



# Opening Address

Workshop - Supplier Switching in Electricity and Gas  
Retail Markets

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Paris, 23 September 2008

# The Customer in Focus

## - when Developing the Market Structure



# Initial (?) Challenges in the Retail Market for Gas and Electricity

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Low understanding of how the market works

Supplier changes and movings fails

Invoices are difficult to understand

Invoices perceived to be incorrect

Unclear understanding in pricing and contracts

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***Hygiene factors has to be in place to earn trust from the customers***

# Neutrality of the DSOs

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***In many countries the principles of neutrality and the way these principles are being supervised by the regulator seems to be a key issue to improve the functioning of the end user market.***

- **Should the suppliers have a guarantee against any discrimination regardless of intentions by DSOs?**
- **Should there be full unbundling by ownership of DSOs?**
- **Is there a need to establish tough functional requirements – i.e. separation of customer information system?**
- **Should the regulators have the power to properly sanction any breaching of neutrality regulations?**

# The Devil is in the Details....

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**Time for a supplier change**

**How is the meter identified**

**When the supplier change should occur?**

**When should the message with customer data be sent to the new supplier?**

**When should DSO notify the old supplier?**

# Retail Market Functioning Task Force

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**ERGEG Guidelines of Good Practice and Status Review.  
Focused on and finalized the reports 2007-2008:**

- **Obstacles to supplier switching in the gas retail market**
- **Obstacles to Supplier Switching in the Electricity Retail Market**
- **Smart metering – regulatory point of view**
- **Five case studies**

**Next steps will be described in work programme 2009 –  
needs input from you**