

Status Review of the implementation of the GGP on Complaint Handling, Reporting and Classification

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4th Citizens' Energy Forum, London
26-27 October 2011

On the agenda

1. Background
2. Methodology
3. Implementation by service providers
4. Implementation by third party bodies
5. Key findings

Background

2009

1 July:

- ✓ publication of **Draft Recommendations on Complaint Handling, Classification and Reporting**

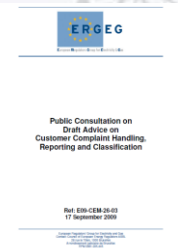
2 October:



- ✓ presentation of **Draft Advice on Complaint Handling, Classification and Reporting** at the 2nd Citizen Energy Forum, London

2 October-2 December:

- ✓ **public consultation**



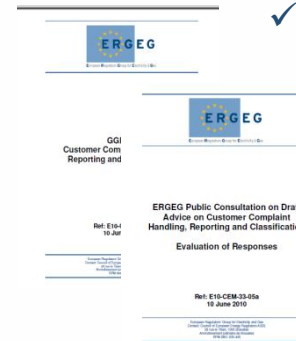
2010

25 February:

- ✓ **public stakeholder conference, Brussels**

22 June:

- ✓ publication of:



- **Final Guidelines of Good Practice (E10-CEM-33-05)**
- **Evaluation of Responses to the consultation (E10-CEM-33-05a)**

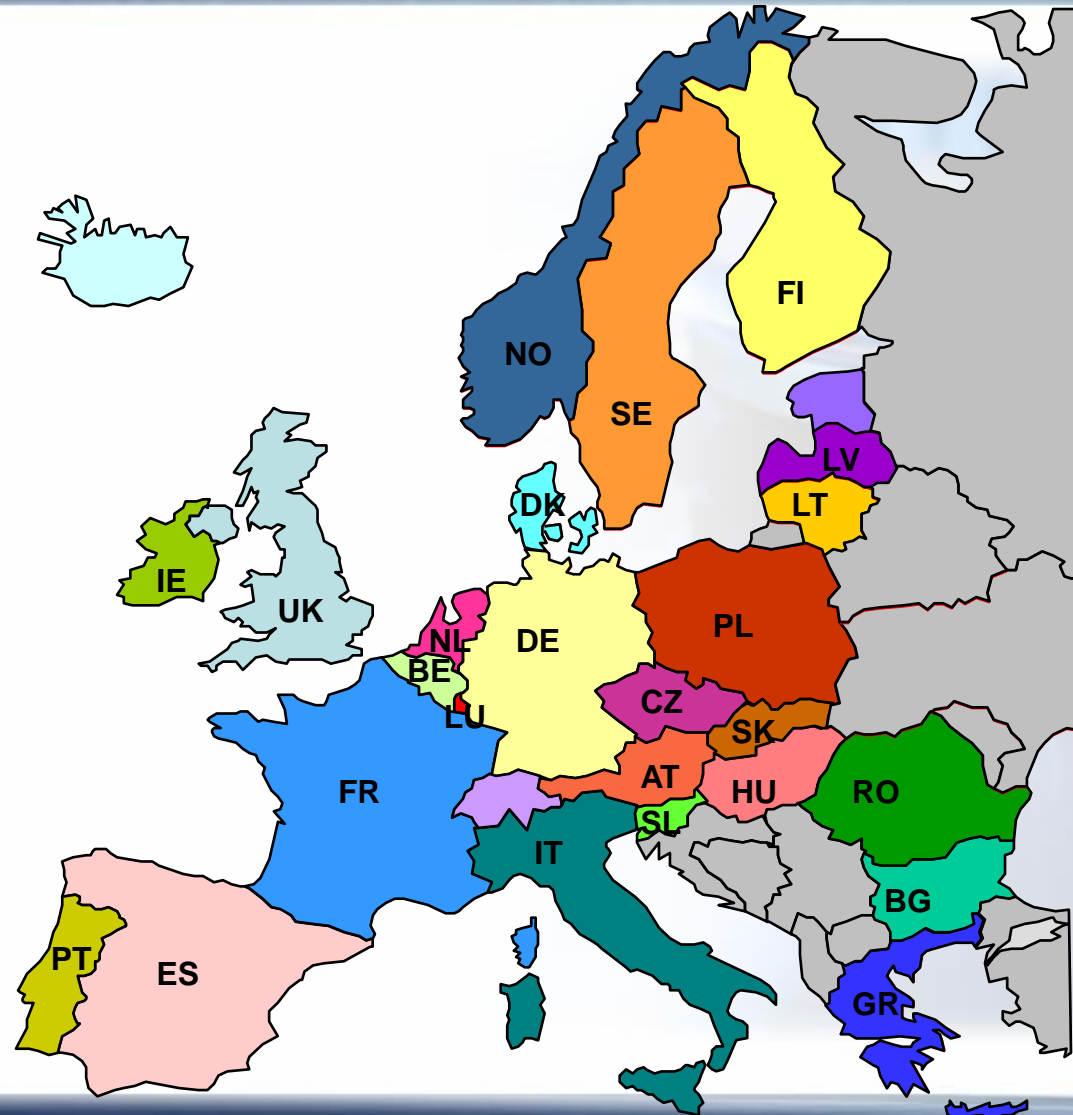
21-22 October:



- ✓ presentation at the **3rd Citizen Energy Forum, London**

Methodology (1/2)

- Online questionnaire administered to the NRAs of the 29 CEER member countries
- Full or partial answers received from **23 countries**
- The questionnaire followed the structure of the GGPs, for each recommendation, a question was proposed
- The aim of this Status Review is to show the level of implementation of the 15 recommendations proposed in the GGPs, but also the progress expected



Methodology (2/2)

- The term “*service provider*” covers both suppliers and distribution system operators (DSOs). The online questionnaire however asked separate questions regarding the implementation of the recommendation for suppliers and DSOs in order to include the various country-specific situations.
- The expression “*third-party body*”, is used in place of alternative (or out-of-court) dispute settlement body and includes third party bodies that are independent from service providers like: alternative dispute settlement boards, ombudsman, consumer bodies...

Implementation of the recommendations by service providers

Recommendations

1) Customers should be provided, on their bills with the contact details of the service provider's customer service.



90% Countries for suppliers



50% Countries for DSOs

2) Customers should be provided by their service provider with the relevant contact information of the relevant third party body.



45% Countries for suppliers



40% Countries for DSOs

3) To submit a complaint, a wide range of channels should be available.



100% Countries for suppliers



95% Countries for DSOs

Implementation of the recommendations by service providers

Recommendations

4) Statutory complaint handling standards determined at national level and common to service providers should be in place.



55% Countries for suppliers



65% Countries for DSOs

5) Redress schemes should be in place to allow compensation in defined cases.



70% Countries for suppliers



80% Countries for DSOs

6) Service providers should follow the ADS body recommendations.



65% Countries for suppliers



55% Countries for DSOs

7) When the NRA deems it appropriate to receive data on complaints, the service provider should give the NRA access to these data.



55% Countries for suppliers



60% Countries for DSOs

Implementation of the recommendations by third party bodies

Recommendations

8) A single point of contact should deliver free information and advice on consumer issues.



65% Countries

9) Before submitting a complaint to a third party body, customers should first contact their service provider.



70% Countries for suppliers



65% Countries for DSOs

10) In order for a customer to get in contact with a third party body, a wide range of channels should be available.



90% Countries

11) ADS should be made available for all household customers, preferably without charge or inexpensively as possible.



90% Countries where ADS available



80% Countries where ADS free of charge

Implementation of the recommendations by third party bodies

Recommendations

12) Complaint handling standards should be determined at national level for third party bodies.



35% Countries for third party bodies

13) Customers whose complaint has been settled in their favour by an ADS body, should be allowed a fair compensation from their service provider.



50% Countries

14) When a regulator deems it appropriate to collect data on complaints, the third party body should provide it.



40% Countries for third party bodies

15) Third party bodies could provide and publish reports on complaints they have received.



80% Countries for third party bodies

Key findings

- Recommendations **mainly** followed
- But, Status Review done half a year only after the publication of the GGP (**1 January 2011**)
- Many NRAs gave answers that **further progress** was expected by the end of 2011
- Once the **3rd Package** is transposed in each country's national law, we expect to have a different picture, a more complete one

Conclusions (1/2)

- The number of customer complaints is a **top level indicator** to reveal customer's satisfaction and to screen markets from a customer perspective.
- As a consequence, **collecting data on complaints** is important for **NRAs** in order to evaluate the functioning of the market.

Conclusions (2/2)

- Indeed it is in the duties and powers of the regulatory authority to monitor the « complaints by household customers » (Article 37(j) **Directive 2009/72/EC**; Article 41(j) **Directive 2009/73/EC**).
- The number of customer complaints was one of the indicators proposed in the **GGP on Indicators for retail market monitoring** (E10-RMF-27-03, October 2010).

Thank you for your attention!

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