Annex A: Indicators with definitions

This Annex A contains the structure (indicators with definitions) of the final questionnaire of the indicators for the 2010 National Report. This questionnaire will be launched electronically (online web questionnaire -> CEER Database) by the URB TF at the end of May. **The data must be filled in online by 31 August 2011.**

The data/contents should refer to 31 December 2010 or the reporting period 20100 unless otherwise stated.

Classification of the indicators:
A mandatory for the European Commission
B mandatory for CEER
C optional
The classification is listed beside the numbering of each indicator.

The questionnaire can be found on the CEER website in the restricted Area (Database/National Reports - Indicators/Questionnaire).

The red asterisks beside the indicators mean that these indicators are part of the CEER database.

1. General Regulatory Issues (Electricity)

1.**A** Electricity market opening threshold *

Threshold of eligibility of customers to choose supplier

0 GWh (eligibility for 100% of the customers)

2.**A** Proportion (%) of market open to competition *

Eligible consumption (GWh) divided by annual consumption (GWh) in the country

100%

3. Interruptions

SAIDI = System average interruption duration index. It indicates the total duration of interruption for the average customer during a pre-defined period of time. It is commonly measured in customer minutes separated for planned and unplanned interruptions and cleared for extreme weather.

3.1.**A** SAIDI (planned and unplanned interruptions) *

46:25 min
Comment: Figure represents total figure Belgium (distribution level)

For customers on grids >= 30 kV only, the saidi amounts to 4 min 51 s.

3.2.B SAIDI (planned interruptions) *
N.A.

3.3.B SAIDI (unplanned interruptions) *
N.A.

4. Length of network in the country in km

4.1.B Length of network (sum of all TSO) in km *

8383 km (>=30 kV on 01.01.2011)

4.2.B Length of network (sum of all DSO) in km *

193062 km

2. Effective unbundling (Electricity)

Report on unbundling requirements on the network companies. It is suggested to report average figures for representative TSOs and DSOs. Representativity means that they should reflect typical unbundling regimes as well as a minimum coverage of the market of at least 50% of energy distributed.

1. Transmission System Operators (TSOs)

1.1.**A** TSOs in the country *

Number of TSOs in the country 1 (ELIA)

1.2.**A** Ownership unbundled TSOs *

Number of TSOs that are ownership unbundled
1
Comment: in reality ownership unbundled (not (yet) legally required)

1.3.C Name, market share and unbundling model of largest TSO *

% of total TSO network (by km of transmission grid) in the country managed by the largest TSO

Elia System Operator, 100%

Ownership structure of largest TSO

1.4. Ownership structure of Elia System Operator (31.12.2010):
PubliT: 45.37%, Publipart 2.53%, Free float: 52.10% (8.79 % Arco Group)

1.4.1.C Indicate % of public ownership *
47.90%

1.4.2.C Indicate % of private companies ownership * (1.4.1 + 1.4.2. = 100%) *
52.10%

1.5.B TSOs with network assets *

Number of legally unbundled TSOs that own network assets 1

1.6.B TSOs w/o network assets *

Number of legally unbundled TSOs that do not own network assets 0

2. Distribution System Operators (DSOs)

2.1.**A** DSOs in the country *

Number of DSOs in the country 27

Comments:
15 DSO's in Flemish region, 1 in Brussels capital region and 13 in Walloon region (some DSO's being active in more than 1 region)

2.2.B Ownership unbundled DSOs *

Number of DSO that are ownership unbundled 11 (some DSO's being active in more than 1 region)

Comments:
Vlaanderen: 7 (DNB BA, EV/GHA, AGEM, InterEnerga, InfraxWest, WVEM, IVEG, PBE)
Wallonië: 5 (Tecteo, AIEG, AIESH, Wavre, PBE)
Brussel: 0

2.3.**A** Legally unbundled DSOs *

Number of DSOs that are legally unbundled 27

Comments:
15 DSO's in Flemish region, 1 in Brussels capital region and 13 in Walloon region
(some DSO's being active in more than 1 region)

2.4.**A** 100 000 customer exemption *

Application of the 100 000 customer exemption in the country 0

2.5.**A** Small DSOs (< 100 000 customers) *

12

2.6.B DSOs with network assets *

Number of legally unbundled DSOs that own network assets 27

Comments:
15 DSO's in Flemish region, 1 in Brussels capital region and 13 in Walloon region (some DSO's being active in more than 1 region)

2.7.B DSOs w/o network assets *

Number of legally unbundled DSOs that do not own network assets 0

3. Separate location of network business

3.1.C % of TSOs (by number) that are located separately (i.e. that access restrictions to the facilities of the network company are in place) from both production and supply affiliates *
100%

3.2.C % of DSOs (by number) that are located separately (i.e. that access restrictions to the facilities of the network company are in place) from both production and supply affiliates *
100%

4. Separate identity of network business

% of TSOs (by number) that present themselves to customers as separate entities: name of company, logos, websites, emails, etc. *

4.1.C 1, Elia System Operator, www.elia.be,

4.2.C

% of DSOs (by number) that present themselves to customers as separate entities: name of company, logos, websites, emails, etc. *

100%.

The 26 DSO's in Belgium are listed below, with their respective names, logos and websites.

- In Flanders, 8 DSO's outsourced their exploitation tasks to 1 company: Eandis. 3 DSO's have outsourced their operational activities to another company: Infrax.
- In Wallonia, 5 DSO"s outsource exploitation to 1 company called ORES.

1. IVERLEK
   www.iverlek.be
2. IVEKA
   www.iveka.be
3. IMEWO
   www.imewo.be
4. INTERGEM
   www.intergem.be
5. GASELWEST
   www.gaselwest.be
6. IMEA
   www.imea.be
7. SIBELGAS NOORD
   www.sibelgas.be
8. SIBELGA
   www.sibelga.be
9. IEH
   www.ieh.be
10. IDEG
    www.ideg.be
11. INTEREST
    www.interest.be

12. SIMOGEL
www.simogel.be

13. INTERMOSANE
www.intermosane.be

14. SEDILEC
www.sedilec.be

15. INTERLUX
www.interlux.be

16. TECTEO
www.tecteo.be

17. AGEM
http://www.eyes-e-tools.com/customer/merksplas/tree/treeframe.asp?l=1&maincat=18349&linkcat=18391

18. PBE
www.pbe.be

19. INTER-ENERGA
www.interenerga.be

20. IVEG
www.iveg.be

21. Infrax West
http://www.infrax.be/irj/portal/anonymous?guest_user=internet_wvem

22. EV/GHA

23. DNBBA
www.dnbba.be

24. REGIE DE WAVRE
www.regiewavre.be

25. AIEG
www.aieg.be

26. AIESH
www.aiesh.be

3. Description of the wholesale market - generation (Electricity)

This section serves to describe the structure of the generation and the wholesale market.

1. Generation and consumption figures

1.1.**A** Demand/consumption *

Annual final total demand including losses without pumped storage
88 412 GWh
Comment: Provisional value.

1.2.B Peak load in the system of the TSO *

- The highest simultaneous demand for electricity satisfied during the year.
- The electricity supply at the time of peak demand may include demand satisfied by imported electricity or alternatively the demand may include exports of electricity.
- The total peak load on the national grid is not the sum of the peak loads during the year on every power station as they may occur at different times.

13 585 MW
Comment: with netting of decentralised generation in the distribution grids.

1.3.**A** Maximum net generating capacity *

The capacity should be reported at 31st December of the relevant reported year.
Includes electrical capacity of both electricity (only) and CHP plants.
The Net Maximum Electrical Capacity is the sum of the net maximum capacities of all stations taken individually throughout a given period of operation. The period of operation assumed for present purposes is continuous running: in practice 15 hours or more per day. The net maximum capacity is the maximum power assumed to be solely active power that can be supplied, continuously, with all plant running, at the point of outlet to the network.
15 802 MW
Comment: on 31 December 2010 without decentralised generation in the distribution grids.

1.4.**B** Reliably available net generating capacity at time of peak *

According to ENTSO-E (former UCTE) “Reliably available capacity” is defined as follows:
Net Generating Capacity (NGC) of a power station is the maximum electrical net active power it can produce continuously throughout a long period of operation in normal conditions. NGC of a country is the sum of the individual NGC of all power stations connected to either the transmission grid or to the distribution grid.
Unavailable Capacity is the part of NGC that is not reliably available to power plant operators due to limitations of the output power of power plants. It consists of the Non-Usable Capacity, Maintenance and Overhauls, Outages and System Services Reserve.
Reliably Available Capacity (RAC) on a power system is the difference between NGC and Unavailable Capacity.
12 620 MW
Comment: Estimated value for the reliably available net generating capacity on 13 January 2010 (peak demand) without pump storage, wind generation and decentralised generation in the distribution grids.

1.5.**A** Total net generation volume *

The gross electricity production less the electrical energy absorbed by the generating auxiliaries and the losses in the main generator transformers
(Gross Electricity Production: the sum of the electrical energy production by all the generating sets concerned - including pumped storage - measured at the output terminals of the main generators).
85 800 GWh.
Comment: Provisional value

1.6.B Network interconnection *

Total sum of NTC for import: The total sum of NTC for import for all borders is defined as the average of Summer-NTC (summer 2009) and Winter-NTC (winter 2009-2010) for import for each border according to ENTSO-E (former ETSO) standards.
4023 MW
Comment: Average import capacity on Dutch and French border

1.7.B Load Flows

Amounts of electricity are considered as imported or exported when they have crossed the political boundaries of the country, whether customs clearance has taken place or not. If electricity is transited through a country, the amount should be reported as both an import and an export.

1.7.1.B Load flows (Imports) *

Total sum of physical Import Quantity
12 395 GWh

1.7.2.B Load flows (Exports) *

Total sum of physical Export Quantity
11 844 GWh

2. Market dominance figures

For groupings the domination principle should be used: Where one generation firm owns (controls) 50% or more of another generation firm, they are counted as one company. If exactly 50% are owned only 50% are added to the one company.

2.1.B Generation companies >=5% by capacity *

Number of companies running more than 5% of national net generating capacity
3

2.2.B Generation companies >=5% by volume *

Number of companies running more than 5% of national net generation volume
3

2.3.**A** Share of three biggest generators by capacity *

Share of three largest generation companies by net generating capacity
96%
Comment: without distributed generation

2.4.**B** Share of three biggest generators by volume *

Share of three largest generation companies by net generation volume
97%

2.5.C HHI by capacity *

Sum of squared shares of individual companies. The threshold should be set in a way to guarantee 80%

coverage
5500
Comment: Without distributed generation

2.6.C HHI by volume *

Sum of squared shares of individual companies. The threshold should be set in a way to guarantee 80% coverage
5380

4. Description of the wholesale market (traded electricity)

Modification in 2010: The indicators in this section will be listed in the CEER Database by power exchange (not by country).

1 **A** Electricity traded (power exchange - spot) *

Volume of electricity traded at power exchange spot market (day ahead). Trade of standardised products for physical delivery the next day.
11.8 TWh

2 **A** Electricity traded (power exchange - future) *

Volume of electricity traded at power exchange future markets. Trade of standardised products.
8.4 TWh (2009)
Comment: according to annual report 2009 of Endex (APX), for all products on the Belgian futures exchange (report 2010 not yet published).

3 B Electricity traded (OTC-Clearing at power exchange) *

OTC contracts that are cleared at power exchange
0.6 TWh (2009)
Comment: according to annual report 2009 of Endex (APX), on Endex futures exchange (report 2010 not yet published)

4 **A** Number of companies active at power exchange *

Companies exchanging volumes of electricity (financial and/or physical trades) at power exchanges except OTC-clearing at power exchanges
Belpex Day ahead market: 35 members
Endex Futures markets: 25 members (2009)

5. Description of the retail market (Electricity)

1. Active Suppliers

1.1.B Total number of electricity suppliers in the country *
19 (22)
Comment: counted as one supplier: Electrabel and ECS; E.ON Belgium, E.ON Energy sales and E.ON Energy Trading

1.2.B Number of suppliers active nationwide in the country *
9 (11)
Comment: counted as one supplier: Electrabel and ECS; E.ON Belgium and E.ON Energy sales

1.3.B Average number of suppliers in the DSO networks *
12.8
Comment: figure is a weighted average

2. Share in the retail market

For groupings the domination principle should be used: Where one supplier owns (controls) 50% or more of another supplier, they are counted as one company. If exactly 50% are owned only 50% are added to the one company.
(large, medium and small industry as usually defined in the individual country)
The final retail market should be split into eligible and not eligible and the share calculated on the basis of consumption quantity of eligible customers.

2.1.B No companies >= 5% market share in the whole retail market *
3

2.2.B Market share of the three largest companies in the whole retail market *
88,94 (by volume – total distribution) , 91,09 (by number of access points)

2.3.B Market share of the three largest companies in large industry *
99,98% (by volume – total AMR sur RT – "centrales") , NA by number of access points)

2.4.C Market share of the three largest companies in medium-sized industry *
87,86% (by volume - AMR sur RD+RTL + LD) 91,07% (by number of access points)

2.5.C Market share of the three largest companies in small industry and households *
91,77% (by volume - R et NR sur RD) 91,09% (by number of access points)

2.6.B Market share of the three largest companies in the market for households by metering points
90,91% (by volume – S21 & S22) 90,45%(by number of access points)

3. Switching rates

A supplier switch is defined as "the action through which a customer changes supplier". More detailed: A switch is essentially seen as the free (by choice) movement of a customer (defined in terms of an overall relationship or the supply points and quantity of electricity or gas associated with the relationship) from one supplier to another. It involves some activity by the customer. (So changes of supplier resulting from a merger are excluded). Switching activity is defined as the number of switches in a given period of time.

A switch additionally includes:

- A re-switch: when a customer switches for the second or subsequent time, even within the same measured period of time.
- A switch-back: when a customer switches back to his/her former or previous supplier.
- A switch to a competitive company of the incumbent and vice versa.

Switching and moving: When a customer moves, a switch should only be recorded if a customer switches to a supplier other than the supplier which is incumbent in the area where he/she is moving to.

Changes of tariffs: A change of tariff with the same retailer is not equivalent to a switch (this exclusion extends to: changing to a new tariff; changing from a regulated to a non-regulated tariff or vice versa with the same supplier or a subsidiary of the same supplier).

Switching by volume: The annual consumption of a switched customer should be counted without consideration of the switching date.

Reference figures for calculating the switching rates are either the number of customers on
31 December 2009 (switching rates by number) or the consumption of the customers during the reporting period 2009 (switching rates by volume).

3.1.**A** Annual switching rate in the whole retail market (by number of eligible meter points) *

% of customers having changed supplier
10.04%
Comment: figure does not include transmission grid data (data unavailable)

3.2.**A** Annual switching rate of household customers (by number of eligible meter points) *

% of household customers having changed supplier
8,8%

3.3.C Annual switching rate of non-household customers (by number of eligible meter points) *

% of non-household customers having changed supplier
16%

3.4.C Annual switching rate in large industry (by number of eligible meter points) *

% of large industrial customers having changed supplier

3.5.C Annual switching rate in medium-sized industry (by number of eligible meter points) *

% of medium industrial and commercial customers having changed supplier

3.6.**A** Annual switching rate in small industry and households (by number of eligible meter points) *

% of small commercial customers and households having changed supplier

3.7.**A** Annual switching rate in the whole retail market (by eligible volume) *

% of customers having changed supplier

3.8.C Annual switching rate of household customers (by eligible volume) *

% of household customers having changed supplier

3.9.**A** Annual switching rate of non-household customers (by eligible volume) *

% of non-household customers having changed supplier

3.10.**A** Annual switching rate in large industry (by eligible volume) *

% of large industrial customers having changed supplier

3.11.**A** Annual switching rate in medium-sized industry (by eligible volume) *

% of medium industrial and commercial customers having changed supplier

3.12.C Annual switching rate in small industry and households (by eligible volume) *

% of small commercial customers and households having changed supplier

4. Households and non-household customers

4.1.B Total number of household customers in the country *
4.686.383

4.2.B Total number of non-household customers in the country *
862456

4.3.B Total consumption of household customers in the country *
19933 GWh

4.4.B Total consumption of non-household customers in the country *
55687 GWh (incl. transmissie)

5. Regulated end-user prices

5.1.B Application of end-user price regulation for household customers in the country *
No

5.2.B Application of end-user price regulation for non-household customers in the country *
No

5.3.B Number of household customers in the country supplied under regulated end-user prices *
NA

5.4.B Number of non-household customers in the country supplied under regulated end-user prices *
NA

5.5.B Consumption of household customers in the country supplied under regulated end-user prices *
NA

5.6.B Consumption of non-household customers in the country supplied under regulated end-user prices *
NA

5.7.B Number of households with social tariffs (for vulnerable customers) *
Electrcity Flanders: 191.060
Région wallonne : 15.984 (définition régionale)

6. Customer Complaints (Households)

6.1.B Number of Complaints at NRA *
979

6.2.B Number of questions/queries at NRA *
302

6. General Regulatory Issues (Gas)

1.**A** Gas market opening threshold *

Threshold of eligibility of customers to choose supplier
0 GWh

2.**A** Proportion (%) of market open to competition *

Eligible consumption (TWh) divided by annual consumption (TWh) in the country
100%

3. Length of network in the country in km

3.1.B Length of network (sum of all TSO) in km * 3.900 km

3.2.B Length of network (sum of all DSO) in km * 70.226 km

4. Balancing

4.1.**A** Balancing model applied *

~~TSO buys balancing gas on the regular gas market/TSO contracts sources of balancing gas/TSO uses storage for balancing~~
Comment: Balancing is the responsibility of the individual shippers. TSO offers balancing services.

4.2.B Tolerance in balancing *

Balancing model allows tolerances/ ~~balancing model does not allow tolerances~~
Comment: Daily balancing model with hourly tolerances

5.**A** Tariff model *

entry exit (coupled/uncoupled)/~~point to point~~
Comment: Inland transmission: tariff based on an average distance
Border-to-border transmission: tariff is distance related

6.**A** Capacity allocation mechanism *

First come first served/ ~~auction/ pro rata/ allocation on deadline / capacity goes with the customer~~
Comment:

Inland transmission: yearly organised subscription period procedure
Border-to-border transmission: LT allocation via open season procedures

7.**A** Congestion management *

~~auction/pro rata/ lottery/~~ capacity buy back /UIOLI/ secondary market/ interruptible capacity/ use it or sell it
Comment:
Rucksack-principle for inland transmission, secondary market, day-ahead market, interruptible capacity, UIOSI

7. Effective unbundling (Gas)

Report on unbundling requirements on the network companies. It is suggested to report average figures for representative TSOs and DSOs. Representativity means that they should reflect typical unbundling regimes as well as a minimum coverage of the market of at least 50% of energy distributed.

1. Transmission System Operators (TSOs)

1.1.**A** TSOs in the country *

Number of TSOs in the country
1

1.2.**A** Ownership unbundled TSOs*

Number of TSOs that are ownership unbundled
1

1.3.C Name, market share and unbundling model of largest TSO *

% of total TSO network (by km of transmission pipelines) in the country managed by the largest TSO

Fluxys, 100%

1.4. Ownership structure of largest TSO

Ownership structure Fluxys (31.12.2009):
Publigas 89,97%; Free float 10,03%

1.4.1.C Indicate % of public ownership *
89,97%

1.4.2.C Indicate % of private companies ownership * (1.4.1 + 1.4.2. = 100%)
10,03%

1.5.B TSOs with network assets *

Number of legally unbundled TSOs that own network assets
1

1.6.B TSOs w/o network assets *

Number of legally unbundled TSOs that do not own network assets

0

2. Distribution System Operators (DSOs)

2.1.**A** DSOs in the country *

Number of DSOs in the country

18
Comments:
11 DSO's in Flemish region, 7 in Walloon region and 1 in Brussels capital region (1 DSO being active in Flemish region and Walloon Region)

2.2.B Ownership unbundled DSOs *

Number of DSO that are ownership unbundled
5

Comments:
Flanders: 4 (Intergas BV, InterEnerga, Infrax West, IVEG)
Wallonia: 1 (ALG)
Brussels: 0

2.3.**A** Legally unbundled DSOs *

Number of DSOs that are legally unbundled
18
Comments:
11 DSO's in Flemish region, 7 in Walloon region and 1 in Brussels capital region (1 DSO being active in Flemish region and Walloon Region)

2.4.**A** 100 000 customer exemption *

Application of the 100 000 customer exemption in the country
No

2.5.**A** Small DSOs (< 100 000 customers) *

Number of DSOs with less than 100 000 customers
8

2.6.B DSOs with network assets *

Number of legally unbundled DSOs that own network assets
18
Comments:
11 DSO's in Flemish region, 7 in Walloon region and 1 in Brussels capital region (1 DSO being active in Flemish region and Walloon Region)

2.7.B DSOs w/o network assets *

Number of legally unbundled DSOs that do not own network assets
0

3. Separate location of network business

3.1.C % of TSOs (by number) that are located separately (i.e. that access restrictions to the facilities of the network company are in place) from both production and supply affiliates *
100%

3.2.C % of DSOs (by number) that are located separately (i.e. that access restrictions to the facilities of the network company are in place) from both production and supply affiliates *
100%

4. Separate identity of network business

4.1.C % of TSOs (by number) that present themselves to customers as separate entities: name of company, logos, websites, emails, etc. *

100%

Fluxys, www.fluxys.be

4.2.C % of DSOs (by number) that present themselves to customers as separate entities: name of company, logos, websites, emails, etc. *

% of DSOs (by number) that present themselves to customers as separate entities: name of company, logos, websites, emails, etc. *

100%.

The 18 DSO's in Belgium are listed below, with their respective names, logos and websites.

In Flanders, 8 DSO's outsourced their exploitation tasks to 1 company: Eandis. 3 DSO's have outsourced their operational activities to another company: Infrax.
In Wallonia, 5 DSO"s outsource exploitation to 1 company called ORES.

1. IVERLEK
   www.iverlek.be
2. IVEKA
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3. IMEWO
   www.imewo.be
4. INTERGEM
   www.intergem.be
5. GASELWEST
   www.gaselwest.be
6. IGAO
   www.IGAO.be
7. SIBELGAS NOORD
   www.sibelgas.be

8. SIBELGA
www.sibelga.be

9. IGH
www.igh.be

10. IDEG
www.ideg.be

11. SIMOGEL
www.simogel.be

12. SEDILEC
www.sedilec.be

13. INTERLUX
www.interlux.be

14. ALG
www.alg.be

15. INTER-ENERGA
www.interenerga.be

16. IVEG
www.iveg.be

17. Infrax West
http://www.infrax.be/irj/portal/anonymous?guest_user=internet_wvem

18. INTERGAS
www.intergas.nl

8. Description of the wholesale market incl. production, import, export, transit and storage (Gas)

This section serves to describe the structure of the production, import, export, transit and storage in the wholesale market.

1. Production, import, export, transit and consumption figures

1.1.**A** Demand/Consumption[1] *
(Unit in Database: TWh/yr)
215,3 TWh/yr

Gross Inland Consumption = Production + Imports - Exports + Storage variations
NB Storage variation reflect the difference between opening stock level at the first day of the year and closing stock level at the last day of the year of stocks held on national territory. A stock build is shown as a negative number and a stock draw as a positive number.

1.2.**A** Peak *

Maximum quantity of gas consumed in a day during the year (Unit: TWh/day)
1,1 TWh/day

1.3.**A** National production quantity *

National production per year (Unit: TWh/yr)
0
Indigenous Production: All dry marketable production within national boundaries, including offshore production. Production is measured after purification and extraction of NGLs and sulphur.
Excludes extraction losses and quantities reinjected, vented or flared.

1.4.**A** National production capacity *

Production capacity (maximal technical availability) per day (Unit: TWh/day)
0

Amounts of gas are considered as imported or exported when they have crossed the political boundaries of the country, whether customs clearance has taken place or not. If gas is transited through a country, the amount should be reported as both an import and an export.

1.5.**A** Pipeline import quantity per year (Unit: TWh/yr) *
435 TWh/y

1.6.**A** Pipeline import capacity (maximal technical availability) total (Unit: TWh/h) *
0,19 TWh/h

1.7.B Export quantity per year (Unit: TWh/yr) *
240 TWh/yr

1.8.B Export capacity (maximal technical availability) total (Unit: TWh/h) *
0,10 TWh/h

1.9.B Transit quantity per year (Unit: TWh/yr) *
240 TWh/yr

1.10. Free pipeline import capacity

1.10.1.**A** Peak hourly import gas flow (TWh/h) within the year *
0,081 TWh/h
Comment: 52.8% of this figure is for the domestic market.

1.10.2.**A** Maximum pipeline utilisation *

Calculate: [1.10.1]/[1.6] *100 (peak hourly import gas flow within the year/pipeline import capacity (maximal technical availability) (Unit percent)

1.10.3.**A** Free pipeline import capacity total *
Calculate: (100-[maximum pipeline utilisation]) (Unit: percent)

1.11.**A** LNG import capacity (maximal technical availability) total (Unit: TWh/h) *
0,019 TWh/h

[1] Units in database were converted from m³ to kWh as gas qualities and energy content of the gas differ significantly throughout Germany and within Europe. Reference to m³ results in incomparable results.

1.12.**A** LNG Gas volume flow into the country (Unit: TWh/yr) *
17,5 TWh

1.13.**A** Maximum peak outflow rate of all LNG terminals (Unit: TWh/h) *

Maximum peak outflow rate of all LNG terminals in the country
0,02 TWh/h

1.14.**A** Gas import flows to the EU *

Total gas volume imported via cross-border interconnections with countries outside EU-27 (TWh/yr)
0

1.15.**A** Gas export flows from the EU *

Total gas volume exported via cross-border interconnections with countries outside EU-27 (TWh/yr)
0

2. Storage figures

2.1.**A** LNG Gas Storage Capacity (Unit: Nm3) *
228 million m³(n)

2.2.**A** Underground gas storage – Working gas volume (Unit: Nm3) *
675 million m³(n)

2.3.**A** Underground gas storage – Maximum withdrawal capacity (Unit: Nm3/h) *
625.000 Nm3/h

3. Market dominance figures

For groupings the domination principle should be used: Where one firm owns (controls) 50% or more of another firm, they are counted as one company. If exactly 50% are owned only 50% are added to the one company.

3.1.B No of companies >= 5% available gas *

available gas = gross inland consumption (production + net imports + storage variations)
Net imports=imports-exports
4

3.2.**A** Share of three biggest companies by available gas *
86,%

3.3.C HHI by available gas *

Sum of squared shares of individual companies. The threshold should be set in a way to guarantee 80 % coverage.
4000

4.B Calorific value *

Average calorific value in the country
(Unit: kWh/m3)
11,07 kWh/m³(n)

9. Description of the wholesale market (traded gas)

Modification in 2010: The indicators in this section will be listed in the CEER Database by gas exchange (not by country).

1.**A** Gas traded (gas exchange - spot) *

Volume of gas traded at gas exchange spot market (day ahead). Trade of standardised products for physical delivery the next day.
(Unit: TWh/yr)
0,209 TWh/yr

2.**A** Gas traded (gas exchange - future) *

Volume of gas traded at gas exchange future markets. Trade of standardised products
(Unit: TWh/yr)
0

3.B Gas traded (OTC-Clearing at gas exchange) *

OTC contracts that are cleared at gas exchange
(Unit: TWh/yr)
0

4.**A** Number of companies active at gas exchange *

Companies exchanging volumes of gas (financial and/or physical trades) at gas exchanges except OTC-clearing at gas exchanges
14

10. Description of the retail market (Gas)

1. Active Suppliers

1.1.B Total number of gas suppliers in the country *
11 (14)
Comment: Counted as one supplier: GdF Suez and ECS; Essent Belgium and RWE; EDF and SPE, DNO is not taken into account
() taken into account different linked companies and DNO

1.2.B Number of suppliers active nationwide in the country *
8 (10)
14
Comment: Counted as one supplier: GdF Suez and ECS; Essent Belgium and RWE; EDF and SPE, DNO is not taken into account

1.3.B Average number of suppliers in the DSO networks *
11,6
Comment: Figure is a weighted average

2. Share in the retail market

For groupings the domination principle should be used. Where one supplier owns 50% or more of another supplier, they are counted as one company. If exactly 50% are owned only 50% are added to the one company.
(large, medium and small industry as usually defined in the individual country)
The final retail market should be split into eligible and not eligible and the share calculated on the basis of

consumption quantity of eligible customers.

2.1.B No of companies >= 5% market share in the whole retail market *
4

2.2.B Market share of the three largest companies in the whole retail market *
86,55%

2.3.B Market share of the three largest companies in power plants *

2.4.B Market share of the three largest companies in large industry *

2.5.C Market share of the three largest companies in medium-sized industry *
89,22 by volume and 93,81 by number of access points

2.6.C Market share of the three largest companies in small industry and households *
93,91 by volume and 91,78 by number of access points

2.7.B Market share of the three largest companies in the market for households by metering points
93,86% by volume and 91,22 by number of access points

3. Switching rates

A supplier switch is defined as "the action through which a customer changes supplier". More detailed: A switch is essentially seen as the free (by choice) movement of a customer (defined in terms of an overall relationship or the supply points and quantity of electricity or gas associated with the relationship) from one supplier to another. It involves some activity by the customer. (So changes of supplier resulting from a merger are excluded). Switching activity is defined as the number of switches in a given period of time.

A switch additionally includes:

- A re-switch: when a customer switches for the second or subsequent time, even within the same measured period of time.
- A switch-back: when a customer switches back to his/her former or previous supplier.
- A switch to a competitive company of the incumbent and vice versa.

Switching and moving: When a customer moves, a switch should only be recorded if a customer switches to a supplier other than the supplier which is incumbent in the area where he/she is moving to.

Changes of tariffs: A change of tariff with the same retailer is not equivalent to a switch (this exclusion extends to: changing to a new tariff; changing from a regulated to a non-regulated tariff or vice versa with the same supplier or a subsidiary of the same supplier).

Switching by volume: The annual consumption of a switched customer should be counted without consideration of the switching date.

Reference figures for calculating the switching rates are either the number of customers on 31 December 2009 (switching rates by number) or the consumption of the customers during the reporting period 2009 (switching rates by volume).

3.1.**A** Annual switching rate in the whole retail market (by number of eligible meter points) *

% of customers having changed supplier
11,15%

3.2.**A** Annual switching rate of household customers (by number of eligible meter points) *

% of household customers having changed supplier
9,4%

3.3.C Annual switching rate of non-household customers (by number of eligible meter points) *

% of non-household customers having changed supplier
22,1%%

3.4.C Annual switching rate of power plants (by number of eligible meter points) *

% of power plants having changed supplier

3.5.C Annual switching rate in large industry (by number of eligible meter points) *
% of large industrial customers having changed supplier

3.6.C Annual switching rate in medium-sized industry (by number of eligible meter points) *
% of medium industrial and commercial customers having changed supplier

3.7.**A** Annual switching rate in small industry and households (by number of eligible meter points) *
% of small commercial customers and households having changed supplier

3.8.**A** Annual switching rate in the whole retail market (by eligible volume) *
% of customers having changed supplier

3.9.C Annual switching rate of household customers (by eligible volume) *
% of household customers having changed supplier

3.10.**A** Annual switching rate of non-household customers (by eligible volume) *
% of non-household customers having changed supplier

3.11.C Annual switching rate of power plants (by eligible volume) *
% of power plants having changed supplier

3.12.**A** Annual switching rate in large industry (by eligible volume) *
% of large industrial customers having changed supplier

3.13.**A** Annual switching rate in medium-sized industry (by eligible volume) *
% of medium industrial and commercial customers having changed supplier

3.14.C Annual switching rate in small industry and households (by eligible volume) *
% of small commercial customers and households having changed supplier

4. Households and non-household customers

4.1.B Total number of household customers in the country *

4.2.B Total number of non-household customers in the country *
Comment: figure excludes gas transmission network

4.3.B Total consumption of household customers in the country *
46930 GWh

4.4.B Total consumption of non-household customers in the country *
50757 GWh
Comment: figure excludes transmission network

5. Regulated end-user prices

5.1.B Application of end-user price regulation for household customers in the country *
No

5.2.B Application of end-user price regulation for non-household customers in the country *
No

5.3.B Number of household customers in the country supplied under regulated end-user prices *

NA

5.4.B Number of non-household customers in the country supplied under regulated end-user prices *
NA

5.5.B Consumption of household customers in the country supplied under regulated end-user prices *
NA

5.6.B Consumption of non-household customers in the country supplied under regulated end-user prices *
NA

5.7.B Number of households with social tariffs (for vulnerable customers) *
Gas Flanders: 109.115

6. Customer Complaints (Households)

6.1.B Number of Complaints registered at the NRA *
730

6.2.B Number of questions/queries registered at the NRA*