



# Minimum services and optional services

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# What is a customer service?

By customer services for electricity and gas, ERGEG means the outcome which the retail customer and those that both generate and consume electricity should be able to expect and benefit from through the functionalities of the smart metering system.

# Key points

When developing the services stated in the draft GGP, one key point was to define what level of service a customer should be able to expect from smart metering.

Another key point was to lower the barriers regarding the customer's possibilities to act as a producer of electricity.

## Electricity:

8 minimum services, 5 optional services +  
1 for cost/benefit, 2 for roll out = 16

## Gas:

5 minimum services, 4 optional services +  
1 for cost/benefit, 2 for roll out = 12

## Electricity and Gas:

1 (Data Security and Integrity)



# Why these GGPs?

To reach customer  
**awareness and participation**