

Plenary Session 4 – Closing remarks

Briefings from break-out sessions

“On the path towards achieving the 2020 Vision” CEER Conference –
Brussels, 19 June 2013



Break-out A: Complaint handling (I)

Messages from the panel:

- Good service quality prevents from customers complaints
- Clear rules have to be established
- Quality of complaint handling is key to strengthen trust in the market
- For policy makers, complaint handling helps for fact-based policy
- Avoid barriers to consumers complaints – wide range of channels



Break-out A: Complaint handling (II)

Messages from the panel:

- Learning from complaints
- For a company, complaint handling is complex as it requires: investment; efforts to understand the consumer; complaints classification and analysis; informing the consumer
- Reporting – 3rd Energy Package obligation
- Joint efforts of all stakeholders necessary make customers aware of means to complain



Break-out session B: Switching + Billing (I)

Messages from the panel:


- Empowerment; DSOs as a key actor working towards a 'customer-centric' environment with all actors of the supply chain
- Know your customers; energy is a universal product for very different people. Need to meet the expectations of all customers in order to achieve a greater level of engagement overall

The logo for CEER (Central Electricity Regulatory Commission) is located in the top left corner. It consists of three horizontal grey bars of varying lengths, with a yellow triangle pointing upwards from the bottom right corner of the bottom bar. To the right of these bars, the letters 'C', 'E', 'E', and 'R' are stacked vertically in a white, sans-serif font.

Break-out session B: Switching + Billing (II)

Messages from the panel:


- Make energy attractive; clearer billing and better reflection of consumption to easily show customers how they can save energy and money – e.g. by switching supplier
- Simplicity; all actors should serve to facilitate customer understanding – NRAs hold a key role in explaining the different actors in the energy market and how they work for customers
- How many of you have switched supplier...?



Break-out session C: Protection and empowerment (I)

Messages from the panel:

- Dialogue involving consumer organisations, but also independent ombudsmen,... and taking into account customers' experiences should lead to better regulation => “Partnership”
- Interactions between NRAs and Consumer organisations can lead to mutual insights and comprehension => “Scale, technicality, knowledge”
- Retail Market monitoring, combined with fact finding and data collection through surveys, focus groups, complaint handling... to detect flaws in market functioning => “measure impact of policies”



Break-out session C: Protection and empowerment (II)

Messages from the panel:

- Investing time and means into consumer dialogue can have a high ‘return on investment’ => “raise knowledge and help to focus” “Credibility”
- NRAs can and must function independently and autonomously while interacting with Consumer organisations, customers, industry,... => “general interest”
- But are expectations of what NRAs can do realistic? “Means for regulators are under pressure!”
- Trusted relationship is more important than a model to collaborate

Break-out session D: Reliability (I)

Messages from the panel:

- There is a need to further specify the tasks of different actors (DSOs, suppliers, aggregators, ESCOs) and relations between them concerning services provided to customers (supplier switching and billing, energy efficiency, smart metering, demand response...).
- The relationship linked to grid infrastructures (reliability and quality of supply, import/export of distributed generation...) between customers and DSOs should be clarified -specially concerning domestic customers- under the supplier centric model.

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Break-out session D: Reliability (II)

Messages from the panel:

- Definition and application of a robust Data Handling Model in each local retail market (at national level and later at a regional context): flow of data between different actors and data manager(s). This model should be set up under the “*privacy by design*” principle.
- Under this new complex market paradigm for customers, the role of NRAs is crucial to establish the appropriate framework in order to protect, empower and properly inform the customers.