Price offers for connections involving minor or major works should be provided to the customer within one week. If the connection is complex or requires specific studies, the time limit can be extended to two weeks.
	3. *Time taken to commence work on connection to the grid (in the case of major works)* Once the customer has accepted the price offer, the physical connection work should be initiated within one month, unless a later start date is requested by the customer. This time limit is not applicable in extreme weather conditions (like frozen ground) or when the beginning of works depends on administrative or legal

	processes, e.g. permissions or concessions. In this case, the DSO should inform the customer about such circumstances and the planned schedule of works.
	4. ***Time taken to connect to the network and activate energy supply (in the case of minor works)*** The time taken to connect a customer to the network (minor works) and activate the energy supply should not exceed two working days, unless a longer time period is requested by the customer.
	5. ***Time taken to activate energy supply*** The time taken to activate the energy supply (when the physical connection is already in place) should not exceed one working day, unless a longer time period is requested by the customer.
	6. ***Punctuality of appointments with customers*** For appointments with the customer for any type of onsite intervention, the time frame within which the DSO should arrive at the site should be fixed in advance and should not exceed two hours.
Disconnection of energy supply	**7.** ***Time taken to disconnect the energy supply following a customer request*** The time taken to disconnect the energy supply following a customer request should not exceed one working day, unless a longer time period is requested by the customer.
Disconnection due to non-payment	**8.** ***Notice of due payment before disconnection*** As a warning mechanism in the case of non-payment of the energy bill, customers should receive at least one payment notice including the expected date of disconnection, 4 weeks before the disconnection date.
	9. ***Time taken to reactivate energy supply after disconnection*** The time taken to reactivate the energy supply after a disconnection due to non-payment should not exceed one working day.
Planned supply interruptions	**10.** ***Minimum notice period for a planned supply interruptions*** In case of planned supply interruptions, the customer should be notified at least one week in advance. If the information is sent more than one week in advance, the customer should receive a reminder one week in advance.
	11. ***Maximum duration of a planned supply interruption*** A planned supply interruption should be as short as possible but should not exceed six hours for electricity and twelve hours for gas.
Information during unplanned supply interruptions	**12. Provision of information to *customers during an unplanned supply interruption*** In the case of unplanned interruption of the energy supply, the DSO should provide continuously updated information to customers on when it estimates that the supply will be reactivated. This information should be made available to the customer through a variety of channels, including via telephone and on the DSO website. On the

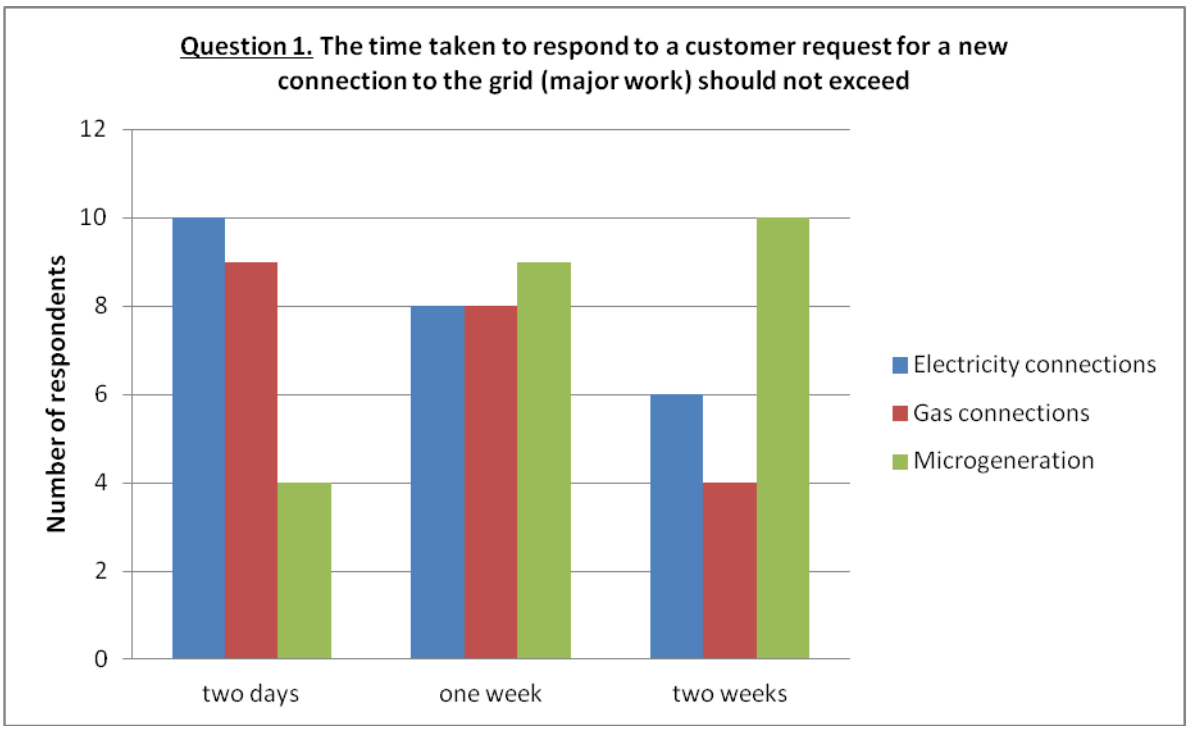
	basis of customer demand, updated information should also be provided through text message (SMS) or e-mail.
Customer information about connection, activation and disconnection procedures	**13. Provision of information to c*ustomers on connection, activation, and disconnection*** The DSO and other relevant stakeholders should provide customers with information regarding connection, activation, disconnection and customer rights related to these. This information should be easily accessible and presented in a clear, user-friendly and comprehensible way.
	14. *Customer communication channels* The DSO or other relevant stakeholders should provide easily accessible customer communication on issues concerning connection, activation and disconnection through multiple channels, including at least two of the following: website, call centre, telephone, e-mail or text message (SMS).
	15. *Response time for customer enquiries concerning connection/disconnection* The response time for a customer enquiry (not covered by the other recommendations) to a DSO or other relevant market player regarding connection, activation and disconnection procedures should not exceed two working days.
Installation handling	**16. *Providing information to customers on correct installation handling*** The customer has the right to easily accessible information on correct installation handling, including safety measures, for gas/electricity installations. Access shall be available via website, e-mail and by post.

4.3 Evaluation of Responses

Below we present the consultation questions, a graphical overview of the answers, answers by type of respondent and CEER's positions.

Consultation Question 1/E, 1/G, 1/MG. The time taken to respond to a customer request for a new (electricity, gas, microgeneration) connection to the grid (major work) should not exceed:

a) two days
b) one week
c) two weeks
d) other time period, please specify below



Answers by type of respondent

Q-1 Electricity	two days	one week	two weeks
Authorities	2	0	1
Consumer Associations	3	1	0
DSOs	2	6	2
Energy Supply Companies	1	0	2
Industry Associations	1	0	1
Research and Consultancy Firms	1	1	0
Total Answers	10	8	6

Q-1 Gas	two days	one week	two weeks
Authorities	2	0	0
Consumer Associations	1	1	0
DSOs	3	5	1
Energy Supply Companies	1	1	1
Industry Associations	2	1	2
Research and Consultancy Firms	0	0	0
Total Answers	9	8	4

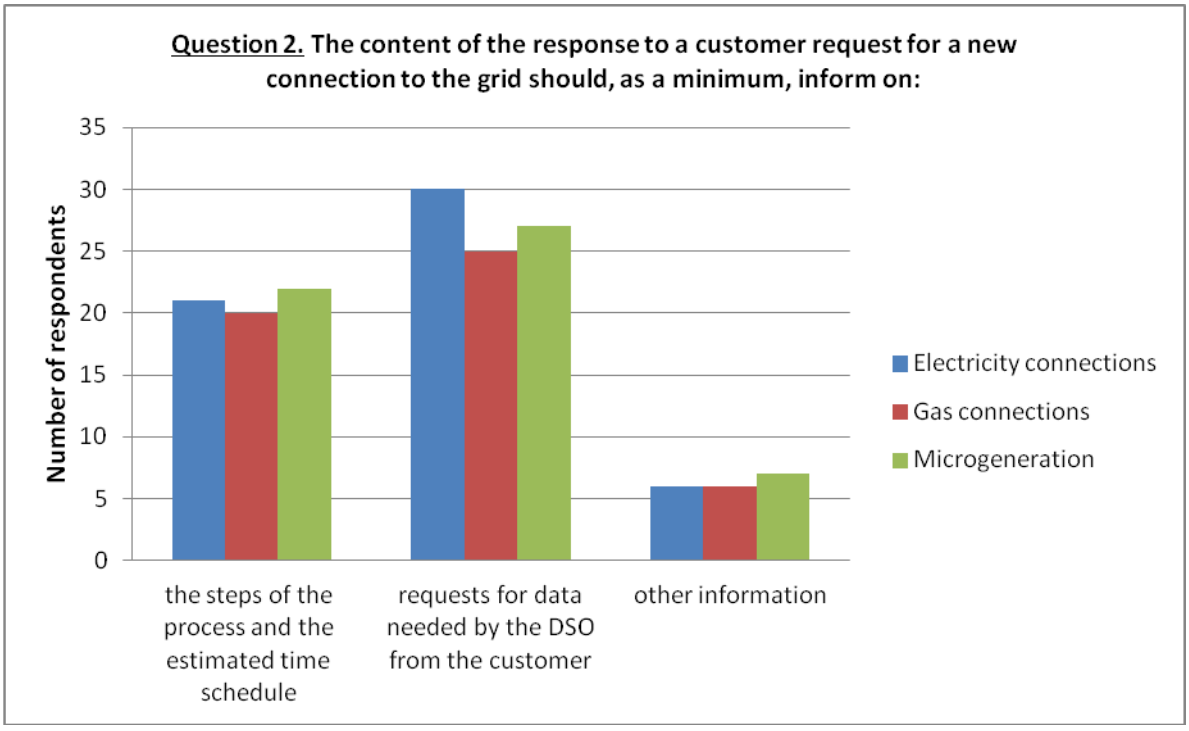
Q-1 Microgeneration	two days	one week	two weeks
Authorities	0	1	2
Consumer Associations	1	2	1
DSOs	1	4	3
Energy Supply Companies	1	0	2
Industry Associations	1	0	1
Research and Consultancy Firms	0	2	1
Total answers	4	9	10

Question/issue	Respondent's feedback	CEER's position
Question 1: The time taken to respond to a customer request for a new (electricity, gas, microgeneration) connection to the grid (major work) should not exceed: a) two days b) one week c) two weeks **Overview:** • Answers from gas and electricity are essentially similar. Several stakeholders consider more time is needed for microgeneration. • In the case of electricity and gas sectors, "two days" was the most voted answer, followed by "one week" and "two weeks". In the case of microgeneration the most voted answer was "two weeks". • Several respondents mention the national practices in the comments. • Micro generation connection is mentioned as a non standard process. Several respondents propose to use the formulation "without undue delay" for microgeneration. • Some respondents do not consider this phase as separate in the process. • Several respondents indicate that the time needed depends significantly on the content of the response (i.e. when the answers include a budget estimate).		
Time depends on the content of the response	Ten respondents indicate that the time needed depends significantly on the content of the response (i.e. when the answers include a budget estimate).	Agree. The content of the answer is defined in recommendation 2; the time response of Q1 may depend on the final advice taken on Q2 (content of the answer. We will merge advice 1 and advice 2 in a single one to clarify the process. The "time to provide a budget" is included as part of question 3, not in this first answer (see question 3 for more details).
National practices	Several respondents mention in the comments, the national practices or local practices and habits.	Noted
Need for a case – by case analysis	Three respondents believe that ifthe physical connection is more complex, the appropriate time period requires a case-by-case analysis.	Disagree. We think the first DSO response can be made with a standard letter in which the customer receives information with the steps of the process and the estimated time schedule, including also a standard form with the requests for data needed by the DSO from the customer. A more detailed analysis may be needed to provide a budget for complex connections (this item is covered by recommendation 3).
Different national practices	Two respondents indicate that they don't send a written response at this stage, or they do not consider this phase as separate in the process. One also mention that the DSO provides information via the call centre or website, including: - Steps of the connection process - Price of a new connection - Presence of a natural gas network in their town - Distance between the network and the customer's address	Noted.

Working days	Several respondents propose to use “working days” instead of “days” as a measure of the time standards, while others agree with the actual proposal	Agree. we can change to working days where appropriate, depending on the service, for time limits lower than one week: - For critical services for customers [for example, the reactivation of supply after a disconnection due to non-payment], or for services available 365 days a year, “ days” is more appropriate (instead of “working days”) - For non-critical services [for example, to answer to a connection request], “working days” can be more appropriate. - Using working days is not necessary when time is measured in weeks
Correct information by customers	One respondent says that these standards do not apply if information provided by the customer is incorrect/incomplete	Agree. This is valid for all recommendations that require the collaboration of the customers.
Houses in construction	The house connection can only be built if the house is standing. The house connection is usually one of the first things which is planned long before the house is in construction. This can mean that between the first contact to the DSO and the actual construction half a year may pass without harm.	Noted

Consultation Question 2/E, 2G, 2/MG: The content of the response to a customer request for a new (electricity, gas, microgeneration) connection to the grid should, as a minimum, inform on:

a) the steps of the process and the estimated time schedule
b) requests for data needed by the DSO from the customer
c) other information, please specify below



Answers by type of respondent

Q-2 Electricity	the steps of the process and the estimated time schedule	requests for data needed by the DSO from the customer	other information
Authorities	2	2	1
Consumer Associations	3	3	1
DSOs	9	13	2
Energy Supply Companies	5	5	1
Industry Associations	2	6	1
Research and Consultancy Firms	0	1	0
Total Answers	21	30	6

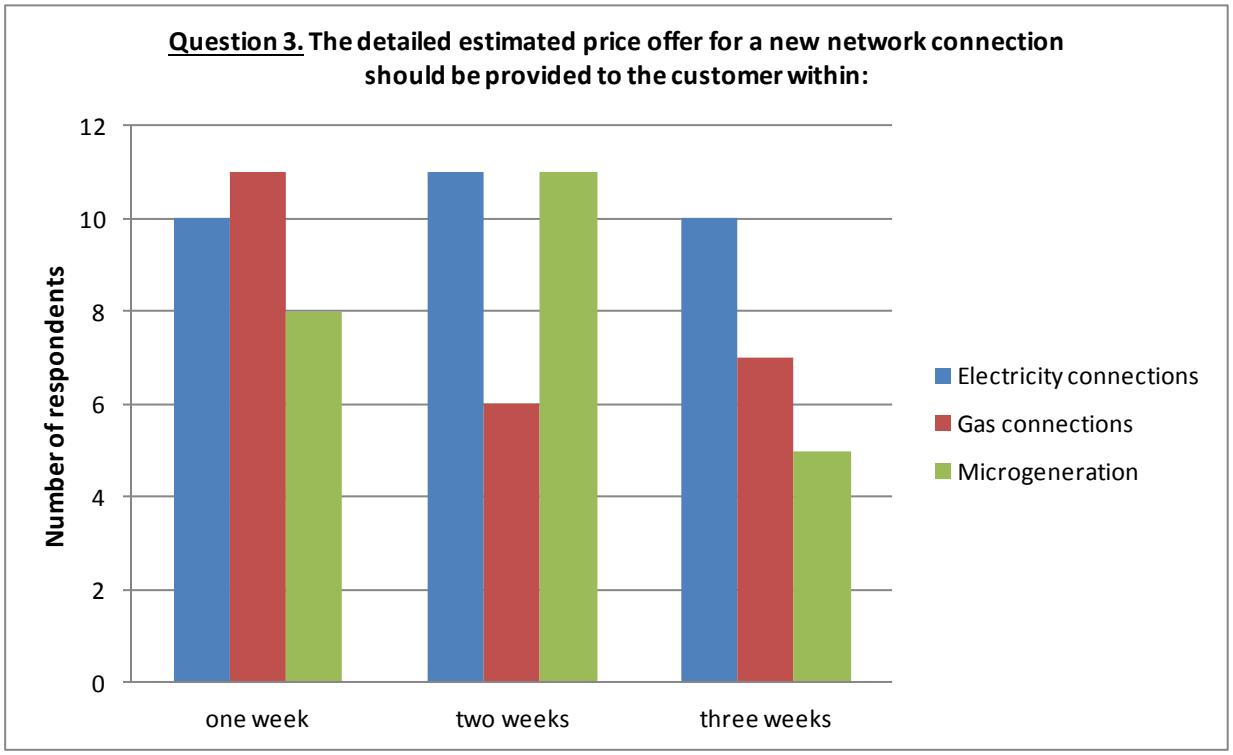
Q-2 Gas	the steps of the process and the estimated time schedule	requests for data needed by the DSO from the customer	other information
Authorities	1	1	0
Consumer Associations	3	3	1
DSOs	8	9	1
Energy Supply Companies	5	5	1
Industry Associations	2	6	2
Research and Consultancy Firms	1	1	1
Total Answers	20	25	6

Q-2 Microgeneration	the steps of the process and the estimated time schedule	requests for data needed by the DSO from the customer	other information
Authorities	2	2	1
Consumer Associations	3	3	2
DSOs	9	11	2
Energy Supply Companies	5	5	1
Industry Associations	3	5	1
Research and Consultancy Firms	0	1	0
Total Answers	22	27	7

Question/issue	Respondent's feedback	CEER's position
Question 2: The content of the response to a customer request for a new (electricity, gas, microgeneration) connection to the grid should, as a minimum, inform on: a) the steps of the process and the estimated time schedule b) requests for data needed by the DSO from the customer c) others **Overview:** • Answers from gas and electricity are essentially similar. • In general, most stakeholders agree with the content of the answer proposed. • Some of them also indicate that this information is published on the website. • Several respondents indicate that the time schedule depends on the complexity of work.		
Information published on the website	Some stakeholders also indicate that such information is published on the website	Agree
Time depends on the content on the complexity of work	Ten respondents (mostly DSOs) indicate that the time schedule depends on the completeness of information and data as well as the complexity of work (minor or major).	Disagree. We think the first DSO response can be made with a standard letter in which the customer receives information with the steps of the process and the estimated time schedule, including also a standard form with the requests for data needed by the DSO from the customer. It should be noted than we don't include budget estimation at this step.
Other information requested	Some respondents mention the customer's contact data (e.g. in order to organizing a meeting on the customer premises).	Agree. This should be part of the data requested by the DSO.
Other information requested	One respondent indicates that the customer should prove his legal title to the use of the property, facility or premises to which electricity is to be supplied.	Noted.
Budget estimate	Several respondents mention the budget estimate.	The time to provide a budget is covered by recommendation 3.

Consultation Question 3/E, 3/G, 3/MG: The detailed estimated price offer for a new (electricity, gas, microgeneration) network connection should be provided to the customer within:

a) one week
b) two week
c) three weeks
d) other time period, please specify below



Answers by type of respondent

Q-3 Electricity	one week	two weeks	three weeks
Authorities	1	2	0
Consumer Associations	2	1	0
DSOs	4	3	6
Energy Supply Companies	2	2	1
Industry Associations	1	3	2
Research and Consultancy Firms	0	0	1
Total Answers	10	11	10

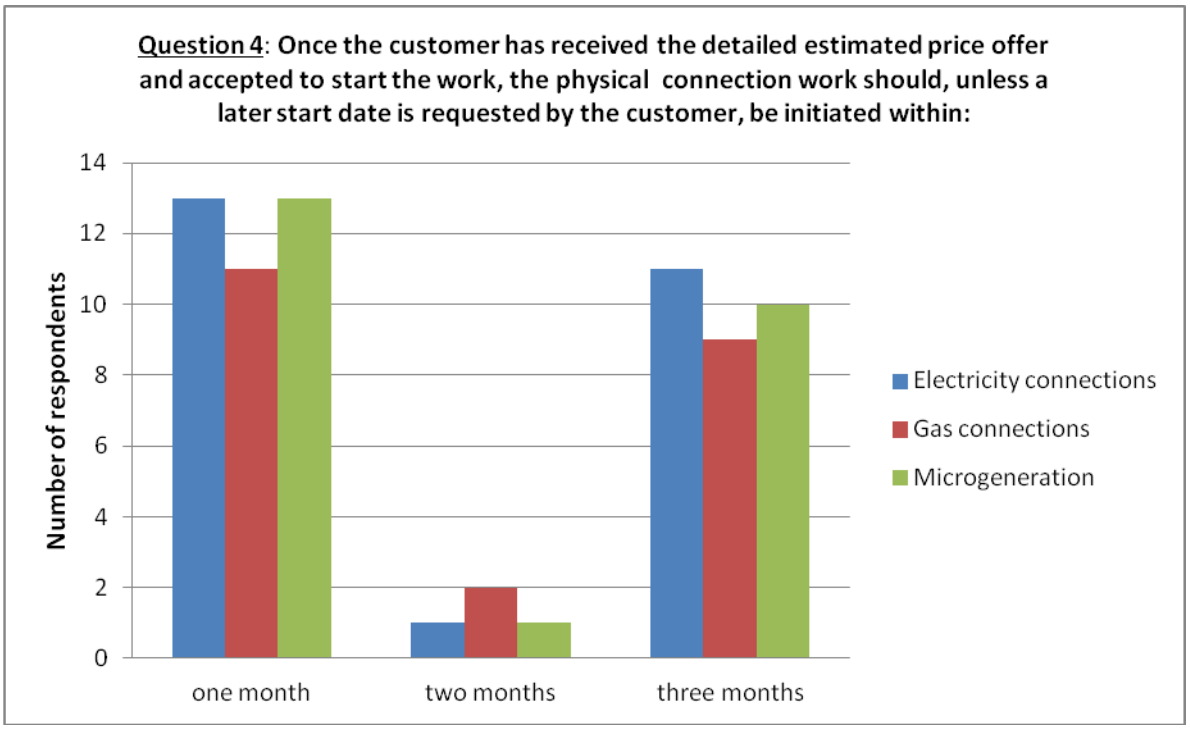
Q-3 Gas	one week	two weeks	three weeks
Authorities	2	0	0
Consumer Associations	2	1	0
DSOs	4	2	3
Energy Supply Companies	2	1	1
Industry Associations	1	2	3
Research and Consultancy Firms	0	0	0
Total Answers	11	6	7

Q-3 Microgeneration	one week	two weeks	three weeks
Authorities	1	2	0
Consumer Associations	2	1	0
DSOs	3	2	4
Energy Supply Companies	2	2	0
Industry Associations	0	4	1
Research and Consultancy Firms	0	0	0
Total answers	8	11	5

Question/issue	Respondent's feedback	CEER's position
Question 3: The detailed estimated price offer for a new (electricity, gas, microgeneration) network connection should be provided to the customer within: a) one week b) two week c) three weeks **Overview:** • The results are very close among the 3 possible answers. In the case of electricity, "two weeks" is the most frequent answer; in the case of gas, "one week" is the most frequent answer. • Most of respondents mention in the comments that the time can depend on the complexity of the work.		
Time depends on the content on the complexity of work	Most of respondents mention that time depends on the complexity of the work. "In most cases, when the connection is normal and simply requires the completion of routine work whose cost is known, the detailed estimated price for a new connection should be provided to the customer within one week or ten days. In some cases, the connection requires specific studies which can require more time, especially in rural and mountainous areas, and this one week time frame cannot be guaranteed." One respondent mentions that the budget can be provided in 10 days max for 90% of cases.	Agree. In general the time should not exceed two weeks for providing the budget for a standard network connection of a residential customer. Depending on the complexity of the work to realize it could not be sufficient; the solution is to differentiate the time based on the job to execute, doubling the time in case of more complex jobs.
Grid capacity to connect microgeneration	One respondent says grid capacity to connect microgeneration is an issue in some parts of GB. In these cases, it is more helpful for the DSO to offer the chance to discuss alternatives with different costs (e.g. lower cost for smaller unit, or for connection which could be constrained when local grid is at capacity) rather than simply providing a single quote for the work requested. Flexibility may be as important to some consumers as timing. DSOs should carry out research to better understand consumer needs in this area.	Noted.
Longer periods	Some respondents mention longer periods (one month, 6 weeks, 2 months).	Noted.

Consultation Question 4/E, 4G, 4MG: Once the customer has received the detailed estimated price offer and accepted to start the work, the physical (electricity, gas, microgeneration) connection work should, unless a later start date is requested by the customer, be initiated within:

a) one month
b) two months
c) three months
d) other time period, please specify below



Answers by type of respondent

Q-4 Electricity	one month	two months	three months
Authorities	3	0	0
Consumer Associations	1	0	1
DSOs	5	1	5
Energy Supply Companies	1	0	3
Industry Associations	3	0	1
Research and Consultancy Firms	0	0	1
Total Answers	13	1	11

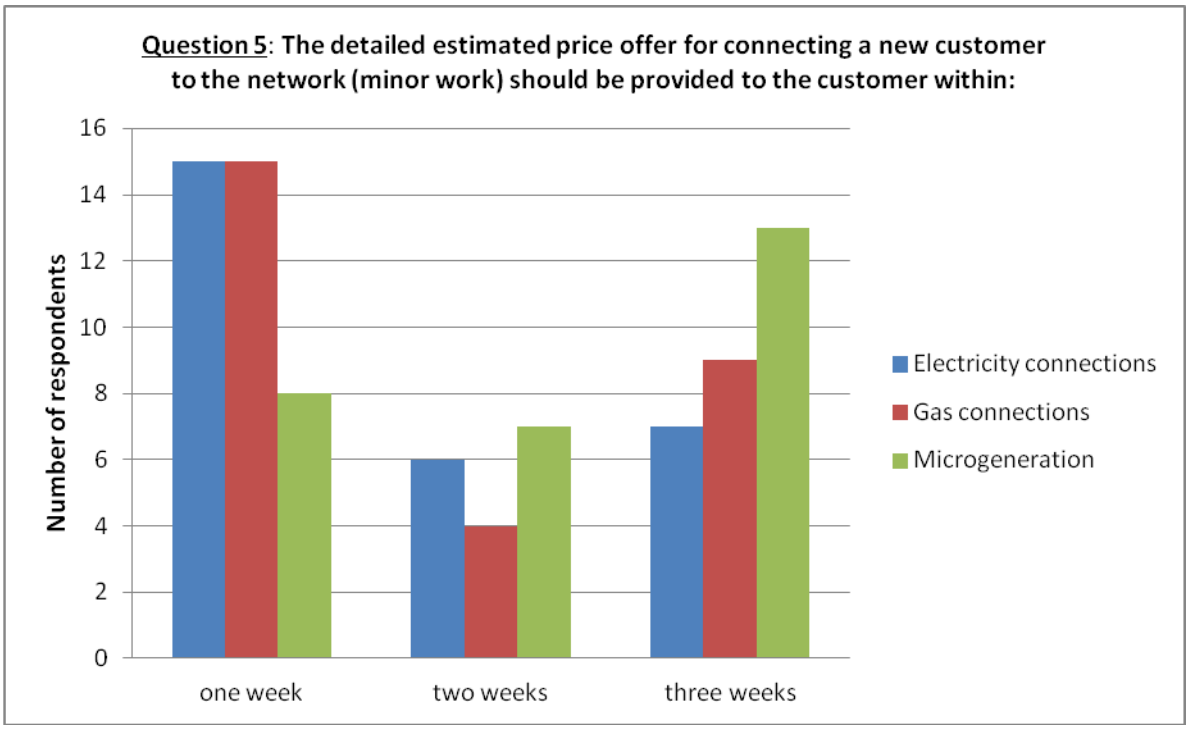
Q-4 Gas	one month	two months	three months
Authorities	2	0	0
Consumer Associations	1	0	1
DSOs	4	2	2
Energy Supply Companies	1	0	3
Industry Associations	3	0	1
Research and Consultancy Firms	0	0	2
Total Answers	11	2	9

Q-4 Microgeneration	one month	two months	three months
Authorities	3	0	0
Consumer Associations	1	0	1
DSOs	6	0	4
Energy Supply Companies	1	0	3
Industry Associations	2	1	1
Research and Consultancy Firms	0	0	1
Total Answers	13	1	10

Question/issue	Respondent's feedback	CEER's position
Question 4: Once the customer has received the detailed estimated price offer and accepted to start the work, the physical (electricity, gas, microgeneration) connection work should, unless a later start date is requested by the customer, be initiated within: a) one month b) two months c) three months **Overview:** • The most common answer is "one month" for gas and electricity sectors, closely followed by "three months". • Several stakeholders mention the need to obtain administrative authorizations before starting the work. • Other mention difficulties from other circumstances like weather conditions, snow or ground frost.		
Need for administrative authorization	Many respondents (mainly DSOs) mention that many new connections require the approval from local authorities (e.g. to dig up the street). One respondent states that the standard time is measured after authorizations are granted.	Agree. The effective beginning of works may depend on administrative or legal processes. In this case the time limit is not applicable; however, the DSO must be proactive in managing the permits.
Environmental influences (snow, frozen ground)	Some stakeholders raise concerns in cases where the work may be affected by environmental influences, weather conditions and other circumstances, e.g. snow, frozen ground	Agree. This time limit is not applicable in extreme weather conditions (like frozen ground)
Availability of subcontractors	Some stakeholders mention the availability of subcontractors may also affect the starting of works.	Disagree. The extension of the grid is one of the main tasks of the DSOs, so it must be ready to perform the works.
Shorter /longer periods	Some respondents (customer, authorities) mention shorter time periods: as soon as possible or not less than 5 days. One respondent ask for 18 weeks.	Noted

Consultation Question 5/E, 5G, 5MG: The detailed estimated price offer for connecting a new (electricity, gas, microgeneration) customer to the network (minor work) should be provided to the customer within:

a) one week
b) two week
c) three weeks
d) other time period, please specify below



Answers by type of respondent

Q-5 Electricity	one week	two weeks	three weeks
Authorities	1	1	0
Consumer Associations	2	1	0
DSOs	7	2	3
Energy Supply Companies	2	2	1
Industry Associations	3	0	2
Research and Consultancy Firms	0	0	1
Total Answers	15	6	7

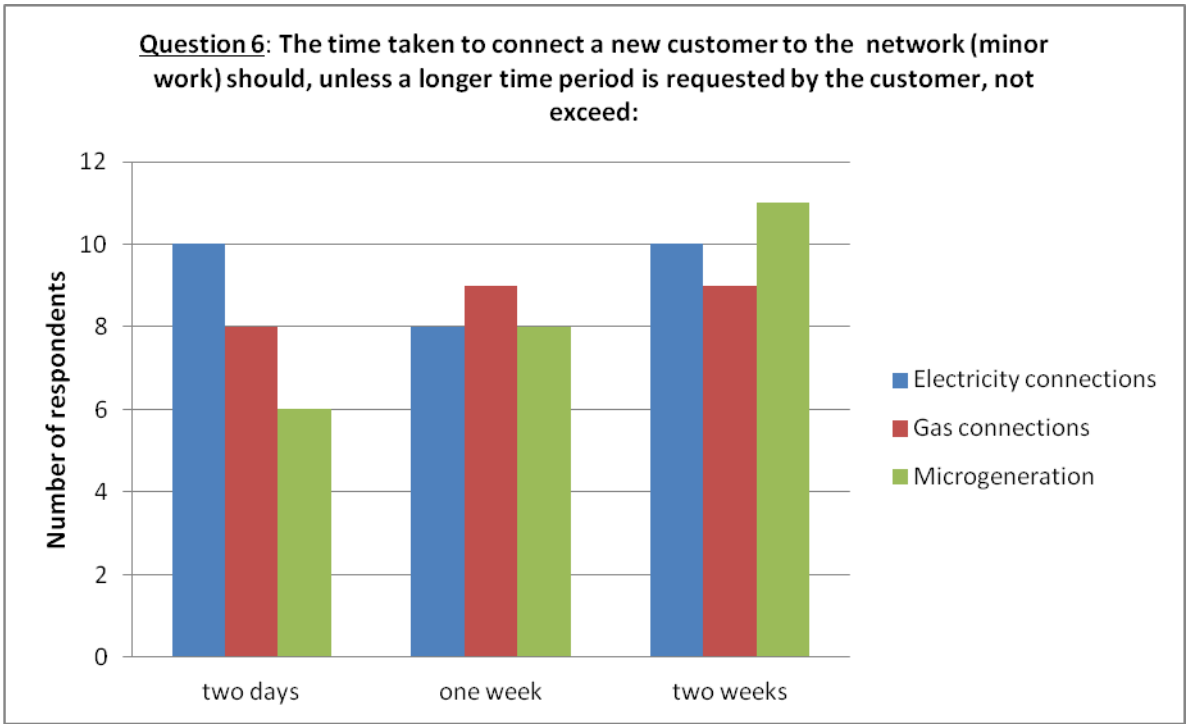
Q-5 Gas	one week	two weeks	three weeks
Authorities	2	0	0
Consumer Associations	2	1	0
DSOs	5	2	3
Energy Supply Companies	2	1	2
Industry Associations	4	0	2
Research and Consultancy Firms	0	0	2
Total Answers	15	4	9

Q-5 Microgeneration	one week	two weeks	three weeks
Authorities	1	1	0
Consumer Associations	1	1	0
DSOs	3	2	8
Energy Supply Companies	2	2	1
Industry Associations	1	1	3
Research and Consultancy Firms	0	0	1
Total Answers	8	7	13

Question/issue	Respondent's feedback	CEER's position
Question 5: The detailed estimated price offer for connecting a new (electricity, gas, microgeneration) customer to the network (minor work) should be provided to the customer within: a) one week b) two weeks c) three weeks **Overview:** • The most common answer is "one week" for gas and electricity (15 respondents); in the case of microgeneration, "three weeks" is the most common answer. • According to the 5th Benchmarking report on electricity, the actual median value to provide a cost estimation is 14 days. • Some respondents indicate that prices are standardised and published on the DSO website.		
Standard prices published on the DSO website	Some respondents indicate that most prices are standardised and published on the DSO website. In this case, the detailed estimated price offer for connecting a new customer can be provided very shortly / immediately. Some countries have a regulated price for connections with minor works.	Agree. Having a standard price for the most common works facilitates the process.
Customer's installation	Several DSO indicate that for all internal installation works, the customer is responsible.	Agree. The customer is responsible for the internal installation.
Shorter /longer periods	Some respondents (customer, authorities) mention shorter time periods: immediately, one or two days. Two DSO mention longer periods (30 days, 45 days).	Noted.
Microgeneration	One respondent says that calculating the price for the connection of a new micro generation unit to the electricity network is not a standard process. Therefore more time is necessary.	Noted.
Working days	To avoid problems due to national and regional holidays, some respondents propose to change the time period to 5 -10 working days	Noted, but from a customer's point of view, time measured in weeks is more clear.

Consultation Question 6/E, 6/G, 6/MG: The time taken to connect a new customer to the (electricity, gas, microgeneration) network (minor work) should, unless a longer time period is requested by the customer, not exceed:

a) two days
b) one week
c) two weeks
d) other time period, please specify below



Answers by type of respondent

Q-6 Electricity	two days	one week	two weeks
Authorities	1	1	0
Consumer Associations	2	0	0
DSOs	5	4	5
Energy Supply Companies	1	0	3
Industry Associations	1	3	1
Research and Consultancy Firms	0	0	1
Total Answers	10	8	10

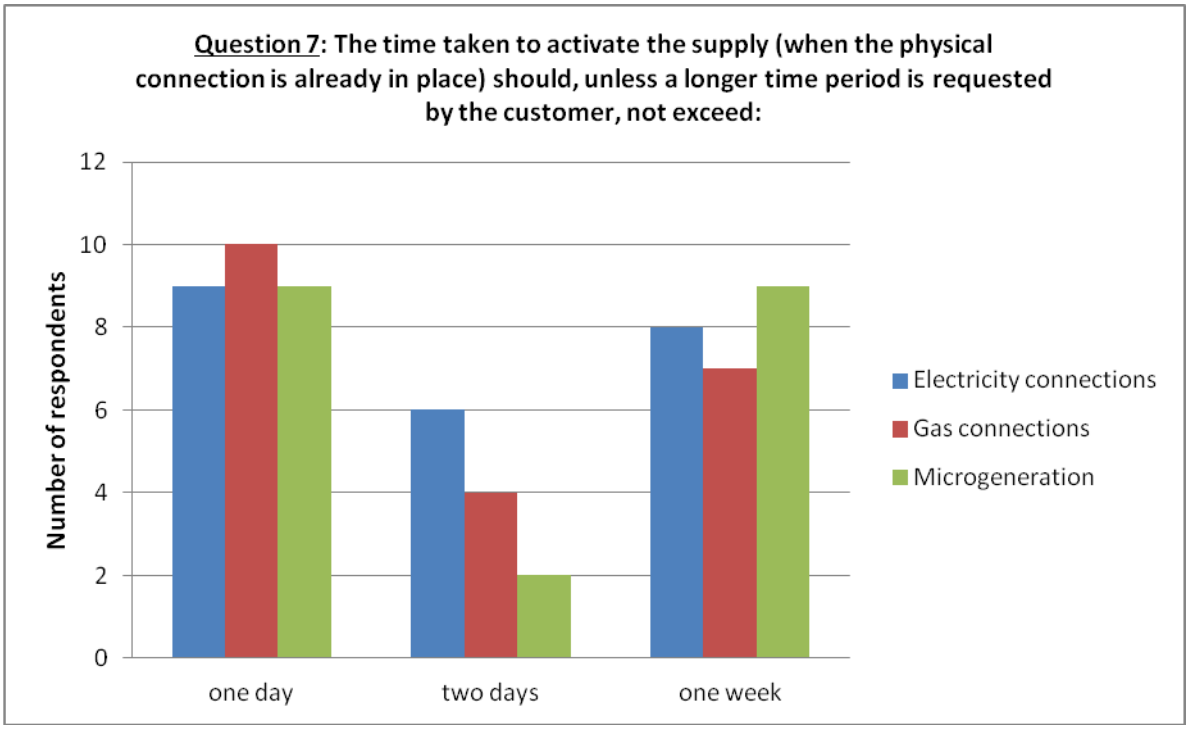
Q-6 Gas	two days	one week	two weeks
Authorities	1	1	0
Consumer Associations	2	0	0
DSOs	2	4	4
Energy Supply Companies	1	0	3
Industry Associations	1	4	1
Research and Consultancy Firms	1	0	1
Total Answers	8	9	9

Q-6 Microgeneration	two days	one week	two weeks
Authorities	1	1	0
Consumer Associations	2	0	0
DSOs	1	5	5
Energy Supply Companies	1	0	3
Industry Associations	1	2	2
Research and Consultancy Firms	0	0	1
Total Answers	6	8	11

Question/issue	Respondent's feedback	CEER's position
Question 6: The time taken to connect a new customer to the (electricity, gas, microgeneration) network (minor work) should, unless a longer time period is requested by the customer, not exceed: a) two days b) one week, c) two weeks **Overview:** • The most common answer is "two weeks" for microgeneration. In gas and electricity, the 3 options ("two days", "one week" and "two weeks") have nearly an equal number of supporters. "Two days" is the preferred option for the consumer associations. • According to the 5th Benchmarking report, the actual median value to connect an electricity customer is 11 days (for a sample of 16 countries).		
The connection process in detail	Some comments include the detail of the process: e.g.: For reactivation of an inactive connection to the gas/electricity grid the installation of a new meter on the customer's premises is necessary. And the in-house- installation has to be set into operation by an approved installation company on behalf of the customer. To ensure efficient workflows the DSO has to plan resource well, e.g. prepare service schedule for technical staff. In general the time taken to find an appointment with the customer should not exceed 5 working days after the acceptance of the detailed estimated price offer by the customer.	Noted.
Responsibilities of electrician / gas fitter	Several respondents explain that some of the process steps are in the responsibility of a licensed electrician / gas fitter. In one country, when the DSO has given the permission (within one week) the connection is carried out by the customers electrician.	Agree. The advice pretends to cover only the works that is under the DSO responsibilities or duties in the connection process, according with the relevant national regulation.
Shorter /longer periods	A customer association mention that in a well-organized sector this time may be even shorter. Four respondents mention longer periods (three weeks, one month, 8 weeks or three month). Three- four month are cited by 2 respondents in the case of microgeneration.	Noted. In CEER's opinion, periods longer than two weeks can only be justified for connections with major works (covered under recommendation 4).
Penalty payments	An industry association says that time is to be agreed on a case-by-case basis with the customer, with penalty payments required for late completion of works on the part of the DSO against the agreed date.	Noted.
Connection and activation in a single process	In several countries, minor connection works and activation of supply are both considered activation of supply.	Agree. This is already mentioned in the CEER advice, so they may have a single standard for recommendation 6 (connection) and 7 (activation of supply)

Consultation Question 7/E, 7/G, 7/MG: The time taken to activate (electricity, gas, microgeneration) supply (when the physical connection is already in place) should, unless a longer time period is requested by the customer, not exceed:

a) one days
b) two days
c) one week
d) other time period, please specify below



Answers by type of respondent

Q-7 Electricity	one day	two days	one week
Authorities	1	1	1
Consumer Associations	1	1	1
DSOs	4	3	3
Energy Supply Companies	2	0	2
Industry Associations	1	1	1
Research and Consultancy Firms	0	0	0
Total Answers	9	6	8

Q-7 Gas	one day	two days	one week
Authorities	1	0	1
Consumer Associations	1	1	1
DSOs	5	1	2
Energy Supply Companies	1	0	1

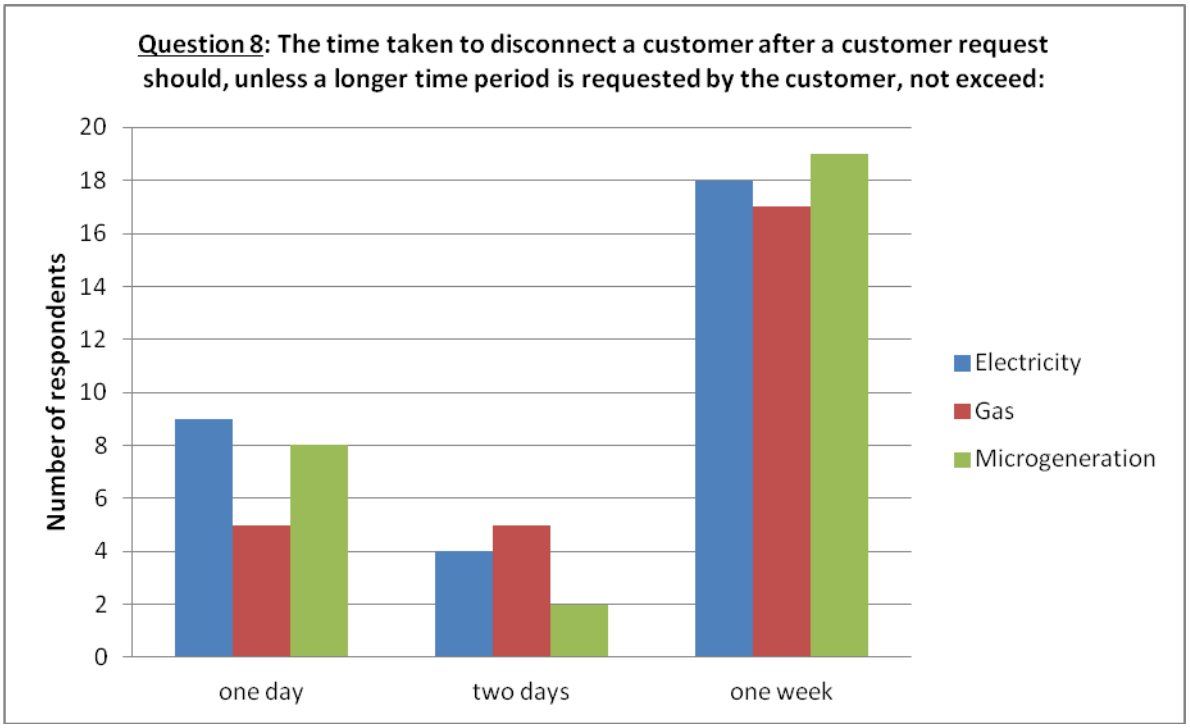
Industry Associations	1	1	2
Research and Consultancy Firms	1	1	0
Total Answers	10	4	7

Q-7 Microgeneration	one day	two days	one week
Authorities	1	1	1
Consumer Associations	1	1	1
DSOs	4	0	3
Energy Supply Companies	2	0	2
Industry Associations	1	0	2
Research and Consultancy Firms	0	0	0
Total Answers	9	2	9

Question/issue	Respondent's feedback	CEER's position
Question 7: The time taken to activate (electricity, gas, microgeneration) supply (when the physical connection is already in place) should, unless a longer time period is requested by the customer, not exceed: a) one days b) two days c) one week **Overview:** • The most common answer is "one day", but closely followed by "one week". • The answers from Consumers Associations are split equally among the 3 options.		
Longer periods	2 and 3 weeks are also mentioned by 2 stakeholders	Disagree. In CEER opinion there is no justification for this delay.
National practices / responsibilities	In Germany, after the customer installation has been completed the activation of electricity supply has to be carried out by a licensed electrician. The customer is not obliged to choose a supplier before the activation of the meter. As soon as the customer uses electricity the chosen supplier by law is the supplier of last resort.	Noted. In this case, the advice is not applicable to the electrician's.
National practices / responsibilities	In Great Britain activation of supply is done by the suppliers	Noted. However, assigning technical task to suppliers can be a technical barrier for small suppliers or new entrants (like on-line internet companies or foreign suppliers, without a wide base of local employees to cover the territory)
Working days	Several respondents propose to use "working days" instead of "days" as a measure of the time standards	Agree. For this advice, one working day is a good compromise.

Consultation Question 8/E, 8G, 8MG: The time taken to disconnect a (electricity, gas, microgeneration) customer after a customer request should, unless a longer time period is requested by the customer, not exceed

a) one days
b) two days
c) one week
d) other time period, please specify below



Answers by type of respondent

Q-8 Electricity	one day	two days	one week
Authorities	1	0	2
Consumer Associations	1	1	1
DSOs	4	2	9
Energy Supply Companies	2	0	2
Industry Associations	1	1	3
Research and Consultancy Firms	0	0	1
Total Answers	9	4	18

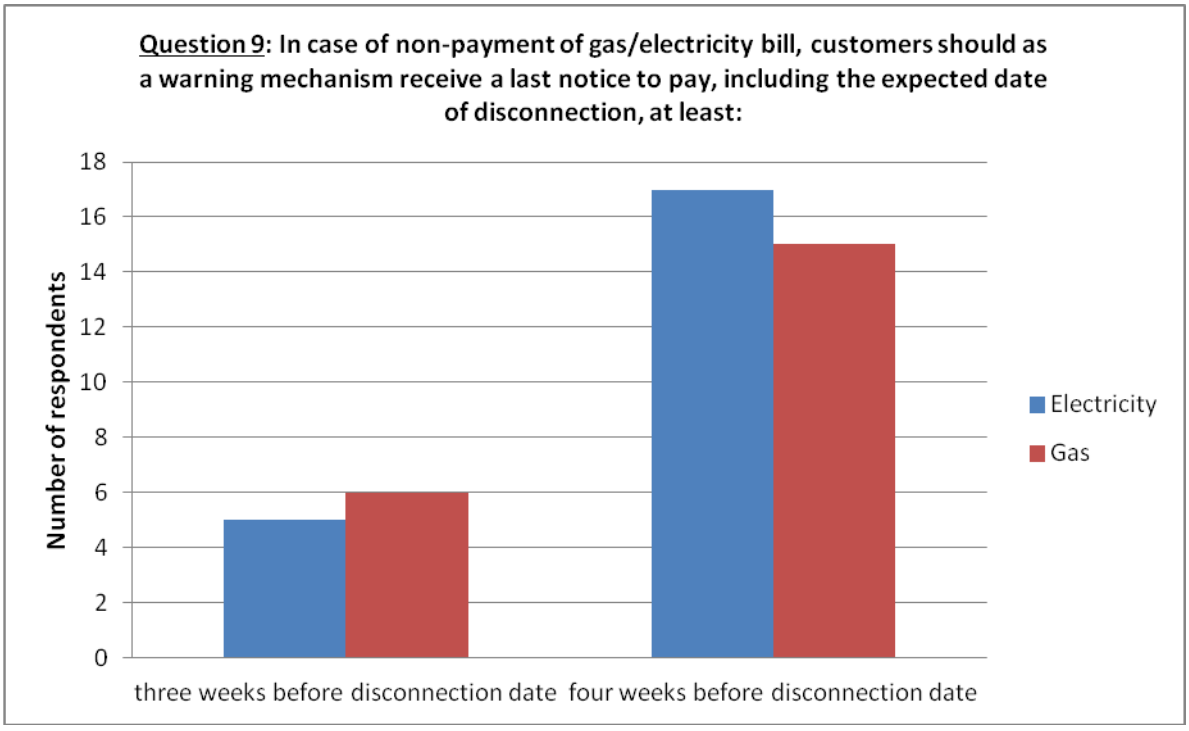
Q-8 Gas	one day	two days	one week
Authorities	1	0	1
Consumer Associations	0	0	2
DSOs	2	3	6
Energy Supply Companies	1	0	3
Industry Associations	1	1	4
Research and Consultancy Firms	0	1	1
Total Answers	5	5	17

Q-8 Microgeneration	one day	two days	one week
Authorities	1	0	2
Consumer Associations	2	0	1
DSOs	2	2	9
Energy Supply Companies	2	0	2
Industry Associations	1	0	4
Research and Consultancy Firms	0	0	1
Total Answers	8	2	19

Question/issue	Respondent's feedback	CEER's position
Question 8: The time taken to disconnect a (electricity, gas, microgeneration) customer after a customer request should, unless a longer time period is requested by the customer, not exceed: a) one day b) two days c) one week **Overview:** • The most common answer is clearly "one week". • The answers from consumers associations are split among the 3 options.		
Need for an appointment with the customer	In most cases an appointment with the customer is necessary, so the necessary time period depends also on the availability of the customer.	Agree. Disconnections are not as critical for customers than connections. Taking into account the need to find an appointment with the customer, then 5 working days / one week seems a reasonable target.
National practices / responsibilities	In the UK, if a customer wishes to disconnect their electricity /gas supply they first need to contact their electricity /gas supplier who will arrange a meter removal and provide a final reading.	Noted.
National practices / responsibilities	In Germany the physical disconnection has to be performed by the DSO or a third party licensed by the DSO.	Noted. If the third party has to be licensed by the DSO, the responsibility still lies on the DSOs side.
Longer periods	2 weeks and 3 weeks are also mentioned by 2 stakeholders.	Disagree. In CEER's opinion there is no justification for this delay.
Measure of time. When starts the period?	One stakeholder proposes that the period starts from the date when the DSO has received information from the customer's supplier.	Disagree. The time should be measured from the customer's point of view. In this case, the supplier has to inform the DSO as soon as possible. There should be a communication channel to transfer the customer's request from the supplier to the relevant DSO, immediately.

Consultation Question 9/E, 9G: In case of non-payment of (electricity, gas) bill, customers should as a warning mechanism receive a last notice to pay, including the expected date of disconnection, at least

a) three weeks before disconnection date two days
b) four weeks before disconnection date
c) other time period, please specify below



Answers by type of respondent

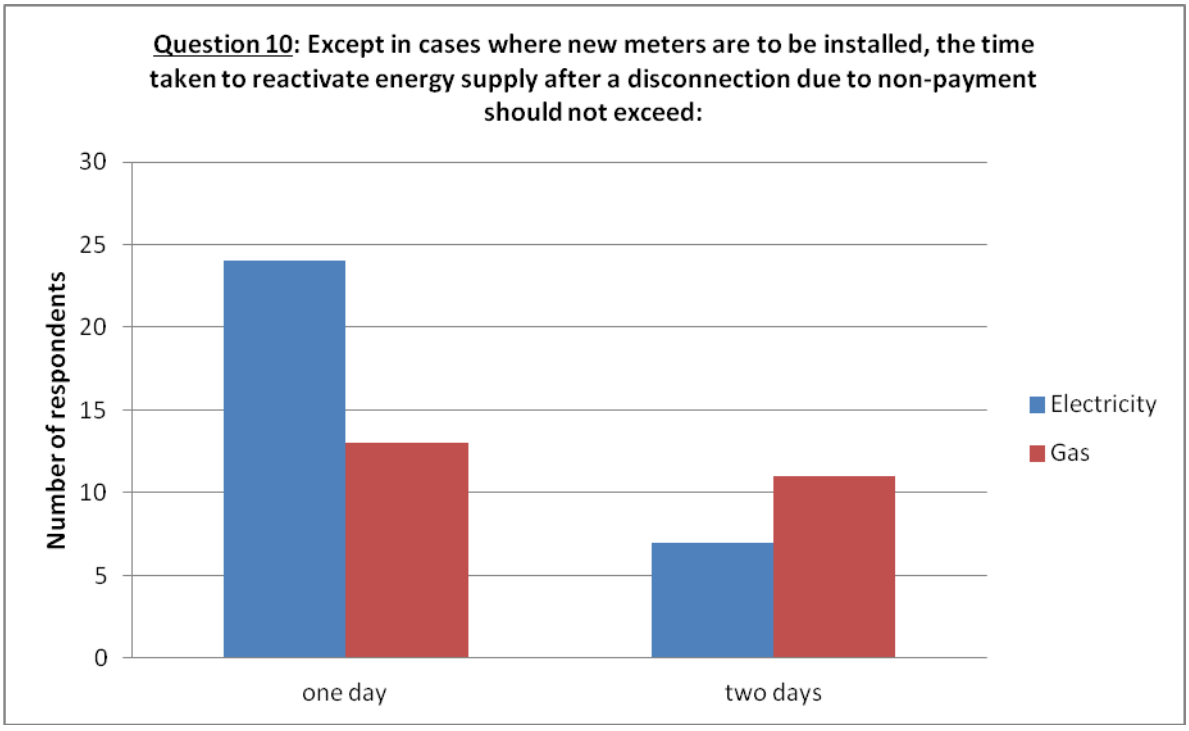
Q-9 Electricity	Three weeks	Four weeks
Authorities	0	1
Consumer Associations	1	2
DSOs	1	7
Energy Supply Companies	2	3
Industry Associations	1	3
Research and Consultancy Firms	0	1
Total Answers	5	17

Q-9 Gas	Three weeks	Four weeks
Authorities	0	1
Consumer Associations	1	2
DSOs	2	5
Energy Supply Companies	1	3
Industry Associations	1	3
Research and Consultancy Firms	1	1
Total Answers	6	15

Question/issue	Respondent's feedback	CEER's position
Question 9: In case of non-payment of (electricity, gas) bill, customers should as a warning mechanism receive a last notice to pay, including the expected date of disconnection, at least: a) three weeks before disconnection date two days b) four weeks before disconnection date **Overview:** • The most common answer is "four weeks" for gas and electricity. • Some countries have several warnings, with the last one closer to the disconnection date. • A majority of respondents indicate that sending the warning to the customer is a supplier's responsibility (not a DSO responsibility).		
Several warnings	Several respondents propose a two / three steps approach: - Three warnings, the last one by registered letter, within in time period of two weeks between each letter. - We suggest a two-step approach. 1) First a notice to pay within 2 weeks. 2) Then a notice of expected date of disconnection one week before disconnection.	Agree. A system with more than one warning is a better practice. In this case, the last notice to pay may be sent closer to the disconnection date. We will reformulate the advice to allow also the several step approaches.
Shorter periods	Three respondents mention 2 weeks /15 days before the disconnection date.	Noted
Responsibilities	Several respondents indicate that sending the warning to the customer is a supplier's responsibility (not a DSO responsibility)	Agree. According to the responses received, in most countries, the warning is send by the supplier, and after that, the supplier contacts the DSO to disconnect the customers. The advice will state only that the customer should receive a warning before disconnection, allowing different national practices on responsibilities on the process.
Disconnection of vulnerable customers	One Consumer Association indicates that measures should be taken to ensure adequate protection for vulnerable customers; among other things: forbid the disconnection of the power /gas supply in critical periods in relation to the ambient temperature.	Agree. Some countries may have additional measures in place which prohibit disconnection of the gas/electricity of vulnerable customers at critical times, particularly in winter months. The advice is naturally not applicable in those cases.
Disputes on the bill	One Consumer Association indicates also that disconnection should not apply where there is a claim formally filed against the company related to the energy bill	Noted

Consultation Question 10/E, 10G: Except in cases where new meters are to be installed, the time taken to reactivate the (electricity, gas) supply after a disconnection due to non-payment should not exceed

a) one days
b) two days
c) other time period, please specify below



Answers by type of respondent

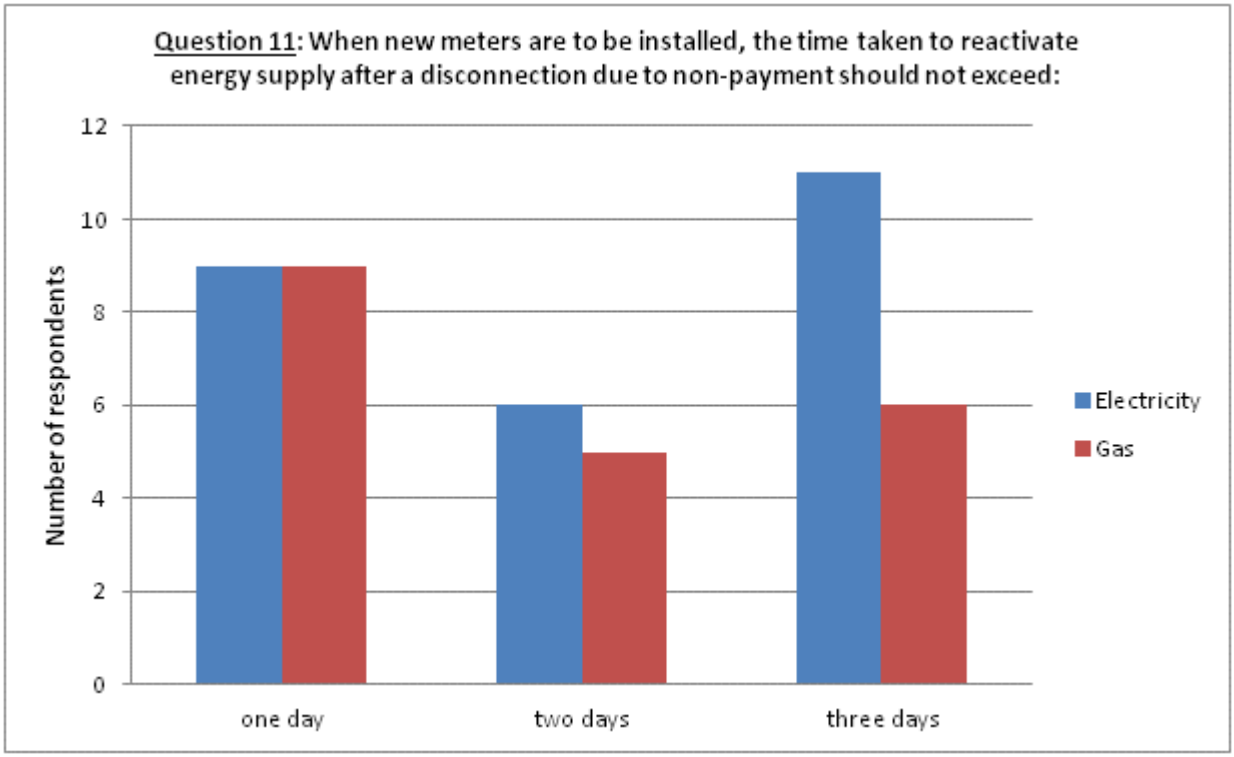
Q-10 Electricity	one day	two days
Authorities	1	2
Consumer Associations	2	1
DSOs	11	2
Energy Supply Companies	5	0
Industry Associations	4	2
Research and Consultancy Firms	1	0
Total Answers	24	7

Q-10 Gas	one day	two days
Authorities	1	1
Consumer Associations	1	2
DSOs	6	4
Energy Supply Companies	1	1
Industry Associations	3	3
Research and Consultancy Firms	1	0
Total Answers	13	11

Question/issue	Respondent's feedback	CEER's position
Question 10: Except in cases where new meters are to be installed, the time taken to reactivate the (electricity, gas) supply after a disconnection due to non-payment should not exceed: a) one day, b) two days **Overview:** • The most common answer is "one day" for electricity (24 respondents) and gas (11 respondents). "Two days" is mentioned by 7 respondents for electricity and 9 for gas.		
Essential good	Electricity is an essential good for any customer and, therefore, we understand reactivation should be seen as a priority by the DSO, once the customer regularizes his/her situation.	Agree
Shorter periods	Same day is mentioned by 4 respondents (in one case, only If the demand is received before 3pm)	Noted
Longer periods	Five respondents mention longer periods (from three days to one week).	Noted
No specific period	Several German DSOs propose to use "without undue delay"	Noted
Measure of time. When starts the period?	Two DSOs mention this is the time span between the supplier's notification to the DSO to open up the meter again and the moment of the opening of the meter. Important: This is not the time span between the actual payment of the customer to the supplier and the opening of the meter.	Disagree. The time should be measured from the customer's point of view from the notice of payment of the customer to the supplier. There should be a communication channel to transfer the customer's request from the supplier to the relevant DSO, immediately.
National practices / responsibilities	In the UK, this is a role for the supplier not the distributor.	Noted

Consultation Question 11/E, 11G: When new meters are to be installed, the time taken to reactivate the (electricity, gas) supply after a disconnection due to non-payment should not exceed:

a) one days
b) two days
c) three days
d) other time period, please specify below



Answers by type of respondent

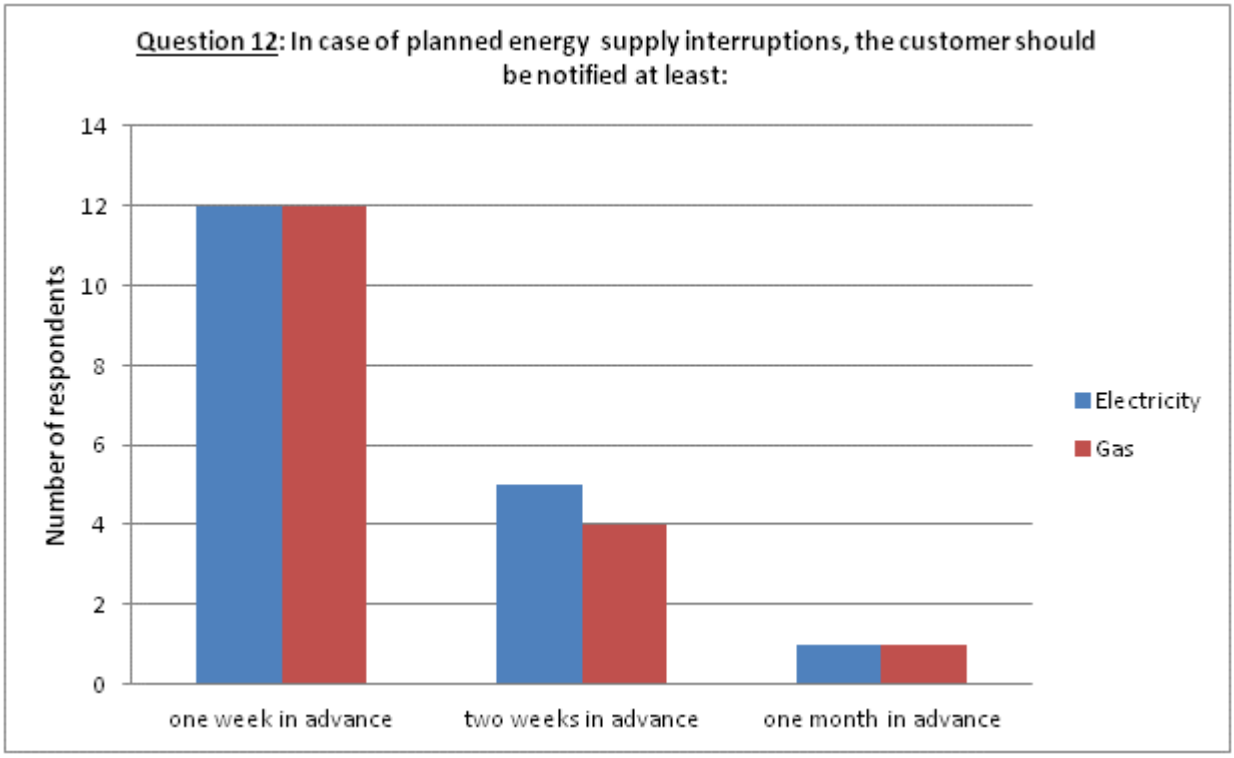
Q-11 Electricity	one day	two days	three days
Authorities	1	1	0
Consumer Associations	1	1	0
DSOs	3	4	5
Energy Supply Companies	2	0	2
Industry Associations	2	0	3
Research and Consultancy Firms	0	0	1
Total Answers	9	6	11

Q-11 Gas	one day	two days	three days
Authorities	1	0	0
Consumer Associations	1	1	0
DSOs	3	3	3
Energy Supply Companies	1	0	1
Industry Associations	2	1	2
Research and Consultancy Firms	1	0	0
Total Answers	9	5	6

Question/issue	Respondent's feedback	CEER's position
Question 11: When new meters are to be installed, the time taken to reactivate the (electricity, gas) supply after a disconnection due to non-payment should not exceed a) one day b) two days c) three days **Overview:** • The most common answer is "three days" for electricity (9 respondents) but "one day" for gas (9 respondents). This procedure is not relevant in several countries.		
Longer periods	Several respondents propose longer periods (one week)	Noted
Not applicable	Some respondents indicate this is not relevant in their countries	Noted
Need of a security check to connect gas installations	Several DSOs indicate the gas supply to a client cannot be connected via electronic tools due to safety reasons. Action has to be taken on site to avoid e.g. uncontrolled gas escape. Usually a security check is needed. For this purpose the customer has to assign a certified gas fitter. Sometimes the process could be more complex and therefore the time taken to reactivate gas supply could take more than three days.	Agree. The customer internal gas installation should also meet the relevant security checks according to the national regulation. We can add this explanation to the CEER advice. *The time limit to reactivate the supply is not applicable when the gas customer's installation doesn't meet the safety/ security checks.*
National practices / responsibilities	In the UK, this is a role for the electricity /gas supplier not the distributor. Disconnection will always be a last resort. Prior to disconnection suppliers are required by their licence have first taken all reasonable steps to recover those charges, including by using a Prepayment Meter, where it is safe and reasonably practicable in all the circumstances of the case for the customer to do so.	Noted. Prepayment meters are not used in a majority of European countries.

Consultation Question 12/E, 12G: In case of planned (electricity, gas) supply interruptions, the customer should be notified at least:

a) one week in advance
b) two weeks in advance
c) one month in advance
d) other time period, please specify below



Answers by type of respondent

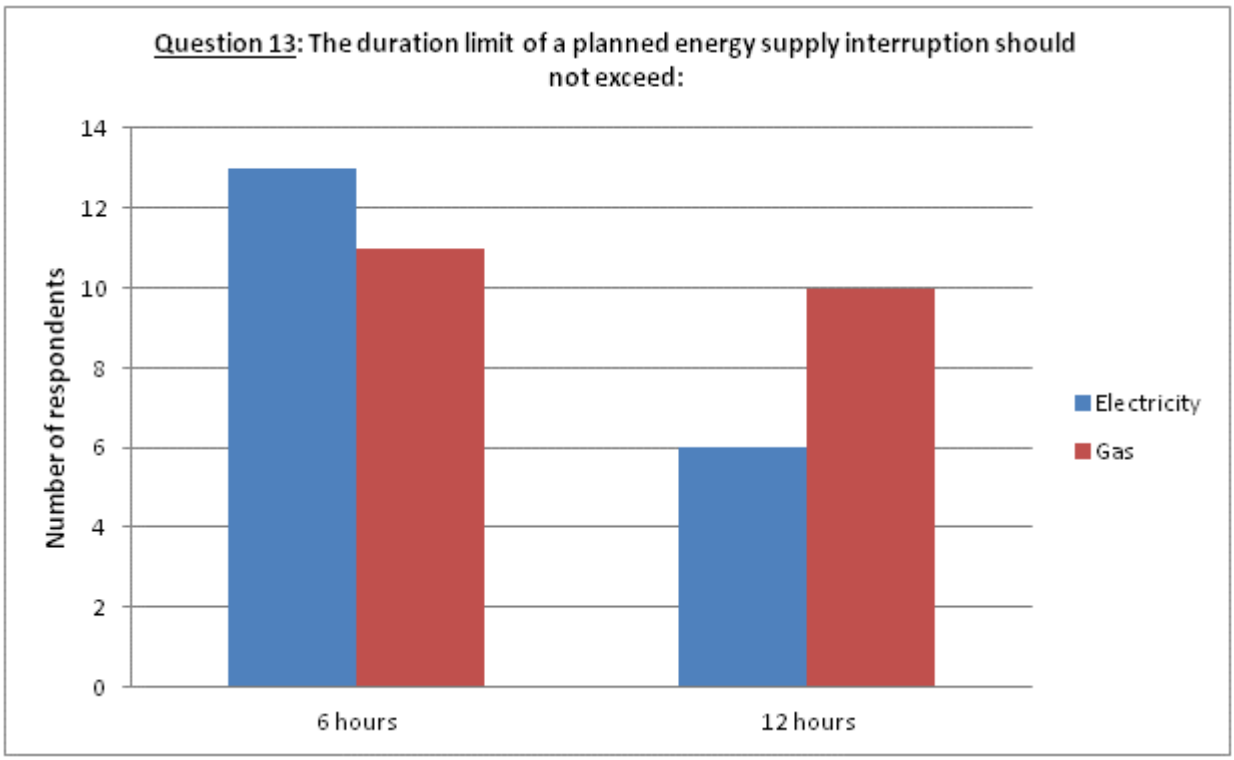
Q-12 Electricity	one week in advance	two weeks in advance	one month in advance
Authorities	1	1	0
Consumer Associations	1	2	0
DSOs	6	2	0
Energy Supply Companies	1	0	1
Industry Associations	3	0	0
Research and Consultancy Firms	0	0	0
Total Answers	12	5	1

Q-12 Gas	one week in advance	two weeks in advance	one month in advance
Authorities	0	1	0
Consumer Associations	1	2	0
DSOs	7	1	0
Energy Supply Companies	1	0	1
Industry Associations	3	0	0
Research and Consultancy Firms	0	0	0
Total Answers	12	4	1

Question/issue	Respondent's feedback	CEER's position
Question 12: : In case of planned (electricity, gas) supply interruptions, the customer should be notified at least: a) one week in advance b) two weeks in advance c) three weeks in advance **Overview:** • The most common answer is "one week in advance" for both gas and electricity (12 respondents); but 8 respondents propose a shorter period between 24 hours and 5 days. • Several respondents mention the national practices in the comments. • According to the 5th Benchmarking report, the median value for giving information in advance to a customer is around 2 days, with a range between 1 and 15 days (for a sample of 13 countries)		
Different timings and degrees of assistance needed	One respondent believes different timings and degrees of assistance will be needed to respond to consumers, especially those who are vulnerable to interruption of supply.	Noted. Being planned works, a well-defined guarantee standard can apply for all customers.
National practices	Several respondents mention, in the comments, the national practices or local practices and habits.	Noted
Shorter /longer periods	Several respondents mention shorter time periods: 24 hours to five days. One DSO mention longer periods for gas: 90 days.	Noted. 24 hours seems too short and 90 days is too long. The aim of notifying a customer about an interruption in advance is to give the customer the possibility to implement proper measures in order to reduce the negative consequences of the interruption of the supply.
Penalty payments	One comment mentions penalty payments for failing to provide the notification of the planned supply interruption within the stated time.	Noted
Different national practices	In Denmark, for gas, normally a mobile station which supplies/duplicates the system/customer is installed before the planned work is carried out, so there are no interruptions.	Noted. We recognize a best practice, but it is not widely used in Europe. So a standard here may increase the cost of the maintenance of the grid.

Consultation Question 13/E, 13G: The duration limit of a planned (electricity, gas) supply interruption should not exceed:

a) 6 hours
b) 12 hours
c) Other time period, please specify below



Answers by type of respondent

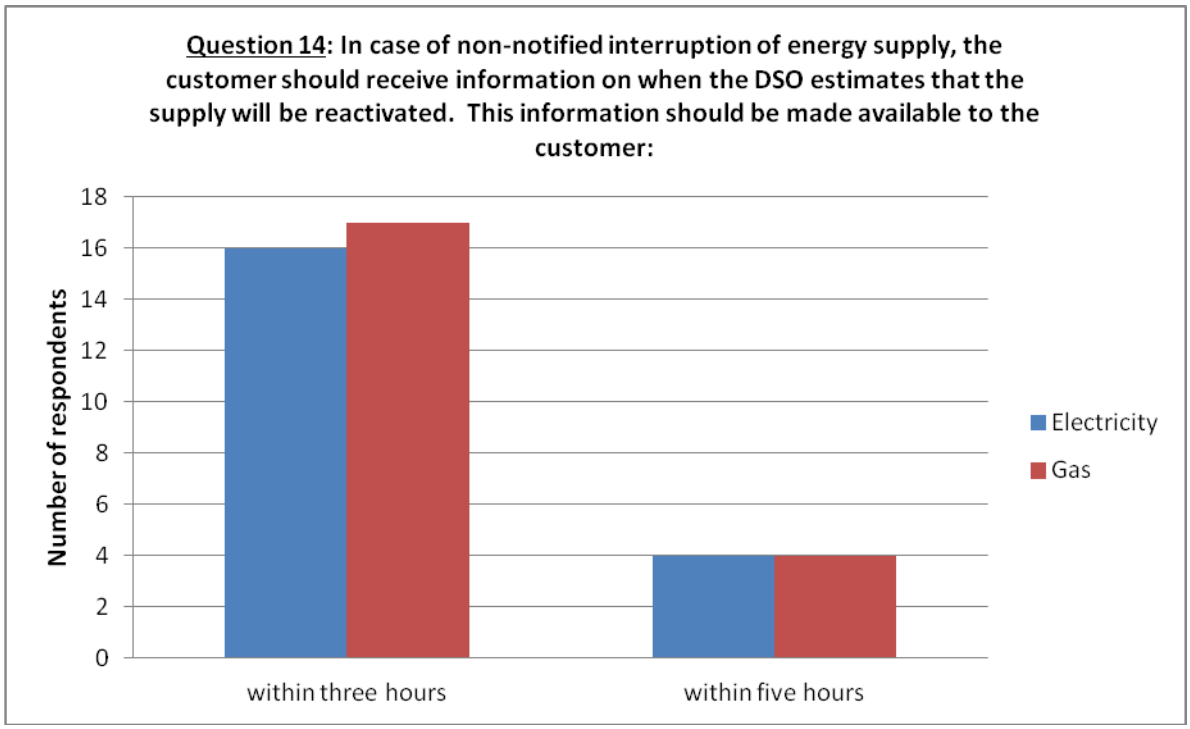
Q-13 Electricity	6 hours	12 hours
Authorities	2	0
Consumer Associations	2	1
DSOs	4	3
Energy Supply Companies	2	1
Industry Associations	3	1
Research and Consultancy Firms	0	0
Total Answers	13	6

Q-13 Gas	6 hours	12 hours
Authorities	1	0
Consumer Associations	2	2
DSOs	4	5
Energy Supply Companies	3	1
Industry Associations	1	2
Research and Consultancy Firms	0	0
Total Answers	11	10

Question/issue	Respondent's feedback	CEER's position
Question 13: The duration limit of a planned (electricity, gas) supply interruption should not exceed: a) six hours b) 12 hours **Overview:** • The most common answer is "6 hours" for both electricity and gas; but in the case of gas sector, this answer was closely followed by "12 hours". • Several respondents indicate that this duration should be as short as possible.		
Duration of a planned supply interruptions	Several respondents indicate that this duration should be as short as possible.	Agree. When the DSO executes planned supply interruptions, the maintenance work should be completed as fast and efficiently as possible, avoiding a long duration of the interruption for the customers.
Shorter /longer periods	3 hours / 4 hours are mentioned by 1 DSO and 1 Customer Associations. 1 Energy Supply Company proposes 16 hours for electricity sector.	Noted
Duration depending on nature of works	Some respondents mention conditions of interruptions and give the duration limit under normal conditions. Operational constraints should require a longer period.	Agree. We recognize that grid maintenance can include very different types of operations; the more complex ones may require a longer period. This standard may be better defined as an overall standard
National practices	Some countries the duration limit is not defined. In German, interruptions are included in the incentive regulation of network operator. In Spain, planned interruptions must be allowed by the authorities.	Noted. It is important to have a regulated duration limit.

Consultation Question 14/E, 14/G: In case of non-notified interruption of (electricity, gas) supply, the customer should receive information on when the DSO estimates that the supply will be reactivated. This information should be made available to the customer through a variety of channels, not least the web. This information should be made available to the customer:

a) within three hours
b) within five hours
c) other time period, please specify below



Answers by type of respondent

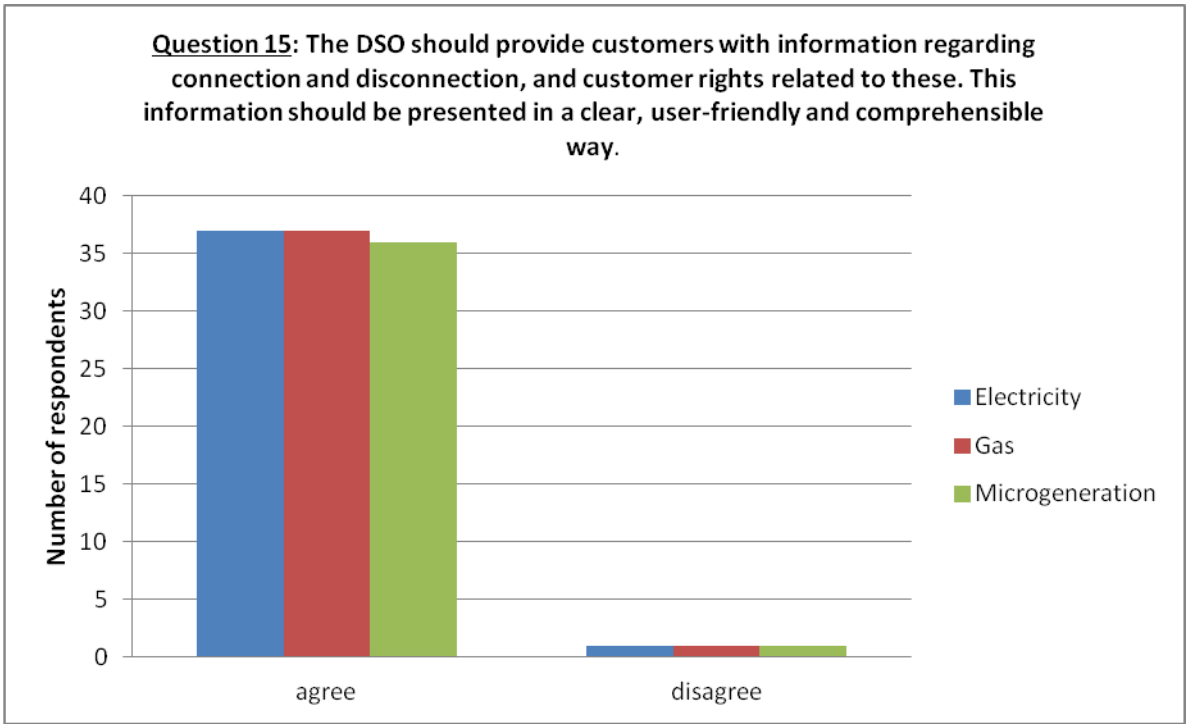
Q-14 Electricity	within three hours	within five hours
Authorities	1	2
Consumer Associations	1	0
DSOs	7	1
Energy Supply Companies	4	0
Industry Associations	3	1
Research and Consultancy Firms	0	0
Total Answers	16	4

Q-14 Gas	within three hours	within five hours
Authorities	1	2
Consumer Associations	1	0
DSOs	7	1
Energy Supply Companies	4	0
Industry Associations	3	1
Research and Consultancy Firms	0	0
Total Answers	16	4

Question/issue	Respondent's feedback	CEER's position
Question 14: In case of non-notified interruption of (electricity, gas) supply, the customer should receive information on when the DSO estimates that the supply will be reactivated. This information should be made available to the customer: a) within 3 hours b) within 5 hours **Overview:** • The most common answer is clearly "within three hours" both for gas and electricity. • Several respondents indicate that the customer should receive information as soon as possible.		
Shorter periods	In opinion of three Consumer Associations, information should be made available as quickly as possible, and should be update at regular intervals.	Agree. Information should be available for the customer as soon as possible.
Difficulties in the evaluation of the damages	Non-notified interruptions of supply have different causes. Sometimes, these causes can be found easily; sometimes not. It is therefore nearly impossible to guarantee a time to deliver this information.	Disagree. It is very important to keep customers informed. Restoration timescales should be provided as soon as possible with regular updates/refinement of estimated restoration timescales as DSO gains further information regarding the nature and extent of the damage to network.
Channels. Phone website; sms	Most cited options are the telephone (the consumer information services or the emergencies number) and the website. In some countries consumers also have the option of receiving information by SMS.	Agree
Emergency plans	One Industry Association indicates that DSOs have developed emergency plans which include processes for allocating an Incident Controller, establishing an emergency Point for the dissemination of information, provision of alternative heating and cooking for vulnerable customers and ensuring the staff on the ground to manage the scenarios as they develop.	Noted. It can be considered as a best practice.
No need of a channel to inform customers	In opinion of some DSOs, there is a very high reliability in the energy supply, so no further specifications and limitations are needed. The web as a channel to inform the customers seems not to be strictly necessary.	Disagree. Customer's information in case of a black-out or gas outage is very important and this information has to be provided by the DSOs.
Suppliers' information	In one country, there are also some deadlines to inform the suppliers if the unplanned interruption impacts on more than 2000 customers	Noted
Individual reactivation of gas supply	Some gas DSOs indicate that the time for information may exceed 5 hours if a customer's individual reactivation is necessary by the DSO	Noted. National Security standard to reactivate the gas supply needs to be followed.

Consultation Question 15/E, 15G, 15MG: The DSO should provide customers with information regarding connection, disconnection, and customer rights related to these. This information should be presented in a clear, user-friendly and comprehensible way:

a) agree
b) disagree
c) no opinion



Answers by type of respondent

Q-15 Electricity	agree	disagree
Authorities	3	0
Consumer Associations	4	0
DSOs	17	0
Energy Supply Companies	6	1
Industry Associations	6	0
Research and Consultancy Firms	1	0
Total Answers	37	1

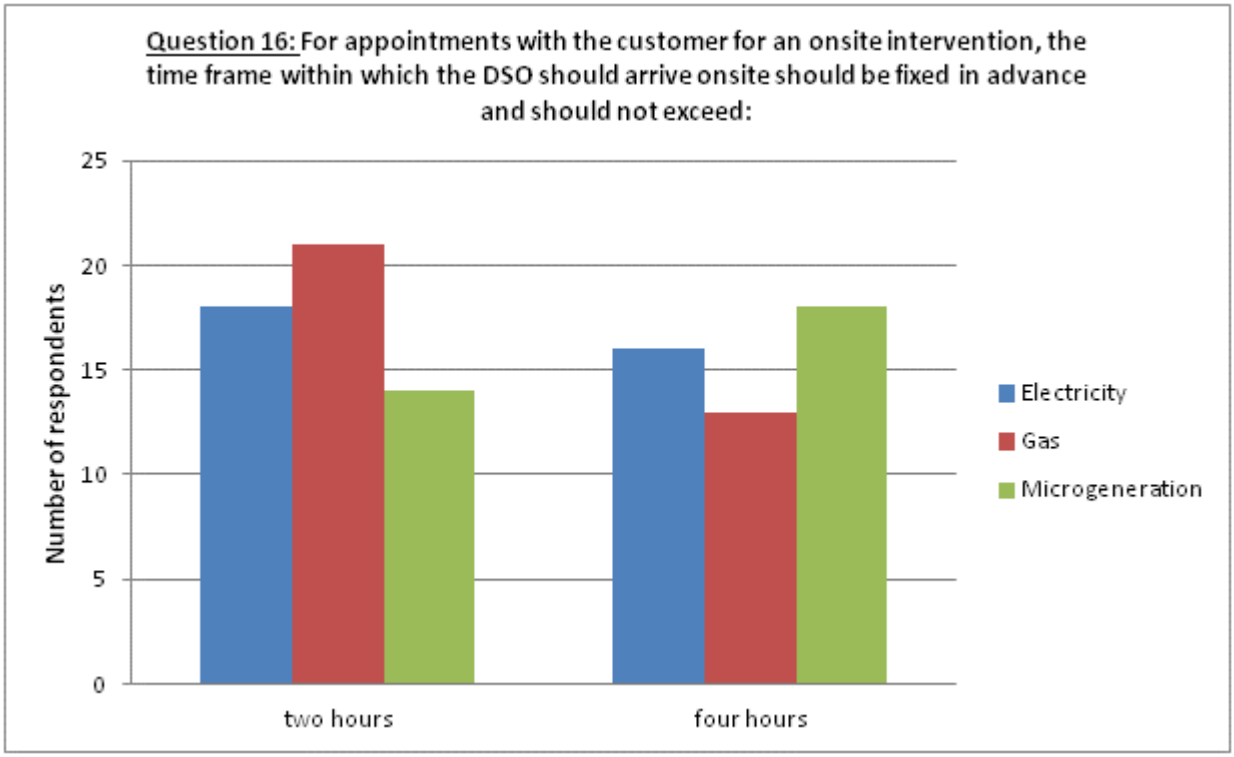
Q-15 Gas	agree	disagree
Authorities	2	0
Consumer Associations	4	0
DSOs	16	0
Energy Supply Companies	5	1
Industry Associations	7	0
Research and Consultancy Firms	3	0
Total Answers	37	1

Q-15 Microgeneration	agree	disagree
Authorities	3	0
Consumer Associations	4	0
DSOs	16	0
Energy Supply Companies	6	1
Industry Associations	6	0
Research and Consultancy Firms	1	0
Total Answers	36	1

Question/issue	Respondent's feedback	CEER's position
Question 15: The DSO should provide customers with information regarding connection, disconnection, and customer rights related to these. This information should be presented in a clear, user-friendly and comprehensible way a) agree b) disagree **Overview:** • There is a general agreement on this advice (37 respondents agree; only one disagrees) • The respondents mention that this information is provided by the website. Some of them also mention brochure / call center / DSO offices		
Channels	The respondents mention that this information is provided by the website. Some of them also mention brochure / call center / DSO offices	Agree. DSOs should provide clear, consistent and coherent information regarding all DSO services to customers.
Information about compensatory payments	One respondent indicates DSOs should also provide information regarding standards of performance, compensatory payment schemes and the means by which customers can access/apply for these.	Agree. If applicable, this information is also very important for customers.

Consultation Question 16/E, 16G, 16MG: For (electricity, gas, microgeneration) appointments with the customer for an onsite intervention, the time frame within which the DSO should arrive onsite should be fixed in advance and should not exceed:

a) two hour
b) four hour
c) other time period, please specify below



Answers by type of respondent

Q-16 Electricity	two hours	four hours
Authorities	1	1
Consumer Associations	3	1
DSOs	6	9
Energy Supply Companies	5	1
Industry Associations	3	3
Research and Consultancy Firms	0	1
Total Answers	18	16

Q-16 Gas	two hours	four hours
Authorities	1	1
Consumer Associations	3	1
DSOs	9	4
Energy Supply Companies	4	1
Industry Associations	3	4
Research and Consultancy Firms	1	2
Total Answers	21	13

Q-16 Microgeneration	two hours	four hours
Authorities	1	1
Consumer Associations	2	1
DSOs	5	10
Energy Supply Companies	4	1
Industry Associations	2	4
Research and Consultancy Firms	0	1
Total Answers	14	18

Question/issue	Respondent's feedback	CEER's position
Question 16: For (electricity, gas, microgeneration) appointments with the customer for an onsite intervention, the time frame within which the DSO should arrive onsite should be fixed in advance and should not exceed a) two hour, b) four hour **Overview:** • The most common answer is a time frame within "two hours" in gas and electricity, and within "four hours" in the case of microgeneration.		
Customer's concern	The time frame is a real issue for customers nowadays. The smaller one is the best but can be costly. This should apply only to interventions where the customer has to be present.	Agree. We take into account that usually the technician from the DSO has appointments with several customers within the same journey.
Actual standards	According to the answers, this time frame is fixed by regulation in some countries (i.e. Portugal 2h30min)	Noted
Best DSO practices	One respondent mentions a 30 min range (+- 15 min on the appointment time). Other respondent sends an SMS to the customer with the time indication.	Noted
Rural areas	One respondent indicates it is currently able to offer a 2-hour time frame; however, they are not currently able to guarantee this on the whole territory, which includes rural areas. They recommend a standard time frame of 4 hours, in order to take into account a variety of geographies.	Noted

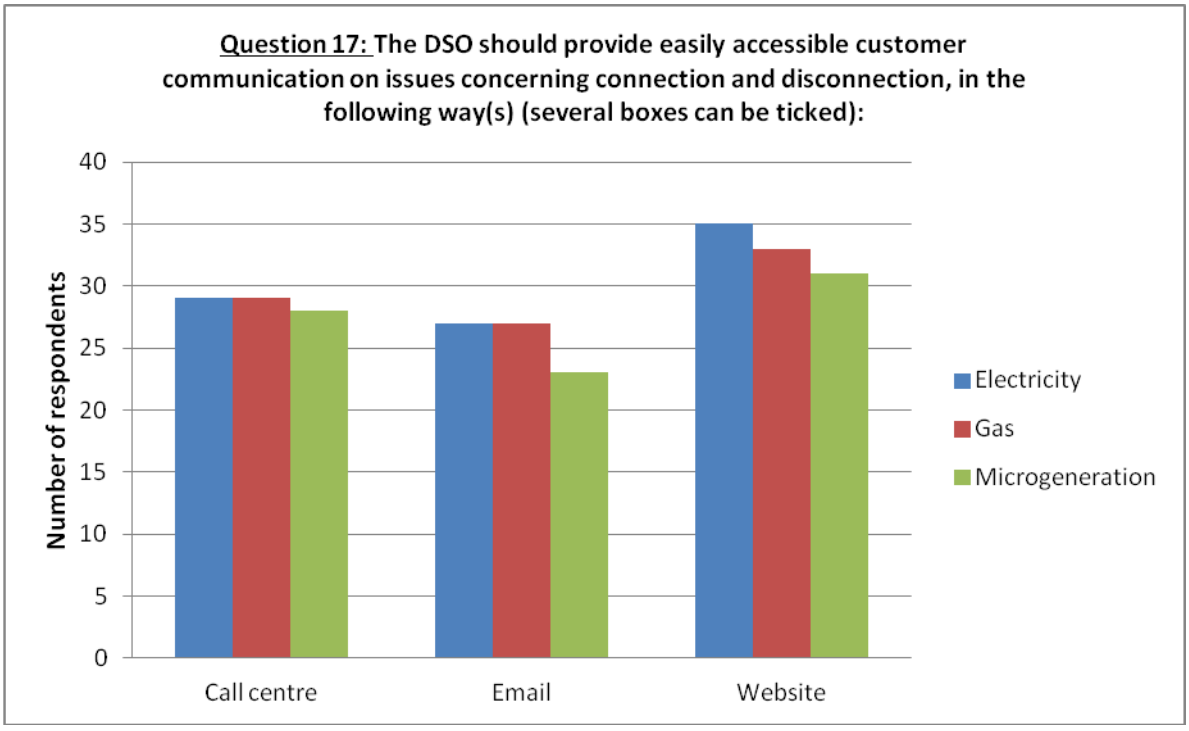
Consultation Question 17/E, 17/G, 17/MG: The DSO should provide easily accessible customer communication on (electricity, gas, microgeneration) issues concerning connection and disconnection, in the following way(s) (several boxes can be ticked):

a) call centre
   - Specify availability, days/week
   - Specify longest acceptable waiting time in phone queue

b) e-mail
   - Specify longest acceptable waiting time for answering

c) website

d) other, please specify below



Call center Availability	7 days / 24 h	7 responses
	5-6 days per week /8-12 hours	9 responses
Longest acceptable waiting time in phone queue	1 min	3 responses
	2 min	2 responses
	3 min	6 responses
	5-7 min	4 responses
Longest acceptable waiting time for answering an e-mail	< 6 hours	2 responses
	1 day	4 responses
	2-4 days	8 responses
	5-10 days	4 responses

Answers by type of respondent

Q-17 Electricity	Call centre	Email	Website
Authorities	3	3	3
Consumer Associations	4	2	3
DSOs	12	12	17
Energy Supply Companies	5	5	6
Industry Associations	5	5	5
Research and Consultancy Firms	0	0	1
Total Answers	29	27	35

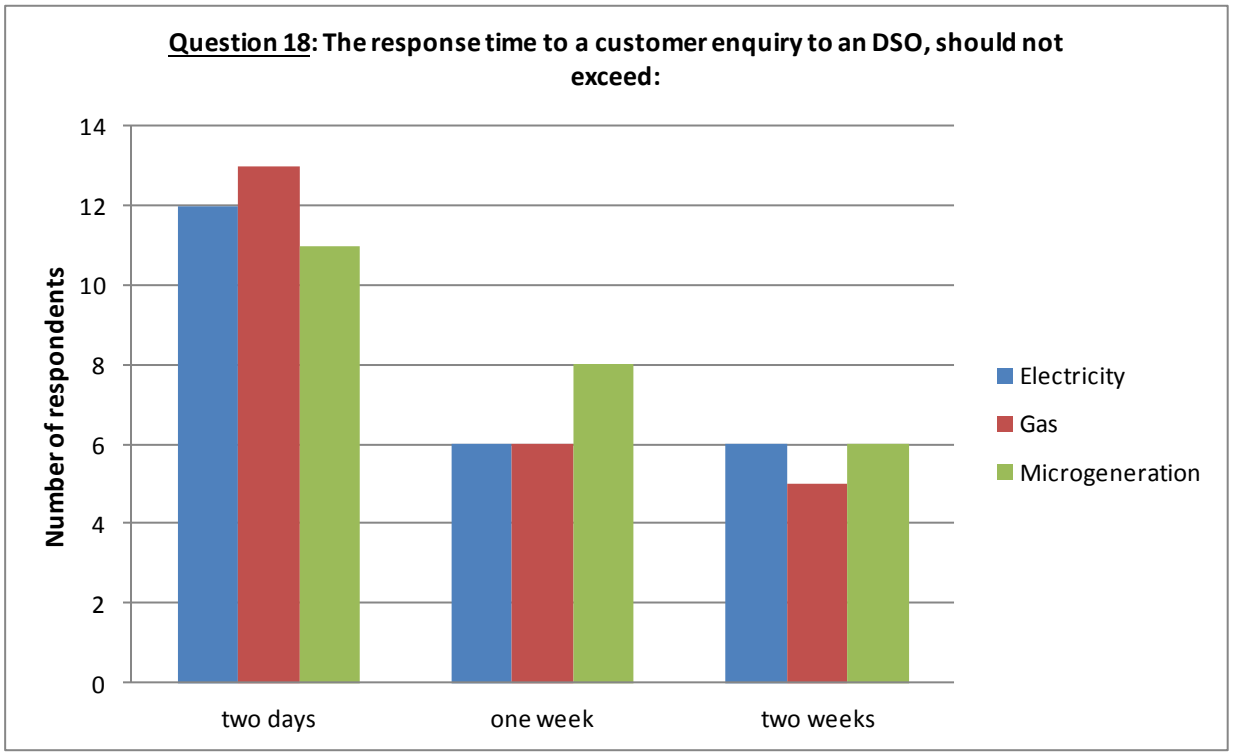
Q-17 Gas	Call centre	Email	Website
Authorities	2	2	2
Consumer Associations	4	2	3
DSOs	11	11	14
Energy Supply Companies	4	4	5
Industry Associations	6	6	6
Research and Consultancy Firms	2	2	3
Total Answers	29	27	33

Q-17 Microgeneration	Call centre	Email	Website
Authorities	3	3	3
Consumer Associations	4	2	3
DSOs	12	10	15
Energy Supply Companies	4	4	5
Industry Associations	5	4	4
Research and Consultancy Firms	0	0	1
Total Answers	28	23	31

Question/issue	Respondent's feedback	CEER's position
Question 17: The DSO should provide easily accessible customer communication on (electricity, gas, microgeneration) issues concerning connection and disconnection, in the following ways a) call center b) e-mail, c) website **Overview:** • The three channels are mentioned by a majority of respondents (27 to 35 respondents)		
Vulnerable customers	A Consumer Association indicate DSOs should also proactively contact vulnerable consumers.	Agree
Other channels mentioned	- Sms messages /mobile phones / app (smart phones) /voice services are mentioned by some respondents - Posters in the street /houses - Contacting through post	Noted

Consultation Question 18/E, 18G, 18MG: The response time to a customer enquiry to an (electricity, gas) DSO, should not exceed:

a) two days
b) one week
c) two weeks
d) other time period, please specify below



Answers by type of respondent

Q-18 Electricity	two days	one week	two weeks
Authorities	2	0	1
Consumer Associations	1	2	0
DSOs	6	1	3
Energy Supply Companies	1	2	1
Industry Associations	2	1	1
Research and Consultancy Firms	0	0	0
Total Answers	12	6	6

Q-18 Gas	two days	one week	two weeks
Authorities	2	0	0
Consumer Associations	2	2	0
DSOs	5	1	2
Energy Supply Companies	2	2	1
Industry Associations	2	1	1
Research and Consultancy Firms	0	0	1
Total Answers	13	6	5

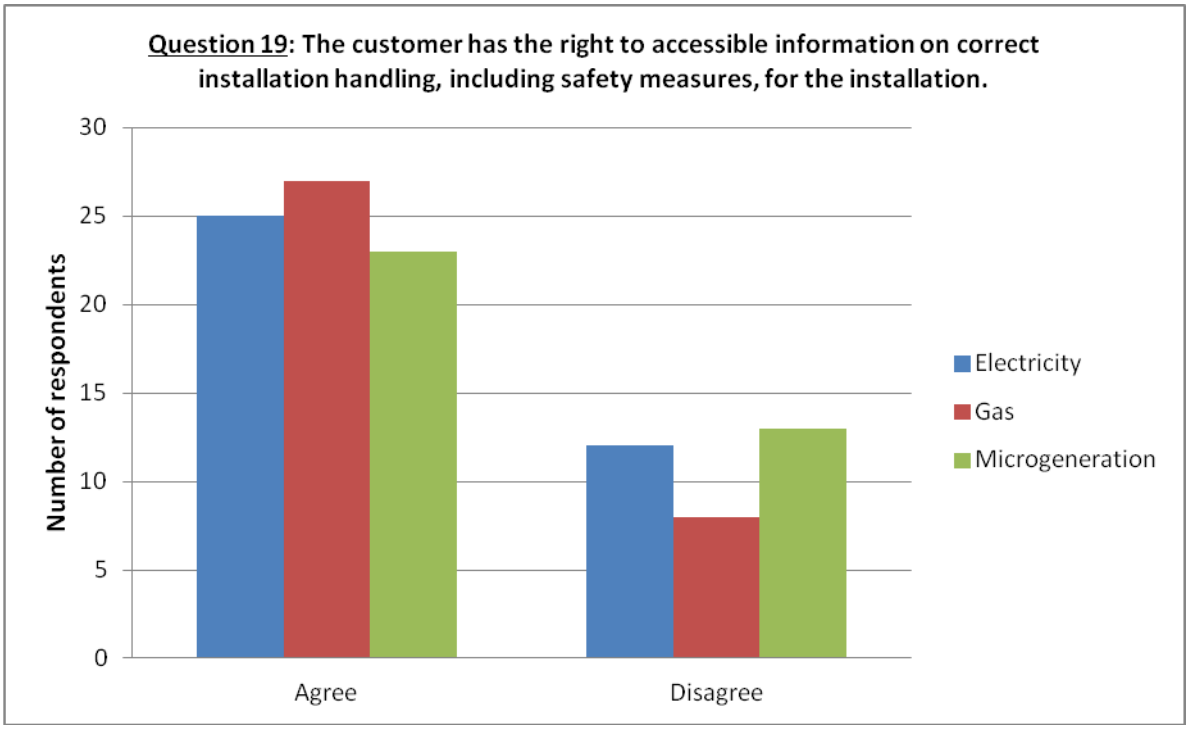
Q-18 Microgeneration	two days	one week	two weeks
Authorities	2	0	1
Consumer Associations	1	2	1
DSOs	4	3	2
Energy Supply Companies	2	2	1
Industry Associations	2	1	1
Research and Consultancy Firms	0	0	0
Total Answers	11	8	6

Question/issue	Respondent's feedback	CEER's position
Question 18: The response time to a customer enquiry to a (electricity, gas) DSO, should not exceed a) two days b) one week, c) two weeks**.** **Overview:** • The most common answer is "two days" for all the sectors in advance for both gas and electricity (12 respondents); but 8 respondents propose a shorter period between 24 hours and 5 days. • Several respondents indicate that the response time depends on the channel used and the complexity of the subjects.		
The response time depends on the channel used	A majority of respondents indicate that the response time highly depends on the channel used. A question asked by phone can be answered immediately. If a written answer is needed, the time is longer.	Noted
The response time depends on the complexity	A majority of respondents indicate that the time period depends on the subject (especially the complexity)	Noted, but still we think the DSO should respond substantively to the enquiry in a reasonable period of time.
Shorter /longer periods	One hour / immediately are mentioned by 2 Customers Associations Three weeks / 30 days are mentioned by 2 DSOs	Noted
The response time on connection quotes or complains	One respondent indicates that requests for detailed information (including connection quotes as detailed above) may take longer for a full and final response to the initial enquiry to be provided. If the enquiry is a complaint then specific incentives relating to speed of complaint handling may be appropriate. Other indicated that in some areas there is a need for examination of technical devices (e.g. different kinds of meters).	Agree. This advice is intended for general enquiries, so it should not cover enquiries requiring a visit to the customer premises. We will add this explanation to the advice. The time to provide connection budget is detailed above. As concerns the closely related matter of complaint handling, ERGEG has previously issued recommendations[2].

[2] ERGEG Guidelines of Good Practice on Customer Complaint Handling, Reporting and Classification. Ref: E10-CEM-33-05. 10 June 2010

Consultation Question 19/E, 19G, 19MG: The customer has the right to accessible information on correct installation handling, including safety measures, for the (electricity, gas, microgeneration) installation:

a) agree
b) disagree
c) no opinion



Answers by type of respondent

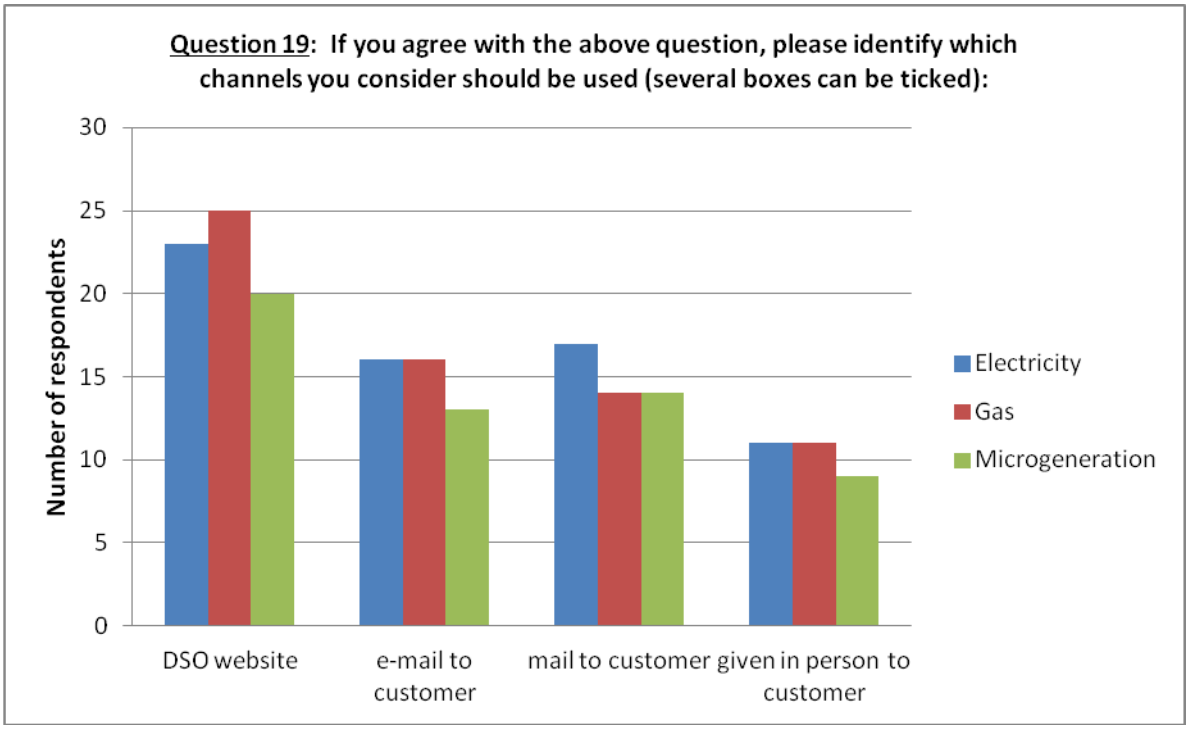
Q-19 Electricity	Agree	Disagree
Authorities	2	1
Consumer Associations	4	0
DSOs	11	5
Energy Supply Companies	5	2
Industry Associations	3	3
Research and Consultancy Firms	0	1
Total Answers	25	12

Q-19 Gas	Agree	Disagree
Authorities	2	0
Consumer Associations	4	0
DSOs	10	3
Energy Supply Companies	4	2
Industry Associations	5	2
Research and Consultancy Firms	2	1
Total Answers	27	8

Q-19 Microgeneration	Agree	Disagree
Authorities	2	1
Consumer Associations	4	0
DSOs	10	5
Energy Supply Companies	4	3
Industry Associations	3	3
Research and Consultancy Firms	0	1
Total Answers	23	13

Access shall be available through the following channels (several boxes can be ticked):

a) DSO website
b) e-mail to customer
c) mail to customer
d) given in person to customer
e) other, please specify below



Answers by type of respondent

Q-19 Electricity	DSO website	e-mail	mail	given in person
Authorities	2	2	2	1
Consumer Associations	2	3	2	2
DSOs	11	7	7	5
Energy Supply Companies	5	2	4	2
Industry Associations	3	2	2	1
Research and Consultancy Firms	0	0	0	0
Total Answers	23	16	17	11

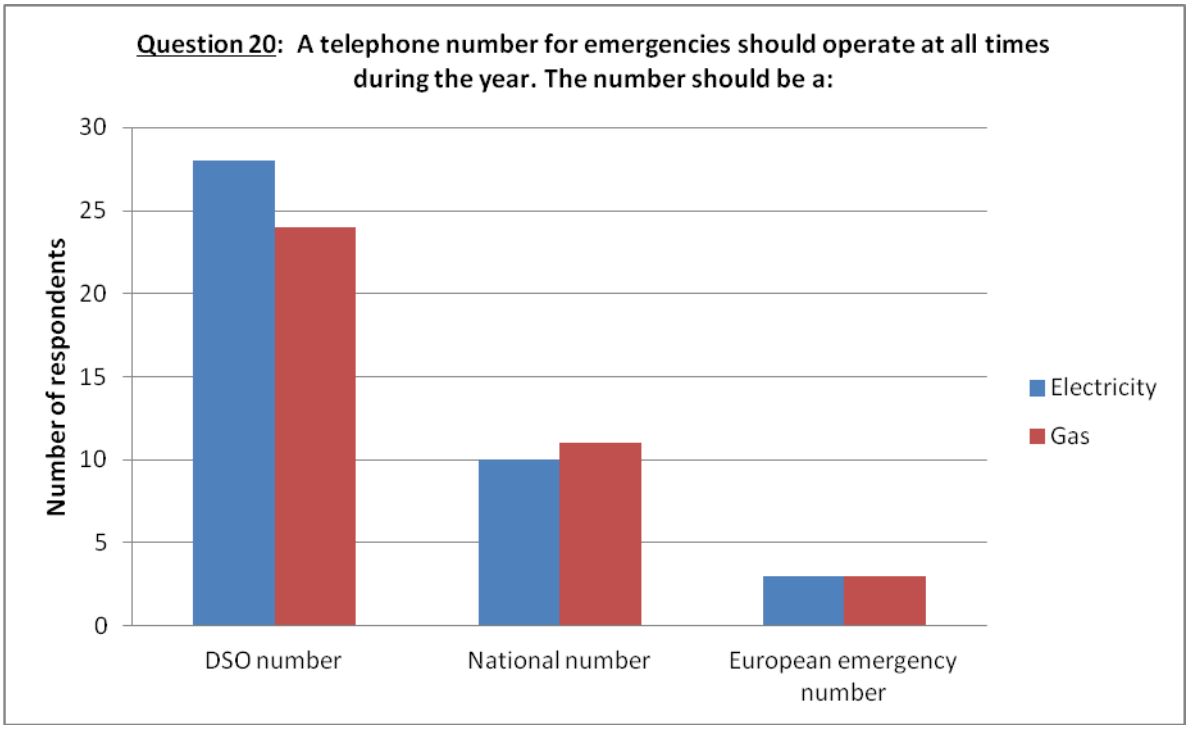
Q-19 Gas	DSO website	e-mail	mail	given in person
Authorities	2	1	1	0
Consumer Associations	2	3	1	2
DSOs	11	7	6	5
Energy Supply Companies	4	2	3	2
Industry Associations	4	2	2	2
Research and Consultancy Firms	2	1	1	0
Total Answers	25	16	14	11

Q-19 Microgeneration	DSO website	e-mail	mail	given in person
Authorities	2	2	2	1
Consumer Associations	2	3	1	2
DSOs	9	5	6	3
Energy Supply Companies	4	1	3	1
Industry Associations	3	2	2	2
Research and Consultancy Firms	0	0	0	0
Total Answers	20	13	14	9

Question/issue	Respondent's feedback	CEER's position
Question 19: The customer has the right to accessible information on correct installation handling, including safety measures, for the (electricity, gas, microgeneration) installation **Access shall be available through** a) DSO website, b) e-mail to customer, c) mail to customer, d) given in person to customer **Overview:** • In the 3 sectors, a majority of respondents agree on the advice. • The most cited channel is the DSO website(between 20 and 25 respondents) the mail or e-mail; the least cited channel is given in person		
Information for vulnerable customers	One consumer association indicates DSOs should provide information in formats tailored to all of their consumers, especially researching and responding to the communications preferred by vulnerable consumers.	Agree
Different channels	One consumer association indicates Information should be available on demand but also on a durable medium (email/letter/Brochure/sticker)	Agree
Supplier's website	One respondent indicates that the same information should be also available on the supplier's website, as the supplier is the direct interface with the customer. One respondent thinks that this information should only be provided by the suppliers (supplier centric model)	Noted. Customer's information can be provided by several stakeholders.
Different responsibilities	In some countries (Germany, Denmark) this not a DSO task. Questions about the customer installation should be checked with the electrician / gas fitter, or an independent organism	Noted

Consultation Question 20/E, 20G: A telephone number for (electricity, gas) emergencies should operate at all times during the year. The number should be a:

a) DSO number
b) National number
c) European emergency number



Answers by type of respondent

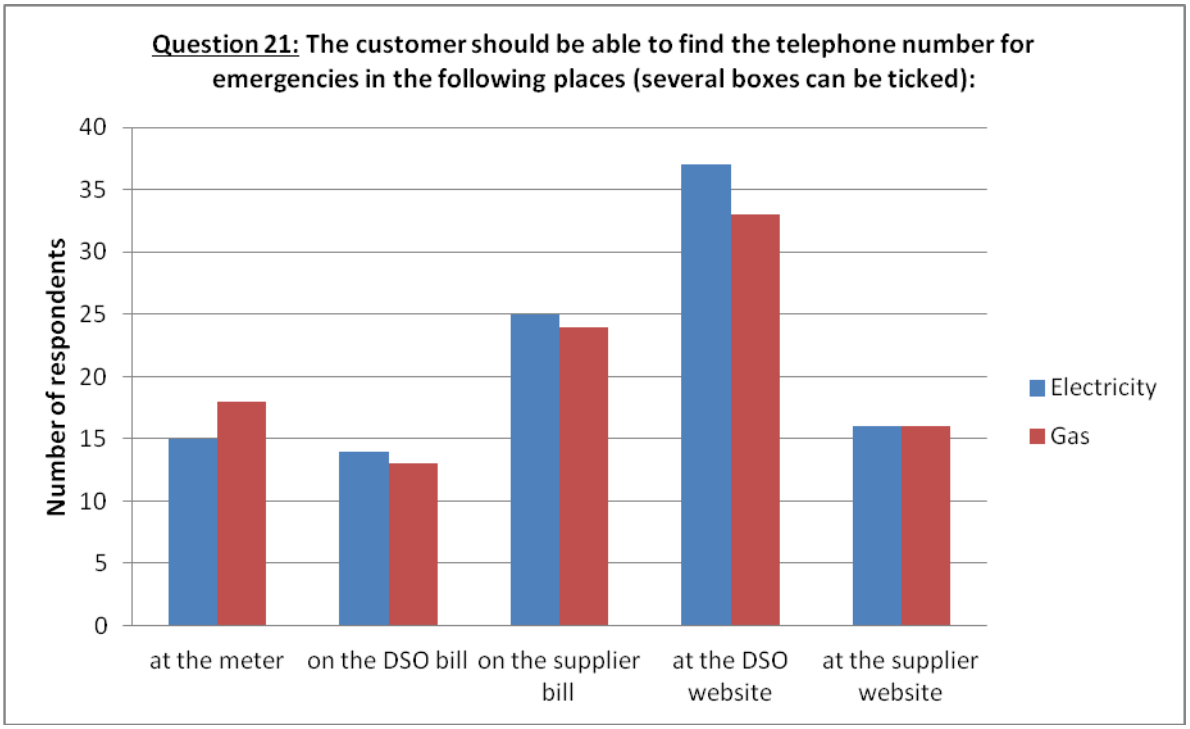
Q-20 Electricity	DSO number	National number	European emergency number
Authorities	2	1	0
Consumer Associations	2	2	0
DSOs	13	4	2
Energy Supply Companies	5	1	0
Industry Associations	5	2	1
Research and Consultancy Firms	1	0	0
Total Answers	28	10	3

Q-20 Gas	DSO number	National number	European emergency number
Authorities	2	0	0
Consumer Associations	2	2	0
DSOs	10	5	1
Energy Supply Companies	3	2	0
Industry Associations	5	1	2
Research and Consultancy Firms	2	1	0
Total Answers	24	11	3

Question/issue	Respondent's feedback	CEER's position
Question 20: A telephone number for (electricity, gas) emergencies should operate at all times during the year. The number should be a) DSO number, b) National number, c) European emergency number **Overview:** • A majority of respondents indicate the number should be a DSO number (28 respondents in electricity and 24 in gas), then a national number (10- 11 respondents). Only 3 propose the European emergency number.		
Free number	Five respondents propose a free telephone number.	Noted
Operation time	Two respondents mention the DSOs must operate the emergency telephone at all times (24x7x365)	Noted
Supplier's phone	One respondent propose the supplier's phone	Noted

Consultation Question 21/E, 21G: The customer should be able to find the telephone number for (electricity, gas) emergencies in the following places (several boxes can be ticked):

a) at the meter
b) on the DSO bill
c) on the supplier bill
d) at the DSO website
e) at the supplier website
f) other, please specify below



Answers by type of respondent

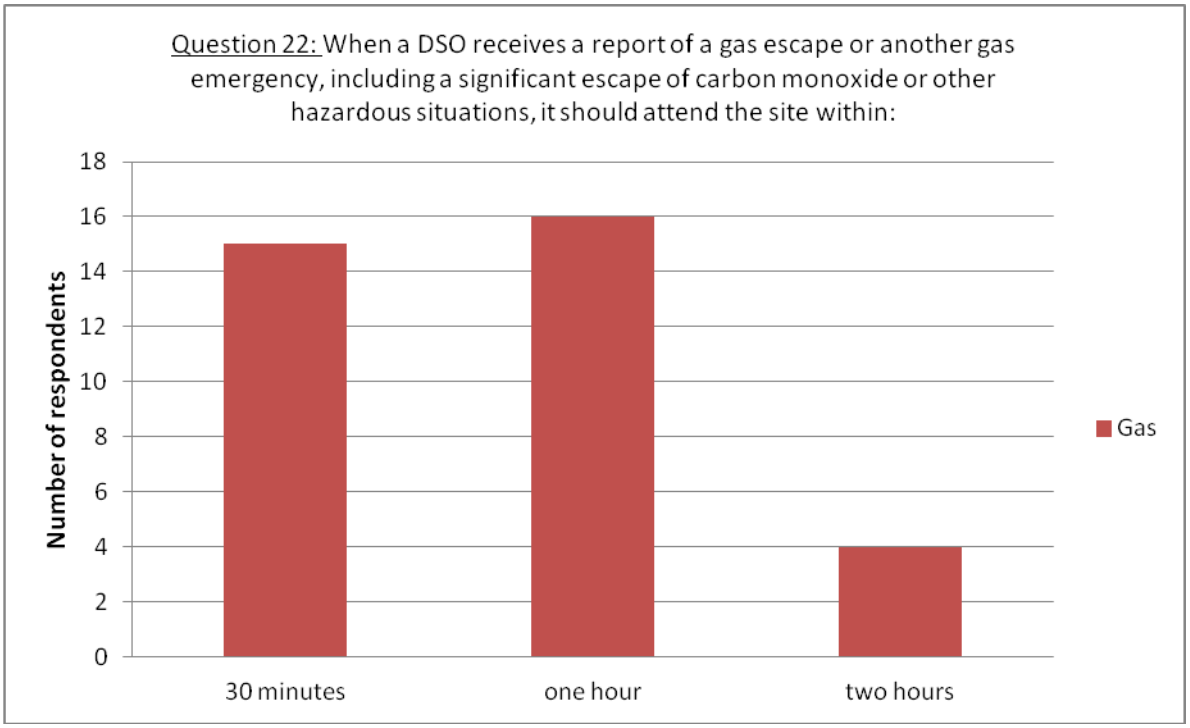
Q-21 Electricity	at the meter	on the DSO bill	on the supplier bill	at the DSO website	at the supplier website
Authorities	3	2	2	3	2
Consumer Associations	3	0	4	4	0
DSOs	5	7	11	16	7
Energy Supply Companies	1	2	5	7	4
Industry Associations	3	3	3	6	3
Research and Consultancy Firms	0	0	0	1	0
Total Answers	15	14	25	37	16

Q-21 Gas	at the meter	on the DSO bill	on the supplier bill	at the DSO website	at the supplier website
Authorities	2	1	1	2	1
Consumer Associations	3	1	3	3	1
DSOs	7	5	10	12	6
Energy Supply Companies	2	2	4	6	4
Industry Associations	3	3	4	7	3
Research and Consultancy Firms	1	1	2	3	1
Total Answers	18	13	24	33	16

Question/issue	Respondent's feedback	CEER's position
Question 21: The customer should be able to find the telephone number for (electricity, gas) emergencies in the following places: a) at the meter, b) on the DSO bill, c) on the supplier bill, d) at the DSO website and e) at the supplier website **Overview:** • The most cited answer is at the DSO website (37 -33 respondents), followed by the supplier bill (25-24 respondents). • Many respondents also mention the telephone directory,		
At the telephone directory	Many respondents also indicate that consumers might also seek information in a telephone directory, at the emergency services section.	Agree
At other places	At the boiler is mentioned by 2 respondents. On brochures is mentioned by 1 respondent.	Noted
European emergency phone number	According to one Consumer Association, the European emergency phone number should be spread for this purpose.	Agree
Vulnerable customers	One Consumer Association proposes that the number must be presented in a clear and legible way, with large letters and in the same manner in all places. On meters, it should legible with the naked eye.	Noted

Consultation Question 22/G: When a DSO receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it should attend the site within

a) 30 minutes
b) one hour
c) two hours
d) other time period, please specify



Answers by type of respondent

Q-22 Gas	30 minutes	one hour	two hours
Authorities	0	2	0
Consumer Associations	1	2	0
DSOs	7	6	1
Energy Supply Companies	3	1	3
Industry Associations	3	3	0
Research and Consultancy Firms	1	2	0
Total Answers	15	16	4

Question/issue	Respondent's feedback	CEER's position
Question 22: When a DSO receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it should attend the site within a) 30 minutes, b) one hour c) two hours **Overview:** • The most cited answer is "one hour" (16 respondents), closely followed by "30 minutes" (15 respondents). • Several respondents also explain their national practices.		
As soon as possible	Most comments indicate it should be attended as soon as possible. Additionally, the DSO can advise the customer by phone instantly.	Agree
National practices	In GB it is currently covered by guaranteed standards, with a maximum time to attend an uncontrolled gas escape of one hour (2 hours for controlled gas escapes). In Spain, there is a DSO internal procedure with different response times according to the importance of the emergencies. Priority 1 (e.g. gas escapes or carbon monoxide issues as stated in the question) shall be attended in not more than 1 hour (maximum response time). Actual average time is 30 minutes. In Italy and Portugal, one hour in 90% of cases. In Austria, in cities under 30 minutes and in rural regions one hour. In Germany, According to the German technical code DVGW GW 1200.	Noted. We recognize this is a very important service, but it seems difficult to establish a common standard, taking into account that the service can be affected by many different circumstances (rural areas, bottlenecks in big cities, weather conditions...).

Consultation Question 23: Is there any core feature of DSO services that has not been identified in this consultation paper and should be brought to NRAs' attention?

Question/issue	Respondent's feedback	CEER's position
Question 23: Is there any core feature of DSO services that has not been identified in this consultation paper and should be brought to NRAs' attention?		
Equilibrium between quality of services and cost	One respondent indicates equilibrium has to be found between the quality of distribution services and their cost: the greater the quality, the higher the price.	Agree
Subsidiarity	Nine German DSOs/suppliers state that they would like to firmly point out that in view of the principle of subsidiarity there is no need to harmonize the rules concerning service quality of distribution system operation. There is no reason why each Member State should not continue to set its own rules in this respect. Neither the Internal European Market for energy nor the cross-border operation of electric systems demands such a harmonization.	Disagree. According to the joint CEER-BEUC vision of energy markets, the benefits of the European energy markets should also reach the final customers. This implies a certain level of harmonization of rules, duties and rights.
Information flows between suppliers and DSO	One respondent says the main concern raised by the interaction with DSOs is related to the quality and format of the data and information provided to suppliers, which are necessary to manage the relationship with the customers (e.g. data for switching procedure etc.). We strongly encourage NRAs to introduce criteria and procedures to standardise the information flows between DSOs and suppliers, as well as the format in which data are provided. With this respect, the creation of national interface portals could prove a useful tool. Other respondent indicate the periods of time listed in the reply are measured from the moment of the receiving by the DSO information or an application from the customer and/or Supplier.	Agree. This is a very important point. In CEER's opinion, it is necessary to assure that information flows immediately from the suppliers to the DSO, as the supplier is the main contact point for customers in many process. Disagree. The period of time should be measured since the customer's application.
Disconnection of customers	One customer Association proposes no disconnection before holidays or weekends except in case of emergency.	Noted.
Opinion against pre-payment meters	One Consumer Association mentions that disconnection occurs within hours of the meter falling out of credit. This results in vulnerable households suffering disconnection frequently and in silence which presents a great danger particularly to the elderly, children and the ill.	Noted.
Microgeneration. Connection guide	In Microgeneration, appropriate national standards should apply and these should be explained in straightforward terms in a national Connection Guide. The requirements should include a system for developers to record type tested equipment and the type test certification on a national register so that this information can be shared across all DSOs.	Noted.

Annex 1 – CEER

The Council of European Energy Regulators (CEER) is the voice of Europe's national regulators of electricity and gas at EU and international level. Through CEER, a not-for-profit association, the national regulators cooperate and exchange best practice within and beyond Europe's borders. CEER includes national regulatory authorities from 33 European countries (the EU-28, Iceland, Norway, Switzerland, FYROM, Montenegro and growing).

One of CEER's key objectives is to facilitate the creation of a single, competitive, efficient and sustainable EU internal energy market that works in the public interest. More specifically, CEER is committed to placing consumers at the core of EU energy policy. CEER believes that a competitive and secure EU single energy market is not a goal in itself, but should deliver benefits for energy consumers.

CEER works closely with (and supports) the Agency for the Cooperation of Energy Regulators (ACER). ACER, which has its seat in Ljubljana, is an EU Agency with its own staff and resources. CEER, based in Brussels, deals with many complementary (and not overlapping) issues to ACER's work such as international issues, smart grids, sustainability and customer issues. European energy regulators are committed to a complementary approach to energy regulation in Europe, with the Agency primarily focusing on its statutory tasks related to EU cross-border market development and oversight, with CEER pursuing several broader issues, including international and customer policies.

The work of CEER is structured according to a number of working groups and task forces, composed of staff members of the national energy regulatory authorities, and supported by the CEER Secretariat.

This Advice was prepared by the Retail Market Functioning Task Force of the Customers and Retail Markets Working Group.

Annex 2 – List of abbreviations

Term	Definition
ACER	Agency for the Cooperation of Energy Regulators
BEUC	The European Consumer Organization
CEER	Council of European Energy Regulators
CRM WG	Customer and Retail Market Working Group
DSO	Distribution System Operator
#/E	Electricity (with regard to the division of the draft recommendations in this publication)
EC	European Commission
ERGEG	European Regulators' Group for Electricity and Gas
EU	European Union
#/G	Gas (with regard to the division of the draft recommendations in this publication)
GS	Guaranteed Standards
#/MG	Micro Generation Unit (with regard to the division of the draft recommendations in this publication)
NRA	National Regulatory Authority
OS	Overall Standards
RMF TF	Retail Market Functioning Task Force
TSO	Transmission System Operators
USP	Universal Service Provider

Table 2 – List of Abbreviations