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reguladoras de la energía

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ariae

Customer Empowerment: Demand Side Response and Customer Protection -Guatemala-

Carmen Urizar Hernández

President

National Electricity Regulatory Commission (CNEE)



Comisión Nacional de
Energía Eléctrica



Regional Context

Guatemala		
Consumo Energía Eléctrica	8,821	GWh
Capacidad Instalada	2,630	MW
PIB Total*2	44,338	US\$
PIB per capita*3	3,348	US\$
Intensidad Energética PIB*1	1.52	

Honduras		
Consumo Energía Eléctrica	5,308	GWh
Capacidad Instalada	1,722	MW
PIB Total*2	17,126	US\$
PIB per capita*3	2,339	US\$
Intensidad Energética PIB*1	1.69	

Nicaragua		
Consumo Energía Eléctrica	3,040	GWh
Capacidad Instalada	1,286	MW
PIB Total*2	9,915	US\$
PIB per capita*3	1,780	US\$
Intensidad Energética PIB*1	1.11	

El Salvador		
Consumo Energía Eléctrica	4,764	GWh
Capacidad Instalada	1,477	MW
PIB Total*2	22,305	US\$
PIB per capita*3	3,787	US\$
Intensidad Energética PIB*1	0.96	

Costa Rica		
Consumo Energía Eléctrica	9,008	GWh
Capacidad Instalada	2,723	MW
PIB Total*2	39,883	US\$
PIB per capita*3	9,458	US\$
Intensidad Energética PIB*1	0.66	

Panamá		
Consumo Energía Eléctrica	7,179	GWh
Capacidad Instalada	2,422	MW
PIB Total*2	35,188	US\$
PIB per capita*3	9,985	US\$
Intensidad Energética PIB*1	0.75	

Notas:

*1 Consumo total de energía en miles de barriles equivalentes de petróleo por millón de dólares de PIB a precios constantes de 2010

*2 Precios constantes 2010

*3 Precios corrientes

Datos al 2012

Fuente: Anuario Estadístico de América Latina y el Caribe 2012, UN - CEPAL ECLAC 2014

Regional Context

Belice		
Consumo Energía Eléctrica	540	GWh
Capacidad Instalada	144	MW
PIB Total*2	1,481	US\$
PIB per capita*3	4,857	US\$
Intensidad Energética PIB*1	1.12	

América Central (MER)		
Consumo Energía Eléctrica	35,421	GWh
Capacidad Instalada	12,260	MW
PIB Total*2	168,754	US\$
PIB per capita*3	30,697	US\$

Colombia		
Consumo Energía Eléctrica	57,248	GWh
Capacidad Instalada	14,478	MW
PIB Total*2	318,319	US\$
PIB per capita*3	7,758	US\$
Intensidad Energética PIB*1	0.59	

México		
Consumo Energía Eléctrica	233,888	GWh
Capacidad Instalada	53,114	MW
PIB Total*2	1,135,027	US\$
PIB per capita*3	10,039	US\$
Intensidad Energética PIB*1	0.77	

Region Mesoamérica		
Consumo Energía Eléctrica	329,797	GWh
Capacidad Instalada	79,996	MW

Notas:

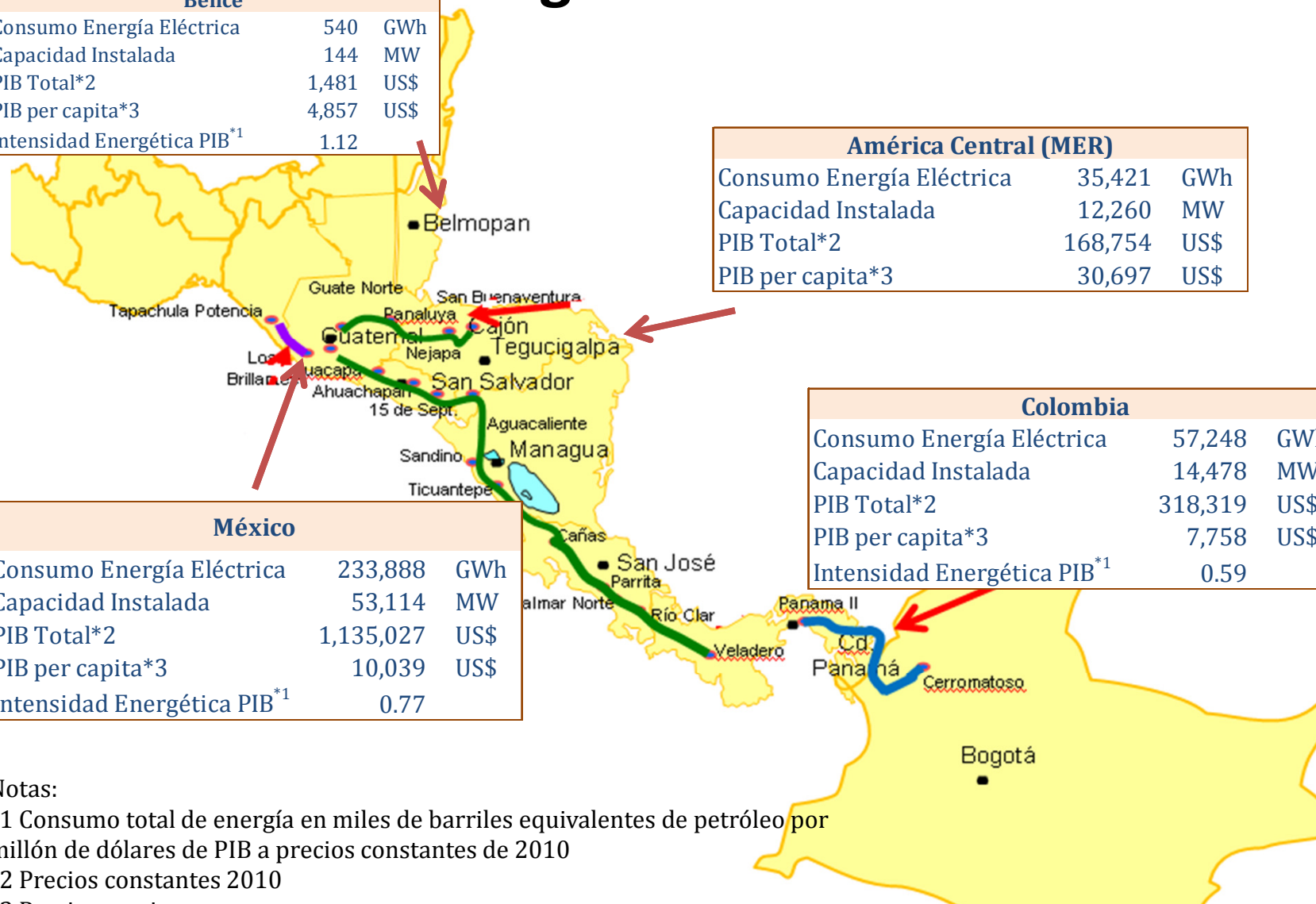
*1 Consumo total de energía en miles de barriles equivalentes de petróleo por millón de dólares de PIB a precios constantes de 2010

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Customers Rights

A service with good quality at a competitive rates (economically efficient):

Product

- Voltage with no fluctuation out of allowed limits
- Minimal service interruptions
- Restore of service and fault repairs in the shortest time possible.
- Get information about scheduled service interruptions ,48 hours in advance.
- Compensations due to unfulfillment of technical standards of service distribution.

Service

- Attention to every claims due to lack of service. 24 hours a day.
- Receive invoices every month, with clear and right information about power consumption.

Inform and being informed

- To be informed.
- Assess the quality service provided.



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CNEE's Customer Service Regulatory Role

Customer's Rights Protection

- Electricity Regulation (Electric Power Act) and CNEE's Technical Standards

CNEE's Technical Standards

- Applied to energy service issues

Penalties against infringements to the Electricity Regulation and CNEE's technical standards

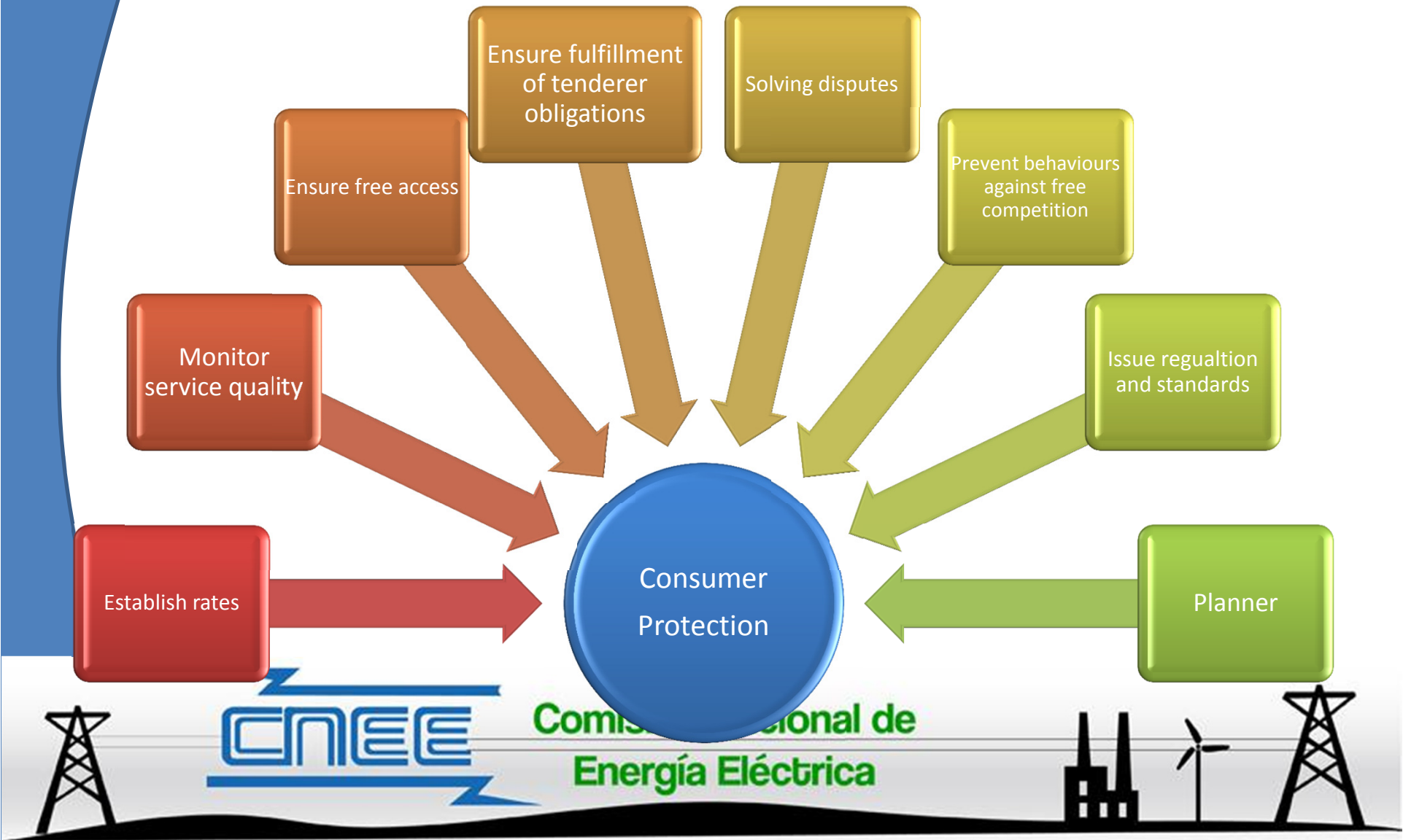
- Penalties infringements against power suppliers for poor quality power distribution to final customers, considering CNEE's technical standards



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Role and Scope Toward Consumer Protection



Electricity Distribution Companies' Responsibilities –DISCOs-

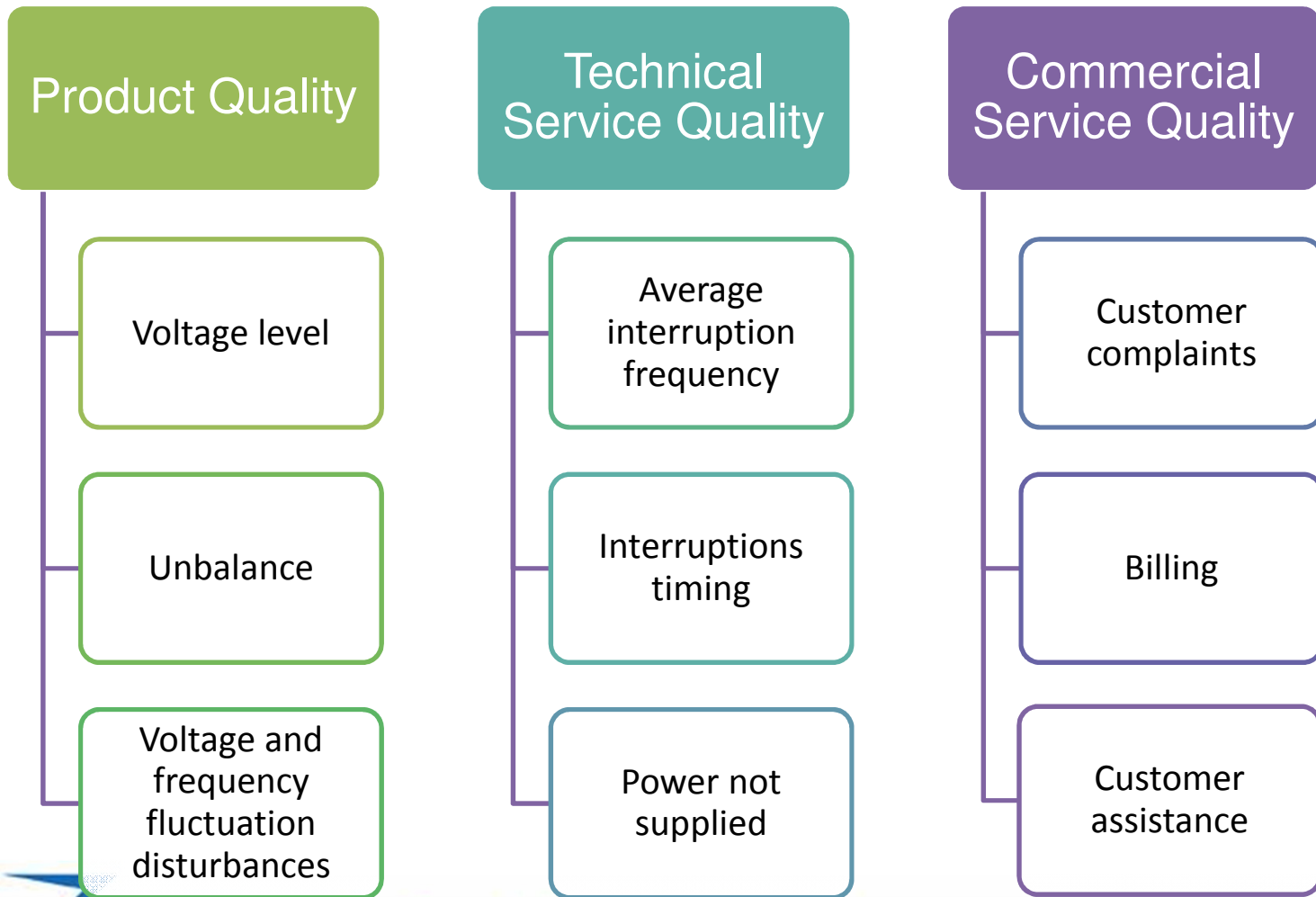
DISCOs have to provide good and efficient power distribution services to regulated and large power customers (within the authorized area) by fulfilling technical and commercial service obligations and standards, as established in CNEE's technical regulatory body and Electric Power Act.



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Quality Distribution Service Standards Monitored

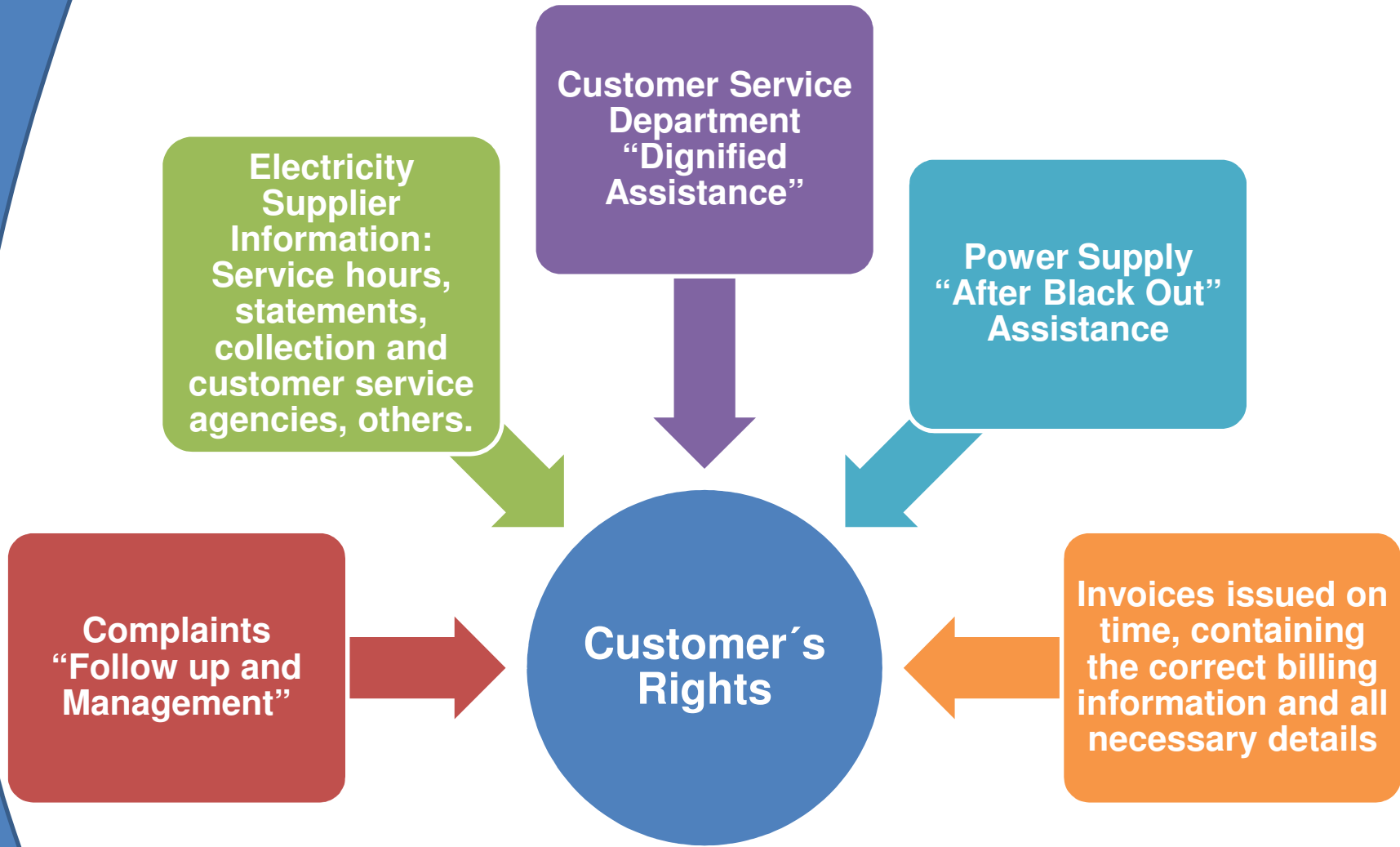


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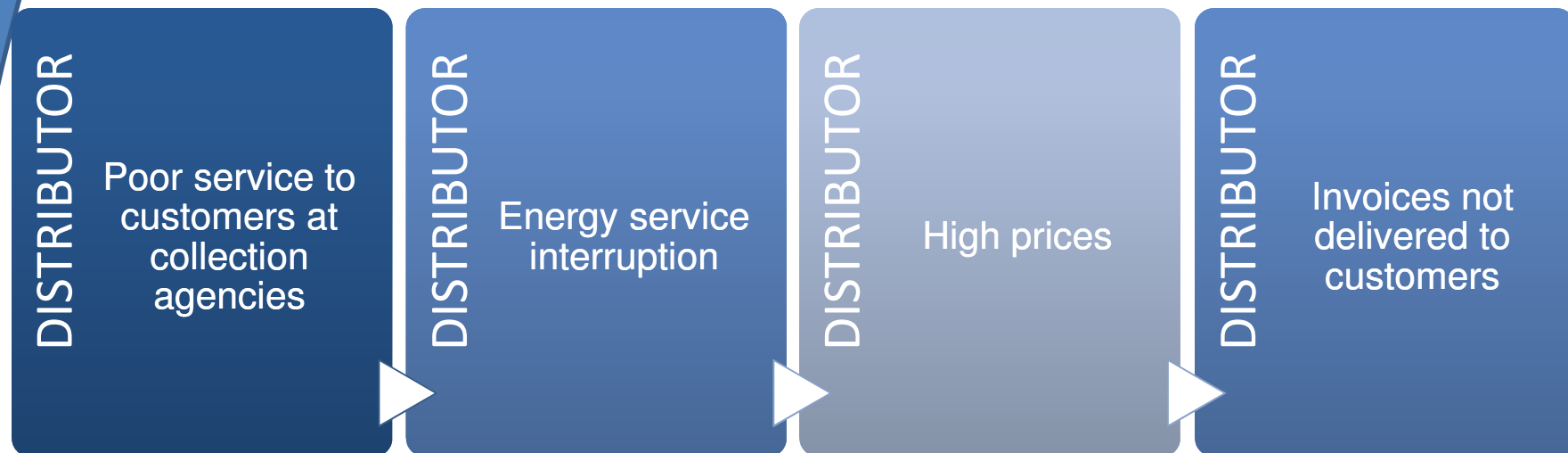
Customer's Rights



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Frequent Causes for Customer Dissatisfaction



845 complaints

48,000 complaints

18,000 complaints

16,000 complaints

Information provided by the Electricity Distribution Company in Guatemala



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Complementary Regulatory Mechanisms: Electricity Distribution Service Quality

Energy service supply quality survey

- Electricity distribution companies must do an annual survey to all its customers regarding their perception of the service received. The survey is mandatory and is monitored by CNEE. The results must be made public.

Complaints Record Book

- Power distributors must have complaint record books in every customer service agencies, so that CNEE can check all customer's service complaints.

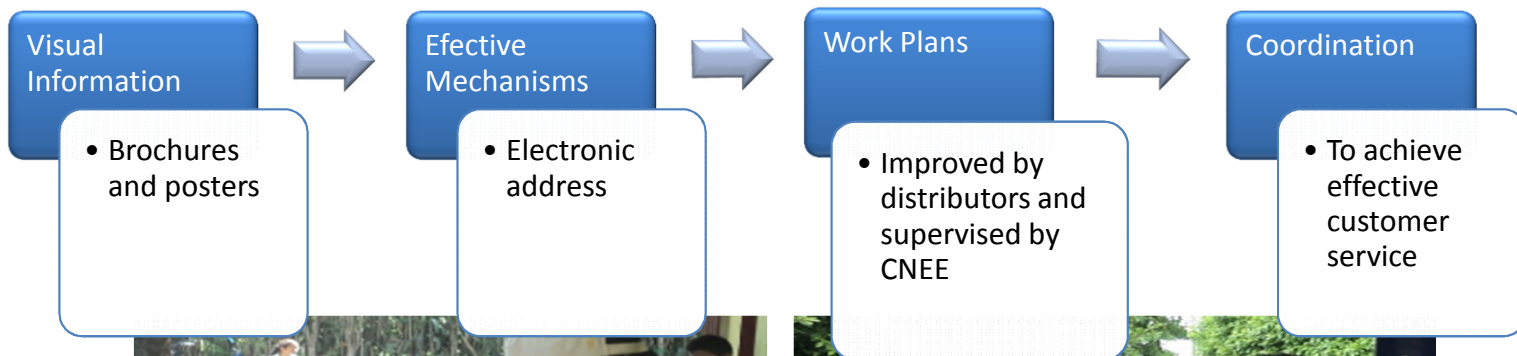
CNEE's electric parameters measurement

- CNEE owns special measurement equipment used to verify all the if all quality technical standards are being followed and implemented by the electricity distributor company.



Customer Service Action Plan

CNEE's 2012-17 strategic plans take into account several fundamental activities needed to improve customer's services provided by the electricity distributors companies.



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Customer Assistance “Itinerant Office”

Itinerant offices known as “Infokioskos” has helped CNEE take all its services closer to customers located in distant towns, in order to meet claims and provide information.

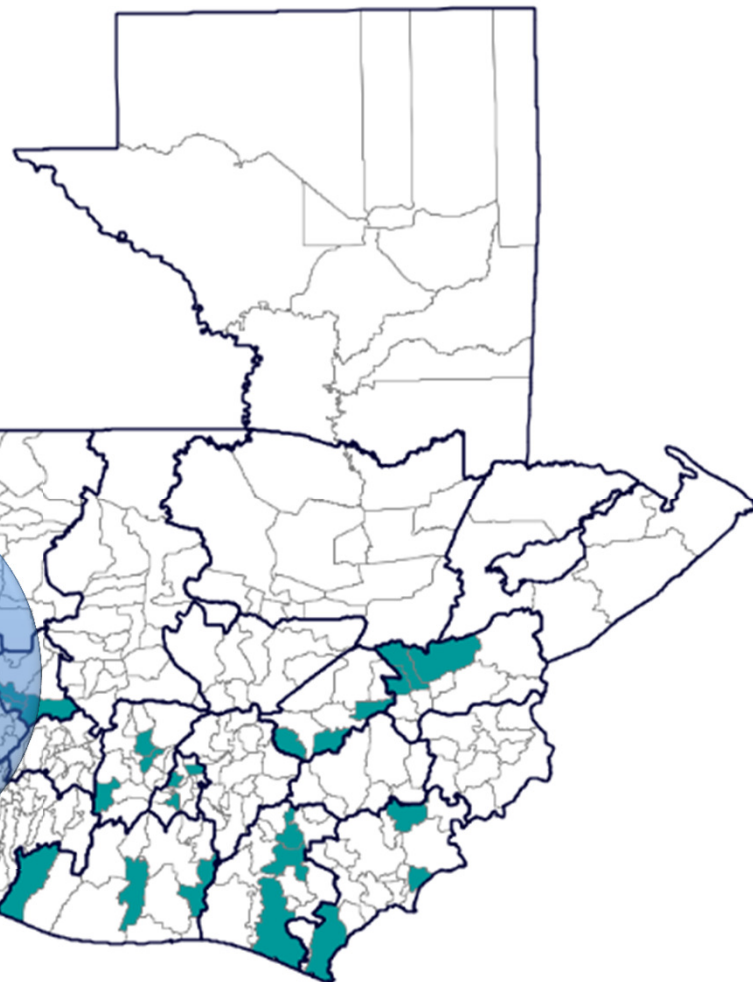
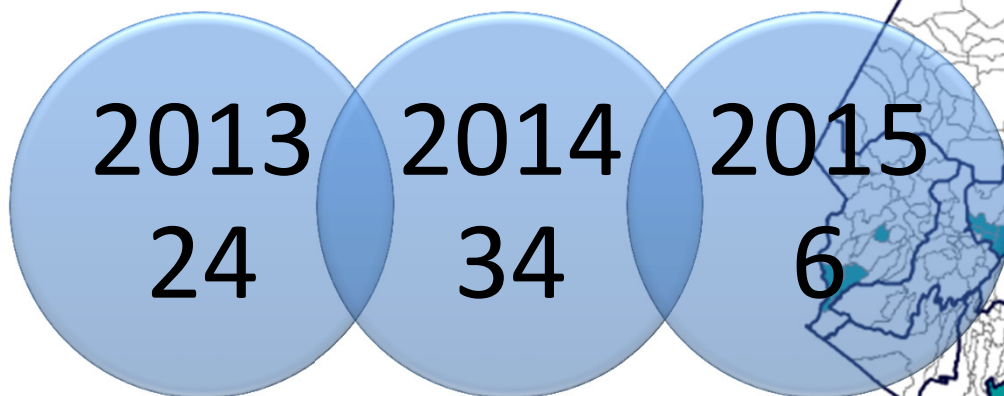


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Customer Assistance “Itinerant Office”

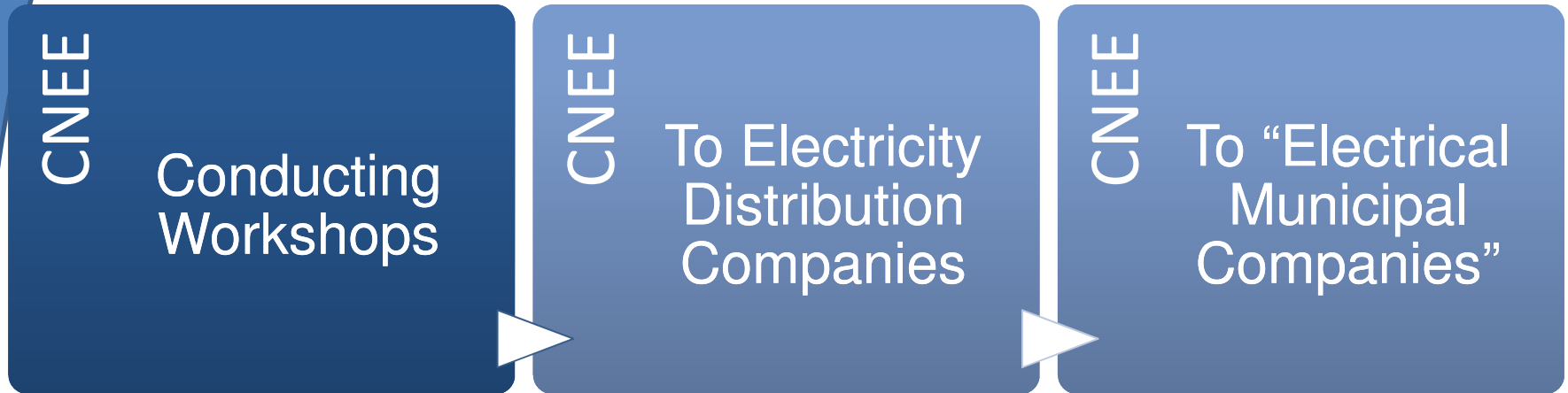
In 2014, visits to Municipalities increased by **29%**, providing customers valuable information about their rights and obligations.



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On January 2014, CNEE introduced a proposal for updating technical standards regarding the quality service provided by the electricity distribution companies.



Over 60,000 customers benefited

Regulatory Update



User Information (WEB)

CNEE's website contains a special section solely dedicated to Customers, where they can find general information and useful tips to optimize power consumption. Also they can find a special tool used to **estimate billing information**, so that customers may check their energy consumption and payments and compare them to the actual charges determined by the electricity distribution company.

Distribuidora: EEGSA

Consumo Energía (kWh): 0

Servicio de alumbrado público: 0

Porcentual

Lectura Actual

Lectura Anterior

La tasa de alumbrado público la establecen y aprueban los consejos municipales de cada localidad

Calcular Borrar

EEGSA Grupo-epry

EMPRESA ELÉCTRICA DE GUATEMALA, S.A.

Autorizado según resolución N. 9999-1-1-24651-1-216109



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Customer Assistance Improvements



Customized Assistance provided by technical staff



Addressing claims and inquiries



Meetings held with CNEE staff and Distribution Companies

In 2014 1,267 claims and petitions were filed at CNEE's offices. An increase of 20% is estimated for 2015.



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Positive Results

Customized Assistance
CNEE's customer service office provides customized assistance.

Joint work with other institutions, such as:
Municipalities, Department for Customer Attention and Assistance (DIACO), others.

Software improvements to reduce customer assistance delays.

Consumer file complaint support procedures.

User Information improvement through website and written means.



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Thank you!

Carmen Urízar Hernaández

curizar@cnee.gob.gt

www.cnee.gob.gt

Guatemala, Central America

