

Fostering energy markets, empowering consumers.

Draft Advice on regulating the quality of distribution services

Focus on connection, disconnection and maintenance – Electricity and Gas

Questionnaire

Ref: C13-RMF-57-03a 04-DEC-2013

Council of European Energy Regulators ASBL Cours Saint-Michel 30a, Box F – 1040 Brussels, Belgium Arrondissement judiciaire de Bruxelles – RPM 0861.035.445



<u>Issue for recommendation 1/E:</u> The time taken to respond to a customer request for a new electricity connection to the grid (major work) should not exceed:



two days one week

two weeks

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 1/MG:</u> The time taken to respond to a micro generation unit request for a new electricity connection to the grid (major work) should not exceed:

one week two weeks

two days

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 1/G:</u> The time taken to respond to a customer request for a new gas connection to the grid (major work) should not exceed:

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two days one week

two weeks

other time period, please specify below



<u>Issue for recommendation 2/E</u>: The content of the response to a customer request for a new electricity connection to the grid should, as a minimum, inform on:



the steps of the process and the estimated time schedule

requests for data needed by the DSO from the customer

other information, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 2/MG</u>: The content of the response to a micro generation unit request for a new electricity connection to the grid should, as a minimum, inform on:



the steps of the process and the estimated time schedule

request for data needed by the DSO from the customer



other information, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 2/G:</u> The content of the response to a customer request for a new gas connection to the grid should, as a minimum, inform on:

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the steps of the process and the estimated time schedule

request for data needed by the DSO from the customer

other information, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 3/E</u>: The detailed estimated price offer for a new electricity network connection should be provided to the customer within:





one week

two weeks

three weeks

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 3/MG:</u> The detailed estimated price offer for a new electricity network connection to a micro generation unit should be provided to the customer within:

one week

two weeks

three weeks

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 3/G:</u> The detailed estimated price offer for a new gas network connection should be provided to the customer within:

one week two weeks

three weeks

other time period, please specify below



<u>Issue for recommendation 4/E:</u> Once the customer has received the detailed estimated price offer and accepted to start the work, the physical electricity connection work should, unless a later start date is requested by the customer, be initiated within:

one month

two months

three months

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 4/MG:</u> Once the responsible party for the micro generation unit has received the detailed estimated price offer and accepted to start the work, the physical electricity connection work should, unless a later start date is requested by the customer, be initiated within:



one month



three months

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 4/G:</u> Once the customer has received the detailed estimated price offer and accepted to start the work, the physical gas connection work should, unless a later start date is requested by the customer, be initiated within:



one month

two months

three months

other time period, please specify below



<u>Issue for recommendation 5/E:</u> The detailed estimated price offer for connecting a new customer to the electricity network (minor work) should be provided to the customer within:

one week

two weeks

three weeks

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 5/MG:</u> The detailed estimated price offer for connecting a new micro generation unit to the electricity network (minor work) should be provided to the relevant party within:

one week

two weeks

three weeks

other time period, please specify:.....

Comments, if any (maximum 100 words):

<u>Issue for recommendation 5/G:</u> The detailed estimated price offer for connecting a new customer to the gas network (minor work) should be provided to the customer within:



one week

two weeks

three weeks

other time period, please specify below



Comments, if any (maximum 100 words):

<u>Issue for recommendation 6/E:</u> The time taken to connect a new customer to the electricity network (minor work) should, unless a longer time period is requested by the customer, not exceed:



two days

one week

two weeks

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 6/MG:</u> The time taken to connect a new micro generation unit to the electricity network (minor work) should, unless a longer time period is requested by the customer, not exceed:

two days

one week

two weeks

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 6/G:</u> The time taken to connect a new customer to the gas network (minor work) should, unless a longer time period is requested by the customer, not exceed:



two days

one week





two weeks

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 7/E:</u> The time taken to activate the electricity supply (when the physical connection is already in place) should, unless a longer time period is requested by the customer, not exceed:

one day

two days

one week

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 7/MG:</u> The time taken to activate the electricity supply (when the physical connection is already in place) to a micro generation unit should, unless a longer time period is requested by the customer, not exceed:



one day

two days

one week

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 7/G:</u> The time taken to activate the gas supply (when the physical connection is already in place) should, unless a longer time period is requested by the customer, not exceed:



two days

one day

one week

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 8/E:</u> The time taken to disconnect a customer after a customer request should, unless a longer time period is requested by the customer, not exceed:

one day

two days

one week

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 8/MG:</u> The time taken to disconnect a micro generation unit after a customer request should, unless a longer time period is requested by the customer, not exceed:



one day two days

one week

other time period, please specify below



<u>Issue for recommendation 8/G:</u> The time taken to disconnect a customer after a customer request should, unless a longer time period is requested by the customer, not exceed:

one day

two days

one week

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 9/E:</u> In case of non-payment of electricity bill, customers should as a warning mechanism receive a last notice to pay, including the expected date of disconnection, at least:



three weeks before disconnection date

four weeks before disconnection date

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 9/G:</u> In case of non-payment of gas bill, customers should as a warning mechanism receive a last notice to pay, including the expected date of disconnection, at least:



three weeks before disconnection date

four weeks before disconnection date

other time period, please specify below



<u>Issue for recommendation 10/E:</u> Except in cases where new meters are to be installed, the time taken to reactivate electricity supply after a disconnection due to non-payment should not exceed:



one day

two days

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 10/G:</u> Except in cases where new meters are to be installed, the time taken to reactivate gas supply after a disconnection due to non-payment should not exceed:

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one day

two days

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 11/E:</u> When new meters are to be installed, the time taken to reactivate electricity supply after a disconnection due to non-payment should not exceed:

one day two days

three days

other time period, please specify below



<u>Issue for recommendation 11/G:</u> When new meters are to be installed, the time taken to reactivate gas supply after a disconnection due to non-payment should not exceed:

one day

two days

three days

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 12/E:</u> In case of planned electricity supply interruptions, the customer should be notified at least:



one week in advance

two weeks in advance

one month in advance

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 12/G:</u> In case of planned gas supply interruptions, the customer should be notified at least:



one week in advance

two weeks in advance

one month in advance

other time period, please specify below



<u>Issue for recommendation 13/E:</u> The duration limit of a planned electricity supply interruption should not exceed:



6 hours

12 hours

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 13/G:</u> The duration limit of a planned gas supply interruption should not exceed:

6 hours 12 hours

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 14/E:</u> In case of non-notified interruption of electricity supply, the customer should receive information on when the DSO estimates that the supply will be reactivated. This information should be made available to the customer through a variety of channels, not least the web. This information should be made available to the customer:

within three hours

within five hours

other time period, please specify below



<u>Issue for recommendation 14/G:</u> In case of a non-notified gas supply interruption, the customer should have access to information on when the DSO estimates that the supply will be reactivated. This information should be made available to the customer through a variety of channels, not least the web. This information should be made available to the customer:



within three hours

within five hours

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 15/E</u>: The DSO should provide customers with information regarding connection and disconnection, and customer rights related to these. This information should be presented in a clear, user-friendly and comprehensible way.

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disagree no opinion

agree

Comments, if any (maximum 100 words):

<u>Issue for recommendation 15/MG:</u> The DSO should provide customers with information regarding connection and disconnection, and customer rights related to these. This information should be presented in a clear, user-friendly and comprehensible way.

agree disagree

5

no opinion



<u>Issue for recommendation 15/G:</u> The DSO should provide customers with information regarding connection and disconnection, and customer rights related to these. This information should be presented in a clear, user-friendly and comprehensible way.



agree

disagree

no opinion

Comments, if any (maximum 100 words):

<u>Issue for recommendation 16/E:</u> For electricity appointments with the customer for an onsite intervention, the time frame within which the DSO should arrive onsite should be fixed in advance and should not exceed:



two hours

four hours

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 16/MG:</u> For appointments with the micro unit customer for an onsite intervention, the time frame within which the DSO should arrive onsite should be fixed in advance and should not exceed:



two hours



four hours

other time period, please specify below



<u>Issue for recommendation 16/G:</u> For gas appointments with the customer for an onsite intervention, the time frame within which the DSO should arrive onsite should be fixed in advance and should not exceed:

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two hours

four hours

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 17/E:</u> The DSO should provide easily accessible customer communication on electricity issues concerning connection and disconnection, in the following way(s) (several boxes can be ticked):

	 Call centre Specify availability, days/week:
	Specify longest acceptable waiting time in phone queue:
	 E-mail Specify longest acceptable waiting time for answering:
	website other, please specify below
Comn	nents, if any (maximum 100 words):

<u>Issue for recommendation 17/MG:</u> the DSO should provide easily accessible customer communication for micro generation unit issues concerning connection and disconnection, in the following way (several boxes can be ticked):

Call centre

• Specify availability, days/week:



• Specify longest acceptable waiting time in phone queue:

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		-

• Specify longest acceptable waiting time for answering:

Website

Other, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 17/G:</u> the DSO should provide easily accessible customer communication on gas issues concerning connection and disconnection, in the following way (several boxes can be ticked):

Call centre

• Specify availability, days/week:

r	Specify longest acceptable waiting time in phone queue:
	 Specify longest acceptable waiting time for answering:
[
	Website
	Other, please specify below
Comm	nents, if any (maximum 100 words):

<u>Issue for recommendation 18/E:</u> The response time to a customer enquiry to an electricity DSO, should not exceed:



two days

one week

two weeks

other time period, please specify below



Comments, if any (maximum 100 words):

<u>Issue for recommendation 18/MG:</u> The response time to a customer enquiry regarding a micro generation unit to an electricity DSO, should not exceed:

two days

one week

two weeks

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 18/G:</u> The response time to a customer enquiry to a gas DSO, should not exceed:



one week

two days

two weeks

other time period, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 19/E:</u> The customer has the right to accessible information on correct installation handling, including safety measures, for the electricity installation.



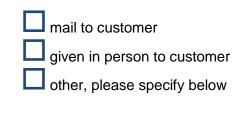
• Access shall be available through the following channels (several boxes can be ticked):

DSO website

e-mail to customer

Ref: C13-RMF-57-03a					
Draft advice on regulating	the	quality	of	distribution	services



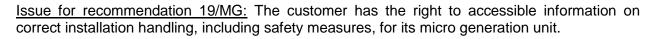




disagree

no opinion

Comments, if any (maximum 100 words):



Agree

• Access shall be available through the following channels (several boxes can be ticked):

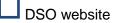
	DSO website
	e-mail to customer
	mail to customer
	given in person to customer
	other, please specify below
disagree	
no opinion	

Comments, if any (maximum 100 words):

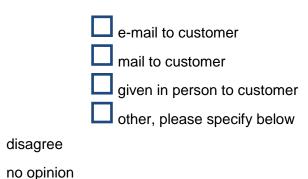
<u>Issue for recommendation 19/G</u>: The customer has the right to accessible information on correct installation handling, including safety measures, for the gas installation.

Agree

• Access shall be available through the following channels (several boxes can be ticked):







Comments, if any (maximum 100 words):

<u>Issue for recommendation 20/E:</u> A telephone number for electricity emergencies should operate at all times during the year. The number should be a:

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DSO number

National number

European emergency number

Comments, if any (maximum 100 words):

<u>Issue for recommendation 20/G</u>: A telephone number for gas emergencies should operate at all times during the year. The number shall be a

DSO number

National number

European emergency number

Comments, if any (maximum 100 words):

<u>Issue for recommendation 21/E:</u> The customer should be able to find the telephone number for electricity emergencies in the following places (several boxes can be ticked):



at the meter

on the DSO bill

on the supplier bill

at the DSO website

at the supplier website

other, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 21/G:</u> The customer should be able to find the telephone number for gas emergencies in the following places (several boxes can be ticked):

on the DSO bill on the supplier bill

at the meter

at the DSO website

at the supplier website

other, please specify below

Comments, if any (maximum 100 words):

<u>Issue for recommendation 22/G:</u> When a DSO receives a report of a gas escape or another gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it should attend the site within:



30 minutes

one hour

two hours

other time period, please specify below



Comments, if any (maximum 100 words):

<u>Issue for recommendation 23:</u> Is there any core feature of distribution services that has not been identified in this consultation paper and should be brought to NRAs' attention? Please specify whether your suggestion or comment refers to electricity, micro generation units or gas.