

CEER Benchmarking Report on Meter Data Management - Case Studies

Marielle Liikanen,
Vice-Chair of CEER Customers and Retail Markets Working Group
Chair of the CEER Retail Market Functioning Task Force

Citizens' Energy Forum, London,
13-14 November 2012

Meter Data Management

Smart meters and **demand response** create a need to **communicate** large volumes of **metering data** to an increasing number of stakeholders.

Customers will have to be able to **access the information** they need to understand and manage their energy use, save money on bills, and reduce carbon emissions.



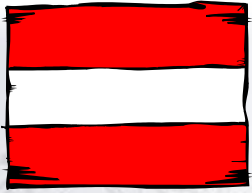
Meter Data Management

Smart metering energy consumption data will also enable the **industry to operate more efficiently**. These changes are not without risk for consumers, and **regulators** have to make sure that the appropriate protections and support are in place.

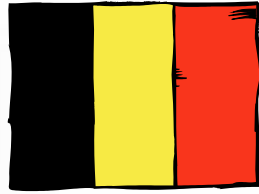
CEER Benchmarking Report on Meter Data Management - Case Studies

**Published
on 09
November**

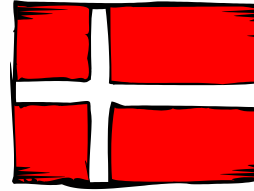
Case studies



Austria



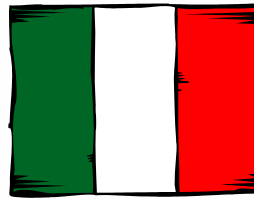
Belgium



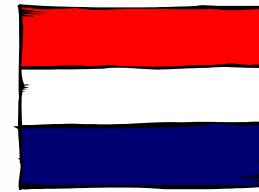
Denmark



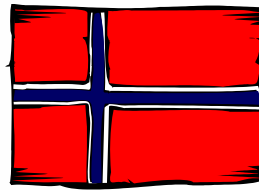
Germany



Italy



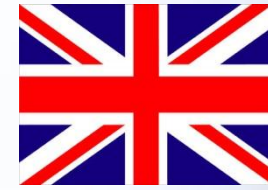
The Netherlands



Norway



Spain



UK

Questions asked on:



- ✓ Market overview
- ✓ The data management model
- ✓ Customers
- ✓ Rational for using the **centralised** or **decentralised** communications model

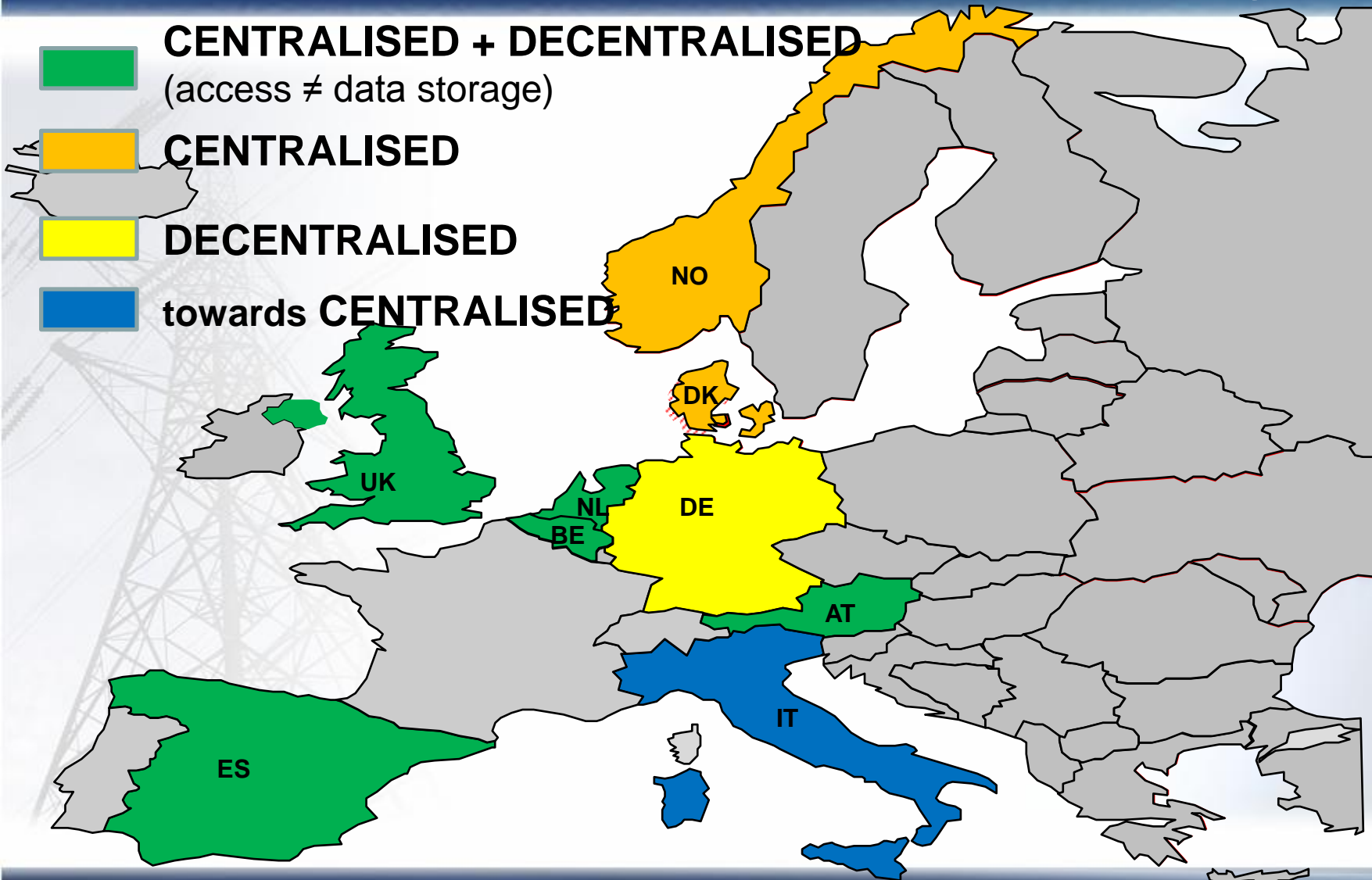
Electricity: market overview

	AT	BE	DK	DE	IT
TSOs	2	1	1	4	1
DSOs	128	27	75	866	144
Suppliers	144	25	54	1013	381
Metering Services	DSO	DSO	DSO	Metering Operators	DSO
	NO	ES	NL	UK	
TSOs	1	1	1	4 (excluding offshore)	
DSOs	157	300+ (5 = 95% of customers)	8	18	
Suppliers	100	100+	30+	24	
Metering Services	DSO	DSO	DSO	DSO, supplier, meter. operator	

Gas: market overview

	AT	BE	DK	DE
TSOs	3	1	1	18
DSOs	20	18	3	695
Suppliers	24	19	11	820
Metering Services	DSO	DSO	DSO	DSO
	IT	ES	NL	UK
TSOs	10	4	1	1
DSOs	257	6	10	22
Suppliers	231	60+	3+	30
Metering Services	DSO	DSO	DSO	DSO, supplier, meter. operat.

Meter Data Management model - electricity



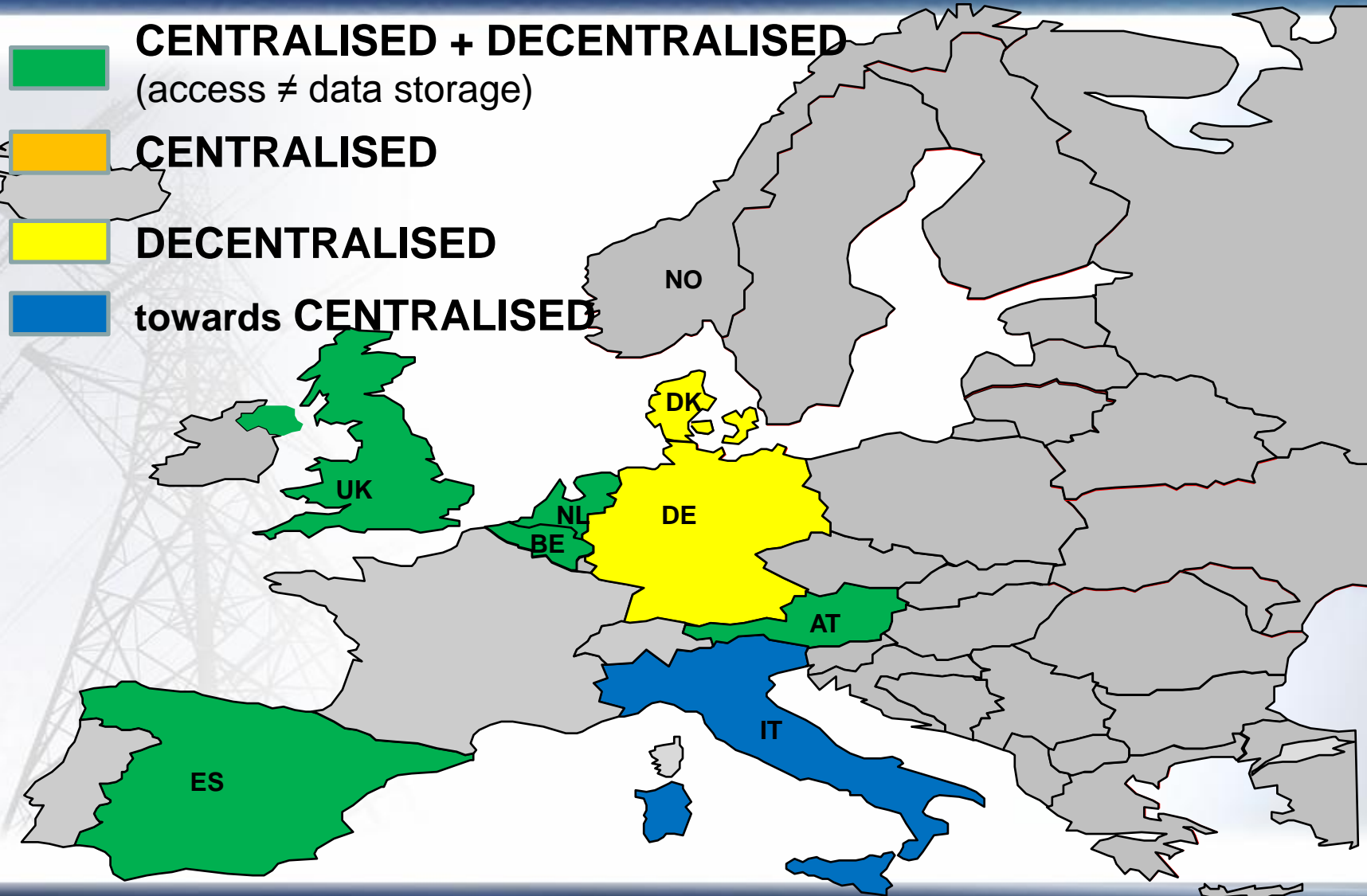
Meter Data Management model - gas

 **CENTRALISED + DECENTRALISED**
(access \neq data storage)

 **CENTRALISED**

 **DECENTRALISED**

 **towards CENTRALISED**



Customers

- In **all countries** included in this report, **customer privacy** and **security aspects** of the chosen meter data management model were given a **high priority**.
- In most countries the **customer** clearly has the choice over **who can access** the smart meter consumption data.
- The case studies also point out to specific **privacy rules** that exist.



Who owns and controls the data?

Austria

- network operators have control over the data of final customers and are responsible for data protection
- access of third parties to consumers' data is possible only upon approval by the customer.

Belgium

- the customer owns and is in control of the data
- data can be used only with specific consent of the customer (exception for specific processes with legal anchoring)

Denmark

- the TSO owns the Datahub and is obliged to secure that consumers have access to their data
- customers have the right to receive their data free of charge

Who owns and controls the data?

Germany

- customers must be informed about the use of their data
- data can be used by a third party only upon customer's agreement

Italy

- consumers (will) have the right to be informed on how their personal data are being used and by whom
- data cannot be stored for longer time than necessary and cannot be used to get detailed information on a person's lifestyle

the Netherlands

freedom of choice for the consumer:

- a relatively privacy incentivised default amount of meter readings for the passive consumer
- a consumer has the right to refuse a meter or to accept but switch it off
- any service the consumer needs or wants to use

Who owns and controls the data?

Norway

- the customer is the owner of the data
- third parties may get access to data with the customer's agreement

Spain

- consumers have free access to their consumption data and may forbid suppliers from getting access to their data

UK

- ongoing consultation on data access and privacy proposals:
- for consumers: choice over who can access the data and at what level of granularity
 - for licensed suppliers and distribution companies: monthly consumption reads from their customers for billing or to fulfill regulated duties, without consumer consent.

Conclusions and next steps

- ✓ different countries might require different meter data management models, on the basis of market design specificities in different countries and in line with the data management models which are already being put in place in some countries
- ✓ data management is crucial to a well-functioning energy market. Therefore, in **2013** CEER plans to continue its work on smart metering issues and develop a **CEER Advice on data management for better retail market functioning (technical and customer/prosumer data)**

Latest CEER involvement and work on market design:

- *Electricity and Gas Retail market design, with a focus on supplier switching and billing* (Jan. 2012)
- *Retail market monitoring* (Sept. 2012)
- *A 2020 vision for Europe's energy customers* (Nov. 2012)
- High level principles for retail markets

Thank you for your attention!

www.energy-regulators.eu