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# *Quality of Commercial Supply in the EnC*

Kiev, 16 May 2017

# Benchmarking Report



Quality of Electricity Supply in the Energy Community

Annex on the 6<sup>th</sup> CEER Benchmarking Report

May 2016

- Under CEER, Benchmarking report of May 2016
- Albania, Bosnia and Herzegovina, FYR Macedonia, Kosovo\*, Montenegro, Serbia and Ukraine
- Continuity of Supply, Voltage Quality and Commercial Quality
- CEER indicators
- Survey

\* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Advisory Opinion on the Kosovo declaration of independence

# Commercial Quality Survey



- DSOs, Suppliers and Universal Service Providers (USP)
- For most CPs CQ is strongly correlated with the way the market is designed in each case
- Group of Quality standards and indicators
- General Indicators: Connection, Customer Care, Technical Service, Metering and Billing
- Standards: Guaranteed Standards (GSs), Overall Standards(Oss), Other Available Requirements (OARs), Other Monitoring (OM)

# Commercial Quality Survey

Standards	GS	OS	OAR	O/M	Total
I. CONNECTION					
<b>TOTAL FOR CONNECTION INDICATORS</b>	<b>0</b>	<b>7</b>	<b>25</b>	<b>1</b>	<b>33</b>
II. CUSTOMER CARE					
<b>TOTAL FOR CUSTOMER CARE INDICATORS</b>	<b>0</b>	<b>1</b>	<b>22</b>	<b>6</b>	<b>29</b>
III. TECHNICAL SERVICE					
<b>TOTAL FOR TECHNICAL SERVICE INDICATORS</b>	<b>2</b>	<b>7</b>	<b>13</b>	<b>2</b>	<b>24</b>
IV. METERING AND BILLING					
<b>TOTAL FOR METERING AND BILLING INDICATORS</b>	<b>0</b>	<b>0</b>	<b>30</b>	<b>0</b>	<b>30</b>
<b>TOTAL</b>	<b>2</b>	<b>15</b>	<b>90</b>	<b>9</b>	<b>116</b>

# Commercial Quality – overview



- Penalties based on vague provisions or do not exist
- Thus provisions in essence GSs are categorized as OARs
- OARs set by legislation, restricted influence by NRAs
- CQ is enforced largely by OAR (91 within the total of 116)
- Customer Care general indicator is measured by using twice as more indicators compared to the other general indicators
- CQ is developed under approximately the same number of standards per category of general indicator

# Connection



- CPs differentiate connection procedures based on the type of customer
- CPs distinguish among households, legal entities, commercial customers on different voltage levels, etc.
- standards for connection related activities in CPs apply to the DSO

# Customer Care



- Direct interaction with customers is not monitored: lack of call centres (used by DSOs and incumbent suppliers), appointments and visits are not planned/recorded
- DSOs and incumbent companies have not been focusing on customers
- customer care indicators: statistical information on certain commercial activities (average times are calculated)
- DSOs and incumbent companies do not have customer relationship management or any similar system/ there is no possibility to track a specific customer with a specific issue

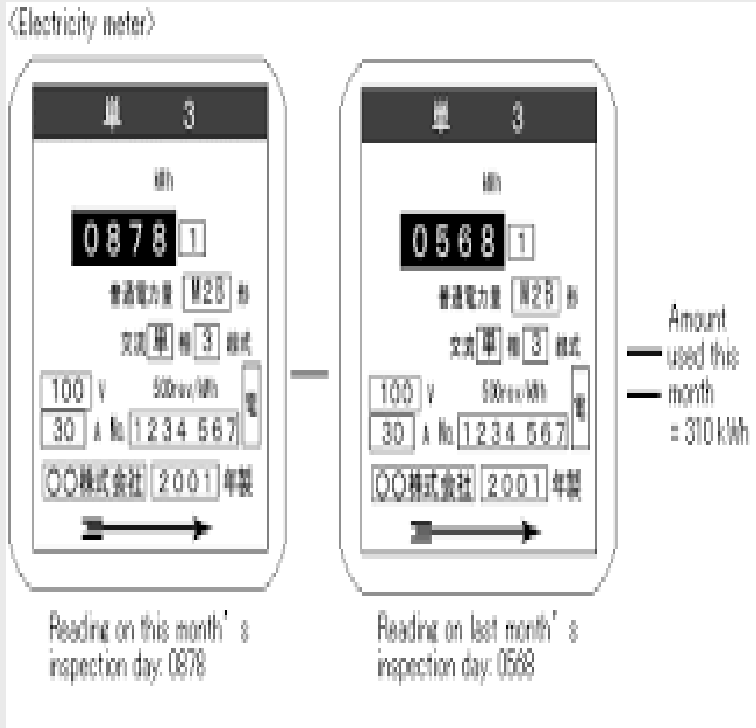


- The most diverse group of Indicators: different CPs use different approaches for CQ regulation and are at different development stages
- Standards related to technical services in principle correspond to standards during the contract period and are tied to technical services of the DSO
- For all CPs the DSO is the company in charge
- Standards for technical services must be developed to accommodate cases where customers contact the DSO directly or their supplier for technical services



# Billing and Metering

- The only group where standards apply to companies other than the DSO
- The definition of the indicator in some cases is not clear enough- confusion is created
- Similar to the group “Technical Services”, standards within “Billing and Metering” depend whether or not customers must rely on a supplier for billing and metering or can directly communicate or carry out business with the DSO or the metering company



# Recommendations based on Findings

- Existing standards that apply to all customers should be more specific
- CQ standards should be created having in mind different entities (DSOs, SPs, USPs, etc.) and different market models
- CQ standards should be based on specific and precise definitions
- DSOs and suppliers should implement Customer Relationship Management (CRM)



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*Thank you  
for your attention!*

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