



CEER Public Hearing

Draft advice on Regulating the Quality of Distribution Services

Session II - Block 4

Information on services and rights, customer enquiries, safety and emergency

Brussels - 28 April 2014

Gert De Block – Secretary General

General remarks on draft advice

- “Guaranteed standards for the customers at European level ?”
- Base the definition of service standards on limited number of not necessarily comparable responses ?
- Differences between Member States !
 - Market model
 - Definition of processes
 - Legal framework (security, public service obligations, ...)
 - Geography (city or rural area; climate; ...)
- “Best practices” or “Guidelines of good practice” : prudence ...



Distribution services : role for DSOs in the relation with the customer

- **Executive summary** : not in line with recommendations...

“Information about the services may be provided directly by the DSO to the customer., or through a supplier. (...)

In a supplier centric model, the *supplier serves as an intermediary* between the customer and the DSO. Nevertheless, the *DSO may be responsible for executing the services* or, for example, providing the supplier with the information needed for their communication with customers.”

- **Recommendations 15 - 22** :
 - Clear role for DSO, necessarily communicating with the customer !
 - “Supplier centric model” : definition needed !
 - Supplier = main point of contact