



ERGEG GGP on Smart Meters: Eurelectric Suppliers view

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Markets and TF Retail Target Model**



Customer Centric Model with Clear Roles and Responsibilities

- **Customer centric model with supplier as main point of contact (also providing info on actual consumption and related cost)**
- **Roles and responsibilities: call for clear allocation of roles (data ownership...) and separation between often regulated metering services (e.g. provision of metering data) and post-metering services (e.g. DSM, home automation) to be offered by market operators (suppliers, ESCOs)**



Actual Consumption Data

- **Meter reading: 15' meter reading should be possible in view of consistent approach with wholesale market (balancing, settlement), but its actual use left to market**
- **Customers should regularly receive their actual consumption data free of charge but market operators should be allowed to choose the most appropriate means (e.g. monthly bill, internet, mobile solution or in-house display) based on cost efficiency and local market features**



Billing and Innovative Services

- **Billing**: consumers able to receive monthly bills based on actual consumption or, on request, to opt for an equally spread payment scheme with annual reconciliation bill (in this case, information on actual consumption would be provided on a frequent basis through other means)
- **Offers reflecting actual consumption patterns**: short metering intervals with different ToU registers will enable suppliers to offer innovative products (ToU prices) based on individual consumption profiles



Minimum Requirements and Optional Services

- Remote reading, activation and de-activation of supply should be minimum requirements (enhanced efficiency and facilitated switching)
- Alert in case of non-notified interruption and high energy consumption, as well as information on voltage quality and continuity of supply should be optional services
- Full interoperability of equipment and systems/information processes is key requirement