

Evaluation of responses from PC - Switching

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a focus on supplier switching and billing, Brussels

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Overview of draft recommendations - Switching

Number	Draft recommendation
3	A switch should be executed within less than three weeks.
4	A supplier switch should be possible any day of the week.
6	The supplier should give information on offers in a clear and concise manner.
7	The number of possibilities to stop a switch from being completed should be very limited.
8	Information on how to make an enquiry and on how to launch a complaint specifically regarding supplier switching should be clearly displayed on the contract with the new supplier.
9	The supplier should always be the first point of contact for questions regarding supplier switching.
10	The supplier should be the main point of contact for the customer when moving in or moving out of his/her own residence.

Draft recommendation 3

- ***Question 3: A switch should be executed within less than three weeks. The switch should be executed within:***
 - ***Less than 1 week: 8 respondents; 2 weeks: 13 respondents; 1 day: 2 respondents; ; Three weeks: 26 respondents:***
- ***Comments:***
 - The switching period in the 3rd Package should be respected
 - A switch should be executed as soon as possible
 - The regret period reduces the scope of shortening the switching period
 - Costs and benefits, e.g. whether this is a priority for customers, should be taken into account

Draft recommendation 4

- ***Question 4: Do you agree that a switch should be possible any day of the week?***
 - ***Agree: 34, Disagree: 17***
- ***Comments:***
 - Making switching possible any day of the week is costly
 - Limitations on switching time leads to inefficiency in the market and reduced competitive efficiency
 - In a number of MS, this is already possible today
 - Executing a switch should be possible on working days
 - This is an important prerequisite to make it possible to switch faster

Draft recommendation 6

- ***Question 6: Do you agree that the supplier should give information on the offers in a clear and concise manner?***
 - ***Agree: 55, Disagree: 0***
- ***Comments:***
 - The information should be such that customers can easily compare offers among suppliers
 - This increases consumer confidence and benefits competition
 - The information should also be complete
 - The supplier should be able to choose how to communicate offers; offers should not be overregulated

Question 7: The number of possibilities to stop a switch from proceeding should be very limited. Which stakeholder should be able to stop a switch? Please, select between the following options:

- ***Customer: 22, Old Supplier: 6, DSO: 2, Other: 21***
- ***Comments:***
- A vast majority stating the customer should be able to stop the switch – cooling of period, distance selling law.
- DSO – in cases where information/data is lacking.
- Some highlighted national legal aspects providing the old supplier the right to cancel a switch in cases of debt or contract violation.

Question 8: Information on how to make an enquiry and on how to launch a complaint specifically regarding switching should be clearly displayed on the contract with the new supplier.

- ***Agree: 47, Disagree: 6***
- ***Comments:***
 - The requirement should be general, not only for the switching topic.
 - This information should be provided in several channels; bills, websites, etc.
 - It should be enough to put this information in the annex to the contract
 - The information should be given in a clear and concrete way in order to not confuse the customer

Draft recommendation 9

- ***Question 9: The supplier should always be the first point of contact for questions regarding switching.***
- ***Agree: 49, Disagree: 4***
- ***Comments:***
 - A public entity should be responsible for this information, in order to assure neutrality and independence
 - Do CEER mean the actual supplier or the potential new supplier as the first point of contact?

- ***Question 10: The supplier should be the main point of contact for the customer when moving in or moving out.***
- ***Agree: 49, Disagree: 5***
- ***Comments:***
 - Many countries have bi-contractual conditions, so contact with the DSO is necessary.
 - Technical issues with regard to moving may require the direct involvement of the DSO

The background of the slide is a light blue gradient. On the left side, there is a faint, semi-transparent image of a high-voltage electricity pylon. On the right side, there is a faint, semi-transparent image of a gas burner with blue flames.

Thank you for your attention!

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