



# Retail Energy Market Monitoring Handbook

Guidance for assessing retail gas & electricity markets

## Who Is It For?



National Regulatory Authorities (NRAs)



Distribution System Operators (DSOs)



Other stakeholders in retail markets



Consumers (residential, business, industrial)

## Scope



Covers gas and electricity retail markets.

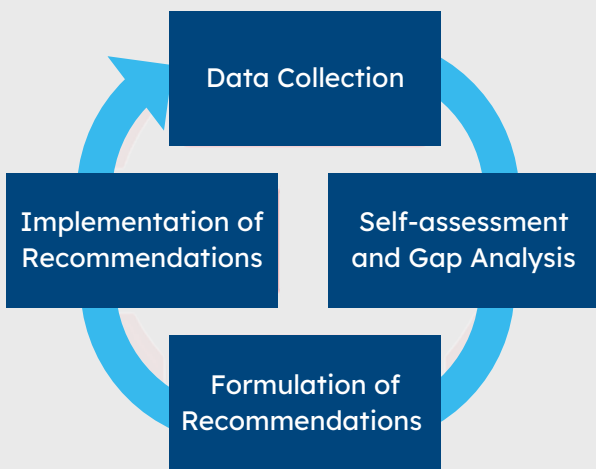


From residential consumers to businesses, including industrial consumers participating in the retail market.



Retail markets are considered from both the demand and the supply sides.

## The Process of Self-assessment



## Framework Overview



**Principles (1&2):** Cover supply and demand, driving competition, innovation, and consumer engagement.

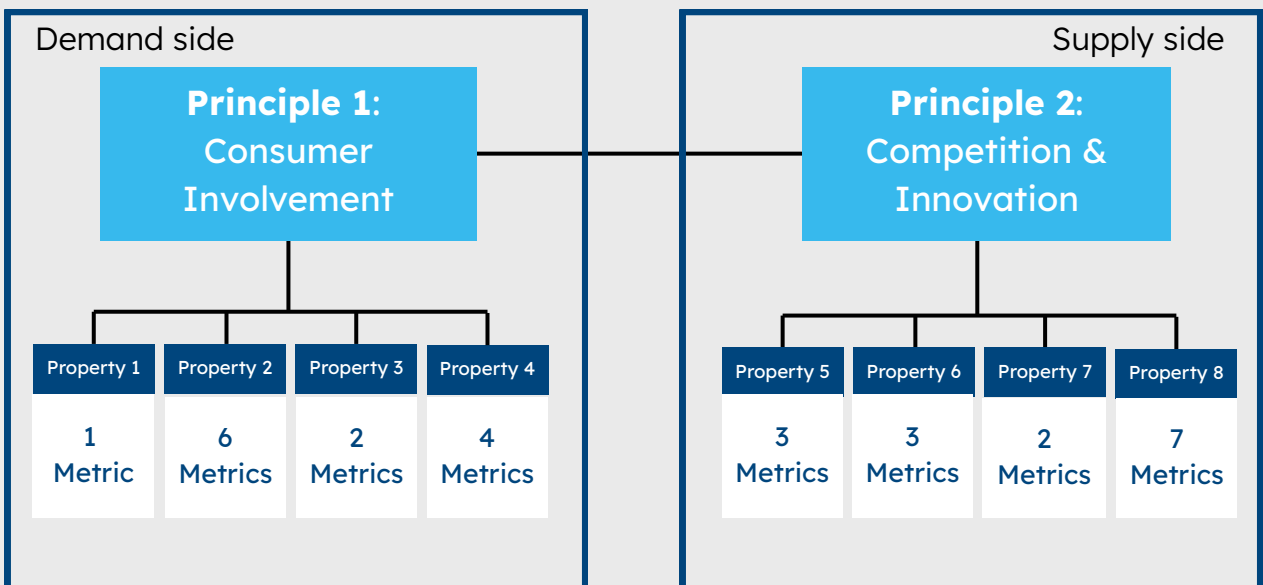


**Properties (P1-P8):** Desired outcomes that define a well-functioning market.



**Metrics (M1-M28):** Tools to check if each property is met.

## The Framework: From Principles to Metrics



The detailed descriptions of the Principles, Properties, and Metrics can be found in the Handbook.

## Related Documents



**CEER Position paper on well-functioning retail energy markets (2015).**  
Explains the rationale behind the chosen metrics and establishes two overarching principles, taking into account supply and demand side.



**CEER 2017 Handbook for National Energy Regulators - How to assess retail market functioning (2017).**  
Offers clarity and further explanation of the metrics that NRAs can use to self-assess the functioning of their national retail markets.



**Roadmap to 2025 Well-Functioning Retail Energy Markets (2018).**  
An aide for NRAs to self-assess the functioning of their retail markets.



**Revised CEER 2017 Handbook for National Energy Regulators - How to assess retail market functioning (2025).**  
Presents a first review of the metrics in CEER's 2017 Handbook with adjusted and complemented metrics taking into consideration the latest European energy legislation (the Clean Energy for All Europeans Package, the Electricity Market Reform and the Gas Decarbonisation Package) related to retail markets and consumer protection.

