

# **CEER Workshop**

**Guidelines of Good Practice on  
Retail market design**  
- focus on supplier switching and billing -

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## CEDEC Missions

- **Represent** the interests of 1500 local and regional energy companies in the European Union, with total companies' turnover of 100 billion € & 75 million customers (connection points)
- **Exchange** know how and experience on the processes of electricity and gas markets
- [www.cedec.com](http://www.cedec.com)

# 1. General observations

- CEDEC welcomes the exchange of ideas on the different possible market models in the EU internal electricity and gas markets
  - Different national situations at the start of the market opening :
    - type of players (public or private, national or local),
    - number of players (monopoly, oligopoly, multiple players),
    - degree of market dominance of players,
    - integrated or unbundled players.
  - Different national choices to tackle (potential) problems of open(ing) energy markets
- Different market models have proven their efficiency in Member States

## 2. Evolving role of regulators

- Strengthening markets : by monitoring wholesale and retail markets
- Finetuning retail market designs :
  - \* fair for consumers
  - \* with a structure that is transparent for all stakeholders
  - \* with network operators as market facilitators
- Enhancing customer protection and information :
  - \* access to understandable and reliable information about the market
  - \* efficient complaint handling and independent dispute settlement agency
  - \* compliance of supply conditions and energy policy measures with protection of (vulnerable) customers
- Taking responsibility for adequate infrastructure development (smart grids and intelligent metering systems)

### 3. Evolving role of DSOs

Network operator as central and neutral market facilitator :

- DSO will become a more active network operator in managing demand and decentralized production
  - DSO is also metering operator (metering & related data services), owning the meter (in particular for household consumers) in most Member States.  
→ Metering & related data activity for household consumers is regulated in most Member States.
  - DSOs taking the role of information hubs  
→ Facilitate access for all market participants to information on connection, customer and consumption.
- To protect customer privacy : need for clear rules on data access and data use  
- differentiate between regulated and commercial market parties ?

## 4. Supplier switching and billing

- On customer interface model - Differentiate between :
  - interface : single or dual
  - contract : single or dual
  - billing : single or dual
- Development of smart grids :
  - increased interaction between consumer/producer and grid operators
  - changing role of the DSO
  - review of supplier centric models might be necessary
- Introduction of smart metering systems :
  - enhance the speed of data communication
  - but not necessarily the quality of billing
- Distinction between 'information on consumption' and billing

## 5. Objectives in retail market design

- Let retail market design evolve based on successful principles and practices
- Harmonization (based on best practices) within national markets + Compatibility of requirements and processes between national markets
- Transparency for consumers and for market players concerning structures, roles and responsibilities
- Market design should be compatible with different EU goals :
  - retail market competition
  - energy efficiency and
  - decentralized sustainable production.