

“Customer Data Management for Better
Retail Market functioning – Electricity & Gas”
- Privacy and Security issues

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Retail Market Functioning – Brussels, 22 September 2014

About Euro Coop

- ✓ European Community of Consumer Co-operatives
- ✓ Members' figures (20 countries)
 - Turnover: **€76 billion+**
 - **450,000+** employees
 - **36,000+** points of sale
 - **4,500+** local and regional co-operatives
 - Consumer-members: **> 30,000,000**
 - Market leaders in **IT, DK, FI** and **SK** – among top 5 retailers in other countries



Euro Coop and the 2020 CEER / BEUC Vision

- ✓ Consumer co-operatives are **consumer-owned retailers** whose main interests in the energy field are:
 - Energy to **operate offices and stores**
 - **Education and information** to consumer-members on energy-related issues
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- ✓ Signatories of the 2020 CEER / BEUC Vision, focus on the principle “**Protection and Empowerment**”

Customer data management – Privacy & Security

- ✓ **Customers** should ultimately determine **how their data is used** but to receive accurate information **access should be given to authorised stakeholders**
- ✓ **Authorisation** to stakeholders (e.g. DSOs, metering operators) and **terms** on which data can be used should be ensured by the **legislator** → setting-up of ad-hoc **protocols** as a first step to unify different stakeholders' views
- ✓ Seen the differences in gas and energy market among the different EU countries, **legislation** should be first rolled out at **country level**, with continuous effort to converge at EU level → CEER can play a key role in this effort, e.g. giving practical advice to NRAs

Thank you for your attention!

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