

CEER

**Council of European
Energy Regulators**



Status Review

Involvement of Consumer Organisations in the Regulatory Process as of 1st January 2013

Overview of Main Results

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Brussels, 20 February 2014**

Outline

- **Overview and Methodology**
- **Results**
- **Conclusion and Next Steps**



Overview and Methodology

The CEER Status Review on the involvement of consumer organisations in the regulatory process is based on

Collaboration between CEER and BEUC



Overview and Methodology

- Information was gathered through 2 separate but similarly structured **questionnaires**
 - 1 questionnaire targeted at CEER members
 - 1 questionnaire targeted at BEUC members
- **Turnout**
 - NRAs from 26 countries provided data
 - 20 consumer organisations from 16 countries provided data*

* One country participated from outside the EU and is not included in this calculation



Overview and Methodology

Type of contact and working arrangements between NRAs and consumer organisations

* One country participated from outside the EU and is not included in this calculation



Are NRAs and consumer organisations in direct contact?

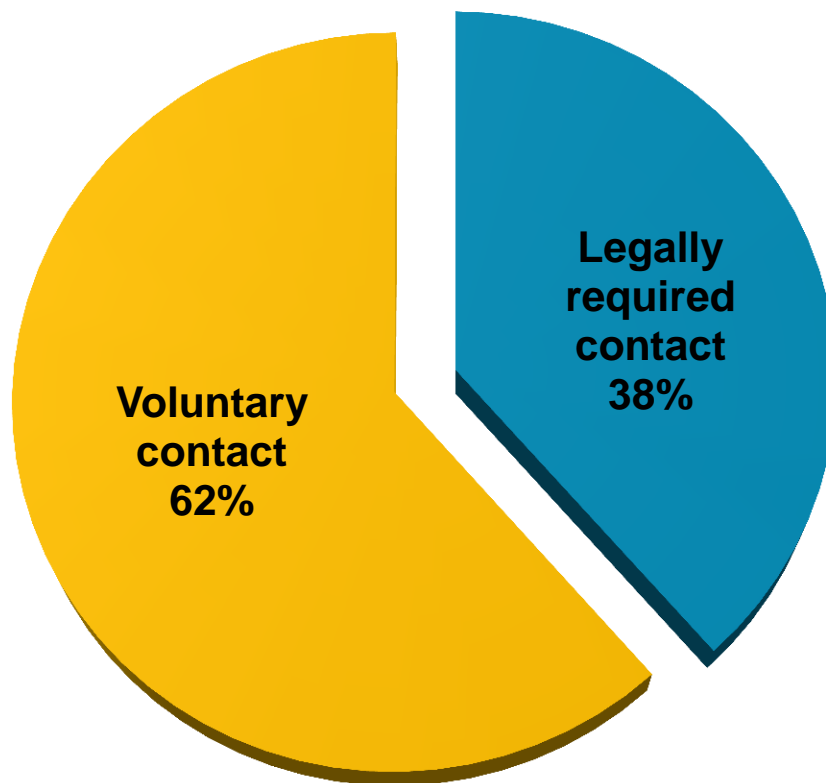
YES

Nearly all NRAs* are in direct contact with consumer organisations

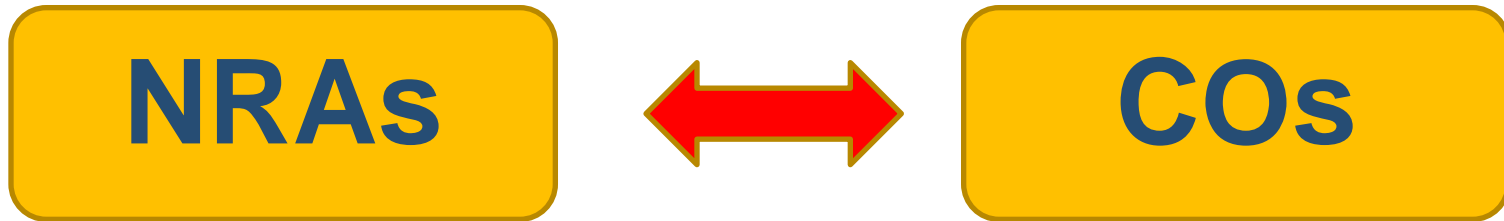
* With the exception of one country



Is contact between NRAs and consumer organisations mandatory or voluntary?



Who provides information and support to whom?



Reciprocal Relationship

**Both provide information
to each other**

**Confirmed by both NRAs and
Consumer organisations**



How do NRAs and consumer organisations work together?

- Working arrangements between NRAs and consumer organisations are similar in cases of voluntary and mandatory cooperation
- Top 3 working arrangements:

**Participation
in each
other's public
consultations**

**Regular
working
group
meetings**

**Sharing of
research/data**



Do consumer organisations participate in NRA decision making?

- Consumer organisations very rarely participate in the NRA decision making process
- In a few countries*, members of consumer organisations are part of the NRA's structure (e.g. members of the Board)
- But only in 2 (out of 26) countries, members of consumer organisations actually participate in NRA decision making





Main issues of collaboration between NRAs and Consumer Organisations



On which issues do NRAs and consumer organisations work together?

- NRAs and consumer organisations cooperate on a multitude of issues
- Top 3 issues of collaboration:

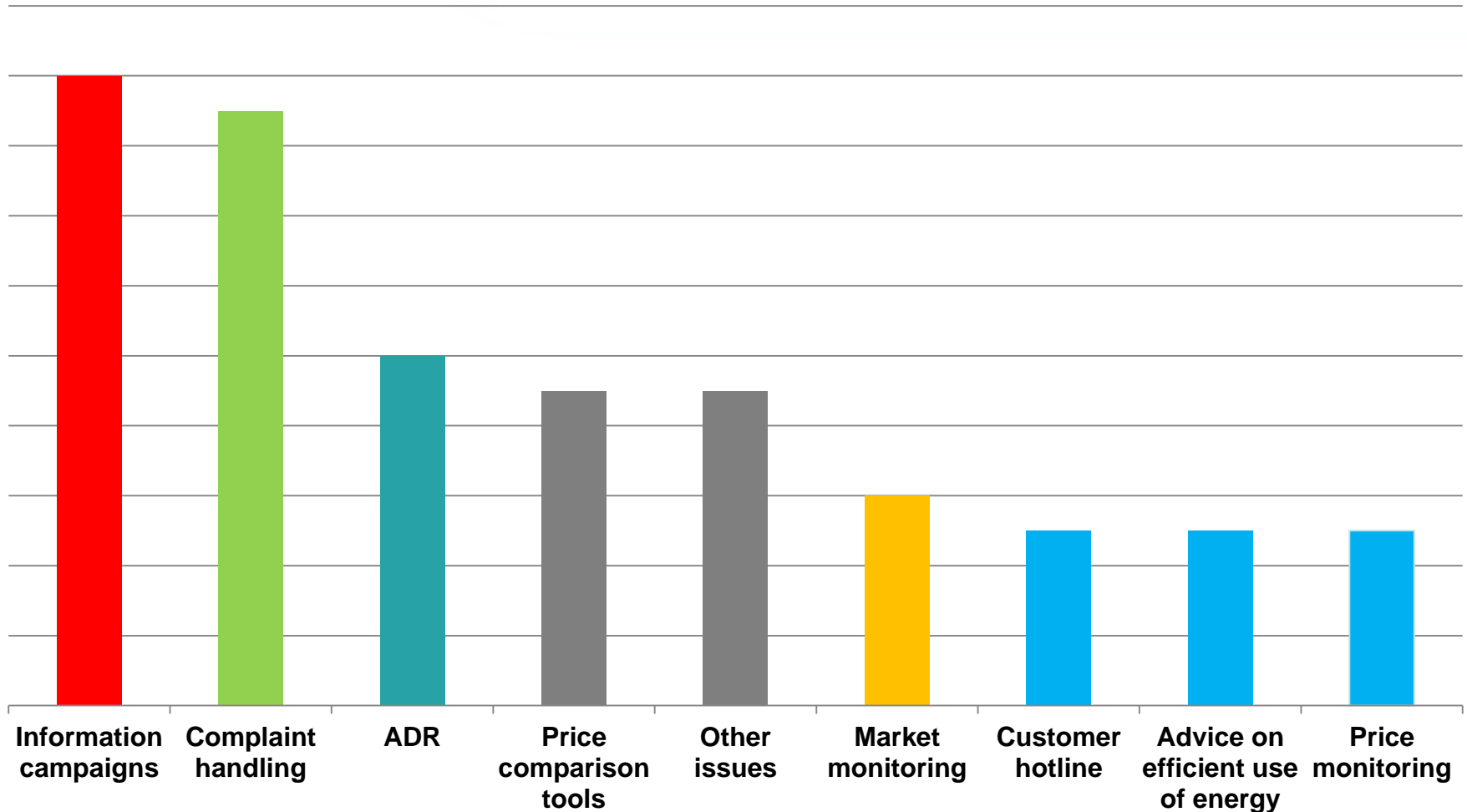
**Information
Campaigns/
Outreach to
Consumers**

**Complaint
Handling**

**Alternative
Dispute
Resolution**



On which issues do NRAs and consumer organisations work together?



view of NRAs; view of COs on the top 3 issues is similar, some differences in priority occur with the remaining



Which information do NRAs and consumer organisations specifically request from each other?

- NRAs and consumer organisations request specific information from each other on a multitude of issues
- Top 3 specific issues:

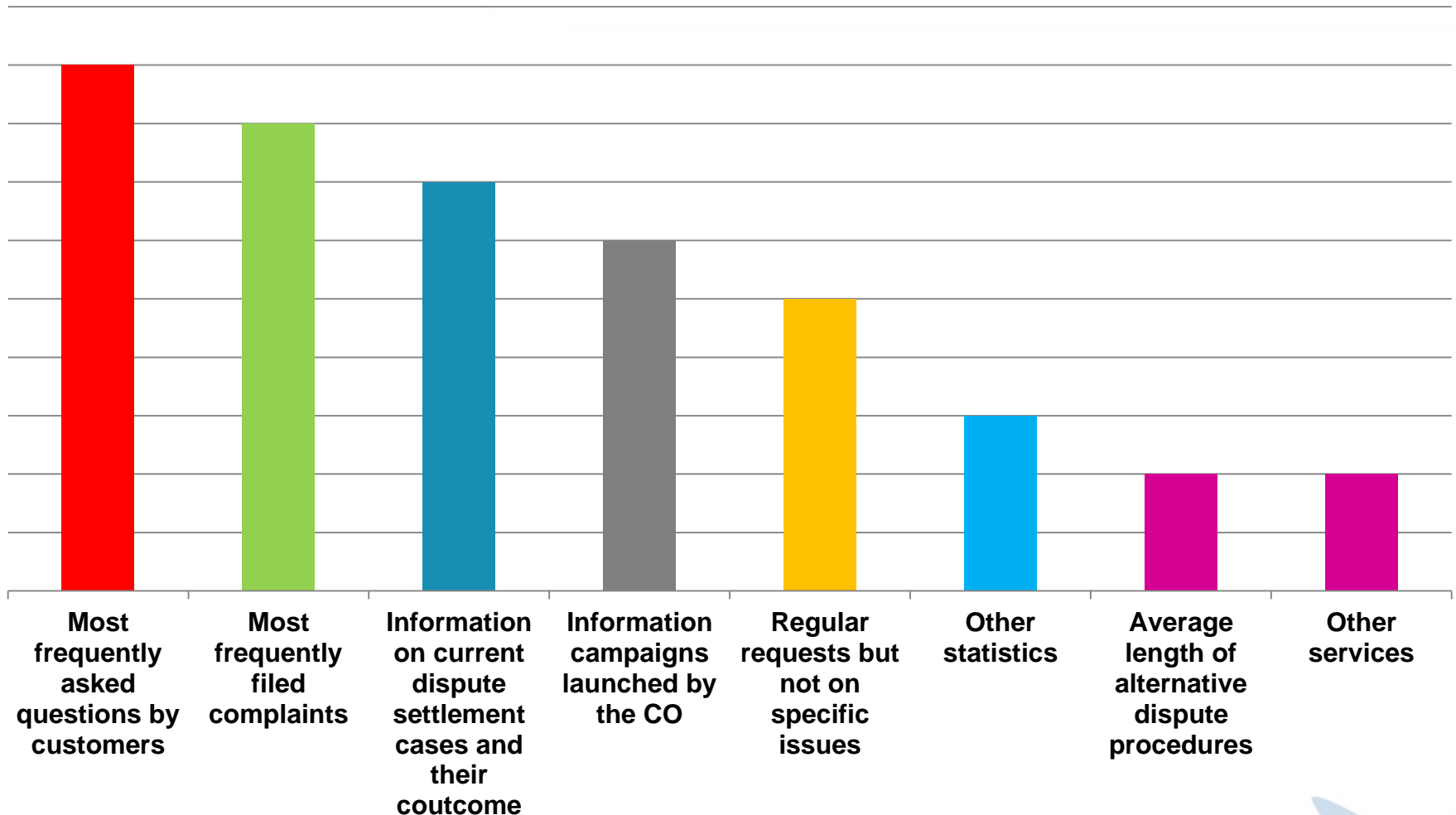
**Most
frequently
asked
questions by
consumers**

**Most
frequently filed
complaints**

**Information on
current
dispute
settlement
cases and
their outcome**



Which information do NRAs and consumer organisations specifically request from each other?



This is the view of NRAs; view of COs on the top 3 issues is similar, some differences in priority occur with the remaining issues



What works well - What should be improved: Assessment of individual views



What works well?

Both NRAs and COs believe the following issues work well in their collaboration:

- **Information exchange**
- **Drawing on each other's experience**
- **Involvement in each other's consultations**
- **Commitment to strengthen final customer**



What is needed?

View of COs:

- **Closer cooperation**
- **More resources for cooperation**
- **More systematic sharing of data**
- **More cooperation on strategic and policy issues**



What is needed?

View of NRAs

- **COs should strengthen their knowledge on the functioning of energy markets**
- **Better sharing of information and closer cooperation**





Conclusion

- **Consumer organisations' involvement in the regulatory process can be made more effective**
- Input from stakeholders on how this can be achieved is crucial
- Please help to provide input to the upcoming CEER Advice on how to improve consumer organisations' involvement in the regulatory process





Next Steps

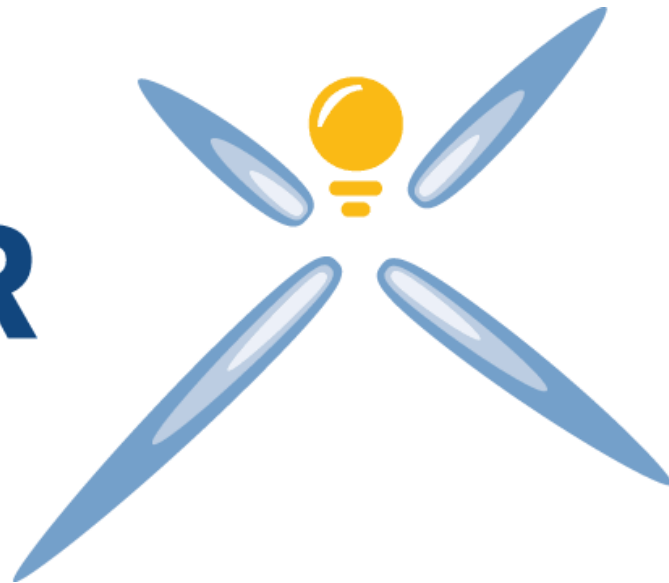
- CEER will draft an Advice in the first half of the year
- The Advice will be consulted mid year
- The final Advice will be ready by the end of the year



Thank you for your attention!

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