

CEER

**Council of European
Energy Regulators**



Fostering energy markets, empowering **consumers**.

Roadmap to 2025 Well-Functioning Retail Energy Markets

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INFORMATION PAGE

Abstract

In 2015, The Council of European Energy Regulators (CEER) developed a strategic high-level Position Paper outlining the framework of the key characteristics of well-functioning retail energy markets. In 2016, European energy regulators continued the development of a forward-looking framework for evaluating the performance of retail energy markets and to prepare a roadmap to well-functioning retail markets by the year 2025, including the development of a handbook based on the position paper.

The development of this roadmap aimed at competitive, reliable and innovative retail markets is part of our pledge to realise the 2020 Vision, a commitment also expressed in Agency for the Cooperation of Energy Regulators' (ACER) *Bridge to 2025: Conclusions Paper*.

The main objective of this road map is to describe what is recommended for CEER members in the coming years, with collection of the metrics as a first step in 2017 and 2018. It outlines the key steps, namely using the 2017 *Handbook*, for energy National Regulatory Authorities (NRAs) to perform a self-assessment of their markets, as well as represents an accompaniment to workshops and tailor-made training sessions organised by CEER. This is to be followed by updates and continuing self-assessment and gap analysis, and continuing assessments and progress on these goals to 2025.

Target Audience

European Commission, energy suppliers, traders, gas/electricity customers, gas/electricity industry, consumer representative groups, network operators, Member States, National Regulatory Authorities, academics and other interested parties.

Keywords

3rd Package, Clean Energy package, consumer rights, consumer protection and empowerment, reliability, retail energy market, simplicity, supplier switching, vulnerable consumers.

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Related Documents

- [CEER 2017 Handbook for National Energy Regulators - How to assess retail market functioning](#), 24 January 2017, Ref: C16-SC-52-03
- [CEER Position Paper on well-functioning retail energy markets](#), 16 October 2015, Ref. C15-SC-36-03
- [A Bridge to 2025 Conclusions Paper](#), 19 September 2014, ACER Conclusions Paper attached to Recommendation No 05/2014
- [A 2020 Vision for Europe's energy customers – Joint Statement](#) CEER/BEUC, 13 November 2012, updated June 2014



Table of Contents

INTRODUCTION	5
1.1 Where are we heading?	6
1.2 The NRA's journey for each metric in the <i>Handbook</i>	7
1.3 Next steps?	8
1.3.1 Data collection.....	8
1.3.2 Survey to all NRAs	8
1.3.3 Workshops and training sessions	8
1.4 What happens in 2018 and subsequent years?.....	8
1.4.1 Status reports to show progress	8
1.4.2 Self-assessment.....	9
ANNEX 1 – USE OF HANDBOOK METRICS ACROSS COUNTRIES AS OF NOVEMBER 2017	10
ANNEX 2 – DETAILED RESULT OF THE QUESTIONNAIRE TO CEER NRAS	12
ANNEX 3 – ABOUT CEER.....	16



Introduction

The development of this roadmap aimed at competitive, reliable and innovative retail markets is part of our pledge to realise CEER's 2020 Vision for the European Union's consumers, a commitment also expressed in ACER's *Bridge to 2025: Conclusions Paper*.

In the *Bridge to 2025: Conclusions Paper* regulators place energy consumers at the centre of their policy considerations. CEER's 2020 vision for the European Union's consumers defined in detail the approach of placing customers first, namely, by providing a reliable supply at an affordable price, through simple-to-use services and in a way that protects consumers' interests and empowers them to participate in the market.

In 2015 CEER published the *Position Paper on well-functioning retail markets*. This *Position Paper* builds on the *Bridge to 2025* and the CEER-BEUC 2020 Vision. In addition, the *Position Paper* addressed and complemented the issues raised by the European Commission's Retail Communication "Delivering a New Deal for Energy Consumers," published in July 2015.

In the *Position Paper*, CEER established common criteria to assess the functioning of our retail markets as a first step in the work to accomplish competitive, reliable, and innovative retail energy markets to the benefit of consumers by 2025. The *Position Paper* introduced a framework to evaluate the functioning of a retail energy market, whilst taking into account the current stage of market's development.

As a second step after the *Position Paper*, CEER developed a *Handbook for National Energy Regulators*, which contains the metrics introduced by the *Position Paper* and their respective definitions. An annex to the *Handbook* contains pilots performed by several National Regulatory Authorities (NRAs), as an example of how to use the metrics in practice. The structure of this handbook matches the outline of the *Position Paper*. It contains the triple-layered framework (high level principles, key-properties and metrics) but focuses on definitions of the underlying metrics.

CEER has developed this handbook as an aide for NRAs to self-assess. NRAs are invited to use this handbook to self-assess their national market. The goal is to have competitive, reliable and innovative markets to the benefit of customers in each country by 2025.

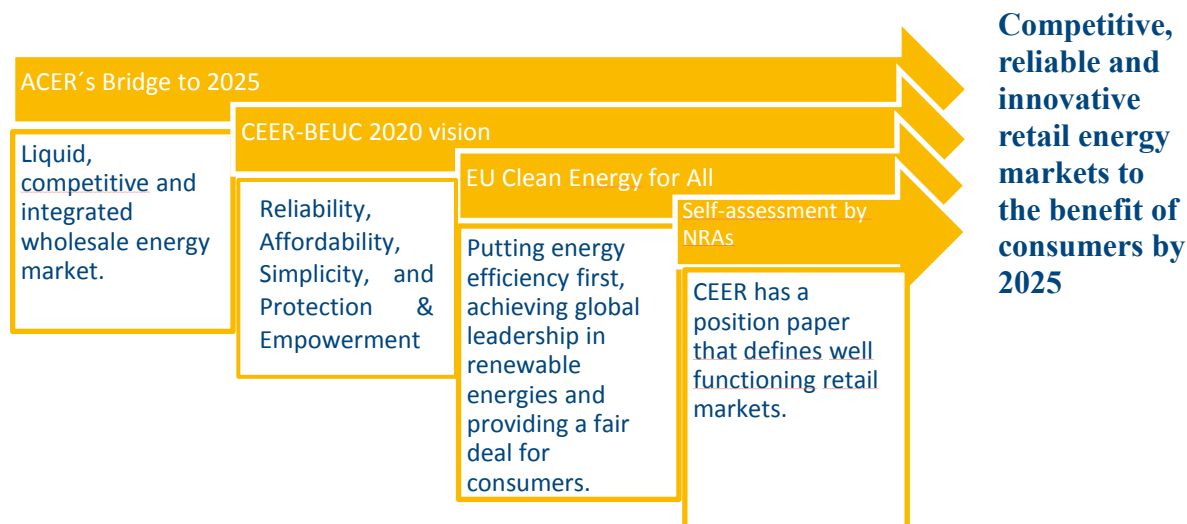
The present *Roadmap* provides a guide for CEER members on how to proceed in the coming years, with collection of the metrics as a first step in 2017 and 2018. CEER acknowledges the fact that both the *Handbook* and the *Roadmap* are dynamic by nature. Legislation evolves, as well as national circumstances. One recent example of that is the European Commission's legislative proposal Clean Energy for All Europeans¹. This means that CEER will have to review the metrics periodically and update or change the roadmap when necessary.

¹ <https://ec.europa.eu/energy/en/topics/energy-strategy-and-energy-union/clean-energy-all-europeans>



1.1 Where are we heading?

Europe's energy markets are currently being transformed. ACER, CEER and the EU Member States have agreed on a number of ambitious goals that aim to create “*Competitive, reliable and innovative retail energy markets to the benefit of consumers by 2025*”. CEER is currently following closely the European Commission's legislative proposal Clean Energy for All Europeans.



In a *Position Paper* published in October 2015 and a *Handbook* published in January 2017, CEER defines and describes what competitive, reliable and innovative retail energy markets mean. The development of this *Roadmap* is a part of CEER's pledge to realise the CEER-BEUC 2020 Vision, a commitment also expressed in ACER's *Bridge to 2025: Conclusions Paper*.

According to the position paper, a well-functioning retail market is characterised by the following features:

- **Low concentration within a relevant market** where, in general, a high number of suppliers and a low market concentration are seen as one of the indicators of a competitive market structure.
- **Low market-entry barriers** in order to facilitate market entry and growth for new market actors (i.e. suppliers and third parties) as well as innovation (including demand response).
- **A close relationship between wholesale markets and retail prices** to ensure that consumers receive correct price signals, which is an important incentive for demand response. In addition, the mark-up between wholesale and retail prices reveals whether consumers are paying a fair price.
- **A range of offers, including demand response.** In a well-functioning market retailers' ability to offer a significant number of commercial options is coupled with consumers' ability to compare the offers and take informed decisions.
- **A high level of awareness and trust**, which is an important precondition for consumer participation.



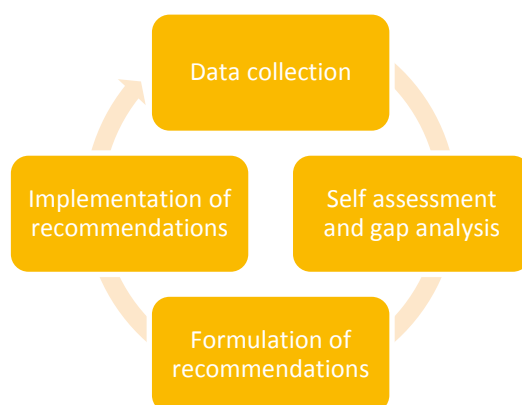
- **The availability of empowerment tools** such as a verified price comparison tool, historical consumption data and a standardised supplier switching process.
- **Sufficient consumer engagement** where switches, renegotiations and prosumers are assessed on a yearly basis. In general, a well-functioning market is one in which a significant number of consumers engage with the market on a regular basis.
- **Appropriate protection:** In well-functioning retail energy markets, consumers enjoy an appropriate level of protection and there are specific measures to protect those defined as vulnerable customers.

A detailed description of the metrics used to evaluate if a market has these features is found in the [CEER 2017 Handbook for National Energy Regulators - How to assess retail market functioning](#).

1.2 The NRA's journey for each metric in the *Handbook*

In order to reach the common objective of well-functioning retail markets 2025, as defined in the Position Paper, NRAs are recommended to do a self-assessment of each of the metrics.

The process of self-assessment can be described as a journey that starts with data collecting, continues with the actual self-assessment together with a gap analysis, which leads up to national recommendations and monitoring of the implementation of those recommendations.



- **Data collection:** All CEER-members are recommended to have gone through the metrics in the Handbook to see what data currently are available at each national NRA. By 2018, on a voluntary basis, NRAs are able to present data for a number of metrics, and a plan on how and when to get the other data. From 2019 onward, data collection is recommended to be done on a regular basis by these NRAs.
- **Self-assessment and gap analysis:** For each available metric in the Handbook NRAs set a national objective and analyse the gap between the current situation described by the collected data and the national objective. On a voluntary basis, NRAs are able to present results of self-assessment and gap analysis. Self-assessment and gap analysis are recommended to be repeated annually.
- **Formulate recommendations and monitor implementation of recommendations:** When an NRA identifies a gap between the national data for a metric and the national objective for that metric, the NRA formulates recommendations on how to reach the



national objective. The NRA also monitors the implementation of these recommendations.



1.3 Next steps?

1.3.1 Data collection

CEER recommended for all NRAs to have gone through the metrics in the *Handbook* by the end of 2017. The purpose is to see what data currently are available at national level. Attached (in Annex 2 and 3) is an overview of the status for 22 NRAs that have responded to a questionnaire from CEER.

1.3.2 Survey to all NRAs

In order to help NRAs perform a self-assessment, CEER has offered and will continue to offer tailor-made training sessions for NRA staff responsible for self-assessment. To be able to offer these bespoke training sessions, all NRAs are asked to answer a few questions about their needs and the status of their data collection and self-assessment.

1.3.3 Workshops and training sessions

Based on the results from the survey, CEER organised a workshop on 10-11 October 2017 in Berlin. 13 NRAs from all over the EU and from Georgia² met to discuss and improve how they evaluate the performance of their national markets through the collection and assessment of data. The workshop was opened with a presentation from the European Commission's Directorate-General for Energy (DG ENER) on how the collection and assessment of these retail energy market metrics relates to the proposed Clean Energy package. Participants shared best practices and exchanged ideas on how to tackle problems that NRAs encounter when performing their monitoring duties in their home countries.

1.4 What happens in 2018 and subsequent years?

1.4.1 Status reports to show progress

Creating “*competitive, reliable and innovative retail energy markets to the benefit of consumers by 2025*” is an ambitious goal. Many steps have to be taken. To keep the momentum and reach the goal, CEER believes that it is important to show progress and highlight advances on a regular basis.

Annexes 1 and 2 presents the initial situation regarding the use of the *Handbook* metrics across countries.

² Georgia is a CEER Observer country.



1.4.2 Self-assessment

CEER recommends that NRAs participating in the self-assessment are, by the end of 2018/start of 2019, able to present results of a first self-assessment and gap analysis.

A progress report for 2018 could be presented in the beginning of 2019. It is hoped that by the end of 2019 a growing number of NRAs will have performed a self-assessment of their retail markets and accompanying gap analysis.



Annex 1 – Use of Handbook metrics across countries as of November 2017

This shows the results of a questionnaire where all NRAs in CEER³ were asked if they have used the metrics in the “*CEER 2017 Handbook for National Energy Regulators*” in their self-assessment.

22 NRAs responded to the questionnaire⁴. The result shows that all metrics are used, but to a different extent across countries, ranging from 85% (supplier switching rate) to 20% (percentage of consumers who know that DSOs are responsible for the continuity of supply and, where applicable, of metering).

It is important to point out that some of the metrics could be defined differently from country to country, and hence, caution should be exercised before doing international comparisons. Retail markets differ significantly between member states. According to the “*CEER 2017 Handbook for National Energy Regulators*”, each member state has its own local/national circumstances that have to be taken into consideration when assessing the functioning of the retail market. The frequency that a metric is used by also differs from country to country. The frequency presented in the table only refers to the *Handbook*-recommendation.

³ As well as, optionally, CEER observers.

⁴ Data not available for Bulgaria, Cyprus, Estonia, Greece, Iceland, Malta, Norway and Spain.



Metric #	Description	Frequency	Have you used this metric in your self-assessment?
1	Herfindahl-Hirschman Index	Annually	73%
2	Time needed and cost of accessing well-functioning wholesale markets and licencing / balancing regimes	Annually or every two years	23%
3	Percentage of consumers connected to "bundled" DSOs	Annually or every two years	45%
4	Percentage of consumers with regulated energy prices	Annually	77%
5	Number of common standards for consumer data & for DSO-supplier contract or existence of data hub	Annually or every two years	50%
6	Availability of time-of-use metering and – where applicable – additional fee paid by the consumer to be able to have time-of-use prices vs. traditional metering	Annually	45%
7	Correlation between wholesale and retail energy prices	Annually	45%
8	Mark-up between wholesale and retail energy prices	Annually	45%
9	Availability of a variety of pricing and billing options	Monthly to yearly	68%
10	Availability of value added services for implicit demand response and self-generation	Monthly to yearly	18%
11	Availability of online offers	Monthly to yearly	73%
12	Availability of contracts guaranteeing the origin of energy	Monthly to yearly	68%
13	Availability of explicit demand response offers	Monthly to yearly	27%
14	Percentage of consumers kNowing they can switch supplier	Annually or at least every three years	36%
15	Percentage of consumers who kNow that DSOs are responsible for the continuity of supply and, where applicable, of metering	Annually or at least every three years	23%
16	Percentage of consumers trusting the energy market	Annually or at least every three years	32%
17	% of consumers having access to at least 1 independent & verified PCT	Annually	68%
18	% of consumers having access to online historical consumption info	Annually	32%
19	Percentage of consumers having access to standardised supplier switching process (and its duration)	Duration: Monthly to yearly, Percentage: annually	59%
20	Supplier switching rate	Annually	82%
21	Percentage of inactive consumers	Annually	50%
22	Percentage of prosumers	Annually	32%
23	Time between Notification to pay and disconnection for Non-payment	Annually	45%
24	Percentage of disconnections due to Non-payment	Annually	64%
25	% of suppliers using minimum standards for key info in advertising and bills	Annually	36%
	% of metrics used by NRA in self-assessment (average of all metrics)		49%



Annex 2 – Detailed result of the questionnaire to CEER NRAs

Detailed result of the questionnaire where all NRAs in CEER⁵ were asked if they have used the metrics in the “*CEER 2017 Handbook for National Energy Regulators*” in their self-assessment. 22 NRAs responded to the questionnaire. Eight did not respond and are marked “Not available”⁶.

With a similar disclaimer to that of Annex 1, CEER would like to emphasise that some of the metrics could be defined differently from country to country. The “no” answers reflect a large variety of reasons and are therefore not fully comparable across NRAs. “No” answers do not necessarily mean that the data for a metric is unavailable, but can simply mean that a formal self-assessment on that metric using the process described in the *Roadmap* has not been completed yet. There could be national differences between gas and electricity markets, but that it is up to each country to define an overall “yes” or “no” that covers relevant markets – the answer may be a generalisation for gas and electricity. In addition, retail markets differ significantly between member states. According to the “*CEER 2017 Handbook for National Energy Regulators*”, each member state has its own local/national circumstances that have to be taken into consideration when assessing the functioning of the retail market.

The frequency that a metric is used by also differs from country to country. The frequency presented in Annex 2 only refers to the recommendation from the *Handbook*.

⁵ As well as, optionally, CEER observers.

⁶ Bulgaria, Cyprus, Estonia, Greece, Iceland, Malta, Norway and Spain.



Metric #	Description	Have you used this metric in your self-assessment?											% of participating NRAs that answered yes			
		Austria	Belgium	Bulgaria	Czech Republic	Croatia	Cyprus	Denmark	Estonia	Finland	France					
1	Herfindahl-Hirschman Index	Yes	Yes	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	73%
	Time needed and cost of accessing well-functioning wholesale markets	No	No	Not available	No	No	Not available	No	Not available	No	Not available	No	Not available	No	No	23%
2	and licencing / balancing regimes	Yes	No	Not available	No	No	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	45%
3	to "bundled" DSOs	Yes	Yes	Not available	Yes	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	77%
4	regulated energy prices	Yes	Yes	Not available	Yes	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	50%
	Number of common standards for consumer data & for DSO-supplier contract or existence of data hub	Yes	Yes	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	45%
5	Availability of time-of-use metering	Yes	Yes	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	45%
	and – where applicable – additional fee paid by the consumer to be able to have time-of-use prices vs.	Yes	Yes	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	45%
6	traditional metering	Yes	Yes	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	68%
	Correlation between wholesale and 7 retail energy prices	Yes	Yes	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	18%
7	Mark-up between wholesale and 8 retail energy prices	Yes	Yes	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	73%
	Availability of a variety of pricing and 9 billing options	Yes	No	Not available	Yes	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	68%
	Availability of value added services for implicit demand response and self-10 generation	Yes	No	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	No	No	18%
11	Availability of online offers	Yes	Yes	Not available	Yes	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	73%
	Availability of contracts guaranteeing 12 the origin of energy	Yes	Yes	Not available	Yes	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	68%
	Availability of explicit demand 13 response offers	No	No	Not available	No	No	Not available	No	Not available	No	Not available	No	Not available	No	Yes	27%
14	they can switch supplier	Yes	No	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	36%
	Percentage of consumers who know that DSOs are responsible for the continuity of supply and, where 15 applicable, of metering	Yes	No	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	No	Yes	23%
	Percentage of consumers trusting the 16 energy market	No	Yes	Not available	No	No	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	32%
	% of consumers having access to at 17 least 1 independent & verified PCT	Yes	Yes	Not available	Yes	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	68%
	% of consumers having access to 18 online historical consumption info	No	Yes	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	32%
	Percentage of consumers having access to standardised supplier 19 switching process (and its duration)	Yes	No	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	59%
	Supplier switching rate 20	Yes	Yes	Not available	Yes	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	82%
	Percentage of inactive consumers 21	Yes	Yes	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	No	No	50%
	Percentage of prosumers 22	No	Yes	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	No	No	32%
	Time between Notification to pay and 23 disconnection for Non-payment	Yes	No	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	No	No	45%
	Percentage of disconnections due to 24 Non-payment	Yes	Yes	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	64%
	% of suppliers using minimum standards for key info in advertising 25 and bills	Yes	No	Not available	No	Yes	Not available	No	Not available	No	Not available	No	Not available	Yes	Yes	36%
	% of metrics used by NRA in self-assessment	80%	60%	0%	24%	76%	0%	0%	0%	0%	0%	0%	0%	72%	49%	



Metric #	Description	Have you used this metric in your self-assessment?										% of participating NRAs that answered yes		
		Georgia	Germany	Greece	Hungary	Iceland	Ireland	Italy	Latvia	Lithuania	Luxembourg			
1	Herfindahl-Hirschman Index	Yes	No	Not available	Yes	Not available	Yes	Yes	Yes	No	No	No	No	73%
2	Time needed and cost of accessing well-functioning wholesale markets and licencing / balancing regimes	No	No	Not available	No	Not available	Yes	Yes	No	No	No	No	No	23%
3	Percentage of consumers connected to "bundled" DSOs	No	Yes	Not available	No	Not available	Yes	Yes	No	No	No	No	Yes	45%
4	Percentage of consumers with regulated energy prices	No	Yes	Not available	Yes	Not available	Yes	No	Yes	No	No	Yes	Yes	77%
5	Number of common standards for consumer data & for DSO-supplier contract or existence of data hub	No	No	Not available	No	Not available	No	Yes	Yes	No	No	No	No	50%
6	Availability of time-of-use metering and – where applicable – additional fee paid by the consumer to be able to have time-of-use prices vs. traditional metering	No	Yes	Not available	No	Not available	No	Yes	No	No	No	No	No	45%
7	Correlation between wholesale and retail energy prices	No	No	Not available	No	Not available	Yes	No	Yes	No	No	Yes	Yes	45%
8	Mark-up between wholesale and retail energy prices	No	No	Not available	No	Not available	Yes	No	Yes	No	No	Yes	Yes	45%
9	Availability of a variety of pricing and billing options	No	No	Not available	No	Not available	Yes	Yes	Yes	No	No	Yes	Yes	68%
10	Availability of value added services for implicit demand response and self-generation	No	No	Not available	No	Not available	No	No	Yes	No	No	No	No	18%
11	Availability of online offers	No	Yes	Not available	No	Not available	Yes	Yes	Yes	No	No	Yes	Yes	73%
12	Availability of contracts guaranteeing the origin of energy	No	No	Not available	No	Not available	Yes	Yes	Yes	No	No	Yes	Yes	68%
13	Availability of explicit demand response offers	No	Yes	Not available	No	Not available	No	No	Yes	No	No	No	No	27%
14	Percentage of consumers knowing they can switch supplier	No	No	Not available	No	Not available	Yes	Yes	Yes	No	No	No	No	36%
15	Percentage of consumers who know that DSOs are responsible for the continuity of supply and, where applicable, of metering	No	No	Not available	No	Not available	Yes	No	Yes	No	No	No	No	23%
16	Percentage of consumers trusting the energy market	No	No	Not available	No	Not available	Yes	Yes	No	No	No	No	No	32%
17	% of consumers having access to at least 1 independent & verified PCT	No	Yes	Not available	No	Not available	Yes	Yes	No	No	No	Yes	Yes	68%
18	% of consumers having access to online historical consumption info	No	No	Not available	No	Not available	No	No	Yes	No	No	Yes	Yes	32%
19	Percentage of consumers having access to standardised supplier switching process (and its duration)	No	Yes	Not available	No	Not available	No	Yes	Yes	No	No	Yes	Yes	59%
20	Supplier switching rate	No	Yes	Not available	No	Not available	Yes	Yes	Yes	No	No	Yes	Yes	82%
21	Percentage of inactive consumers	No	No	Not available	No	Not available	Yes	Yes	No	No	No	Yes	Yes	50%
22	Percentage of prosumers	Yes	No	Not available	No	Not available	No	Yes	No	No	No	No	No	32%
23	Time between Notification to pay and disconnection for Non-payment	Yes	Yes	Not available	Yes	Not available	No	No	Yes	No	No	Yes	Yes	45%
24	Percentage of disconnections due to non-payment	No	Yes	Not available	Yes	Not available	Yes	Yes	No	No	No	Yes	Yes	64%
25	% of suppliers using minimum standards for key info in advertising and bills	No	Yes	Not available	No	Not available	No	Yes	Yes	No	No	No	No	36%
	% of metrics used by NRA in self-assessment	12%	44%	0%	20%	0%	64%	72%	64%	0%	60%	0%	60%	49%



Metric #	Description	Malta	Netherlands	Norway	Poland	Portugal	Romania	Slovenia	Spain	Sweden	UK	% of participating NRAs that answered yes
												73%
1	Herfindahl-Hirschman Index	Not available	Yes	Not available	No	Yes	Yes	Yes	Not available	No	Yes	
	Time needed and cost of accessing well-functioning wholesale markets and licencing / balancing regimes	Not available	Yes	Not available	No	No	Yes	Yes	Not available	Yes	No	23%
2	Percentage of consumers connected	Not available	Yes	Not available	Yes	Yes	No	No	Not available	No	No	45%
3	to "bundled" DSOs	Not available	Yes	Not available	Yes	Yes	Yes	No	Not available	Yes	Yes	77%
4	regulated energy prices	Not available	Yes	Not available	Yes	Yes	Yes	No	Not available	Yes	Yes	
	Number of common standards for consumer data & for DSO-supplier contract or existence of data hub	Not available	Yes	Not available	No	No	No	Yes	Not available	Yes	Yes	50%
5	Availability of time-of-use metering and – where applicable – additional fee paid by the consumer to be able to have time-of-use prices vs.	Not available	Yes	Not available	No	No	No	No	Not available	Yes	Yes	45%
6	traditional metering	Not available	Yes	Not available	No	Yes	Yes	Yes	Not available	Yes	Yes	45%
7	Correlation between wholesale and retail energy prices	Not available	Yes	Not available	No	Yes	No	Yes	Not available	Yes	Yes	45%
8	Mark-up between wholesale and retail energy prices	Not available	Yes	Not available	No	Yes	No	Yes	Not available	Yes	Yes	45%
9	Availability of a variety of pricing and billing options	Not available	Yes	Not available	Yes	Yes	No	Yes	Not available	Yes	Yes	68%
	Availability of value added services for implicit demand response and self-generation	Not available	No	Not available	No	No	No	Yes	Not available	No	No	18%
10	generation	Not available	Yes	Not available	Yes	Yes	No	Yes	Not available	Yes	Yes	73%
11	Availability of online offers	Not available	Yes	Not available	No	Yes	No	Yes	Not available	No	Yes	
	Availability of contracts guaranteeing the origin of energy	Not available	Yes	Not available	No	Yes	No	Yes	Not available	Yes	Yes	68%
12	the origin of energy	Not available	No	Not available	No	Yes	No	Yes	Not available	No	Yes	
13	response offers	Not available	No	Not available	No	Yes	No	Yes	Not available	No	Yes	27%
	Percentage of consumers knowing they can switch supplier	Not available	Yes	Not available	No	No	No	No	Not available	No	Yes	36%
14	Percentage of consumers who know that DSOs are responsible for the continuity of supply and, where applicable, of metering	Not available	Yes	Not available	No	No	No	No	Not available	No	Yes	
15	Percentage of consumers trusting the energy market	Not available	No	Not available	No	No	No	No	Not available	No	No	23%
16	Percentage of consumers having access to at least 1 independent & verified PCT	Not available	Yes	Not available	No	No	No	No	Not available	Yes	Yes	32%
17	Percentage of consumers having access to online historical consumption info	Not available	Yes	Not available	Yes	Yes	No	Yes	Not available	Yes	Yes	68%
18	Percentage of consumers having access to standardised supplier switching process (end its duration)	Not available	Yes	Not available	No	No	No	Yes	Not available	No	No	32%
19	Supplier switching rate	Not available	Yes	Not available	Yes	Yes	No	Yes	Not available	No	Yes	59%
20	Percentage of inactive consumers	Not available	Yes	Not available	Yes	Yes	Yes	Yes	Not available	Yes	Yes	82%
21	Percentage of prosumers	Not available	Yes	Not available	No	No	No	No	Not available	No	Yes	50%
22	Time between Notification to pay and disconnection for Non-payment	Not available	Yes	Not available	Yes	No	No	Yes	Not available	No	No	32%
23	Percentage of disconnections due to Non-payment	Not available	Yes	Not available	Yes	Yes	Yes	Yes	Not available	No	No	45%
24	Percentage of suppliers using minimum standards for key info in advertising and bills	Not available	Yes	Not available	Yes	Yes	Yes	Yes	Not available	No	Yes	64%
25	Percentage of metrics used by NRA in self-assessment	0%	84%	0%	40%	60%	16%	68%	0%	48%	72%	49%



Annex 3 – About 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. CEER's members and observers (from 36 European countries) are the statutory bodies responsible for energy regulation at national level.

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. CEER actively promotes an investment-friendly and harmonised regulatory environment, and consistent application of existing EU legislation. Moreover, CEER champions consumer issues in our belief that a competitive and secure EU single energy market is not a goal in itself, but should deliver benefits for energy consumers.

CEER, based in Brussels, deals with a broad range of energy issues including retail markets and consumers; distribution networks; smart grids; flexibility; sustainability; and international cooperation. European energy regulators are committed to a holistic approach to energy regulation in Europe. Through CEER, NRAs cooperate and develop common position papers, advice and forward-thinking recommendations to improve the electricity and gas markets for the benefit of consumers and businesses.

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 report was prepared by the Strategy and Communication Task Force of CEER's Customers and Retail Markets Working Group.

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More information at www.ceer.eu.