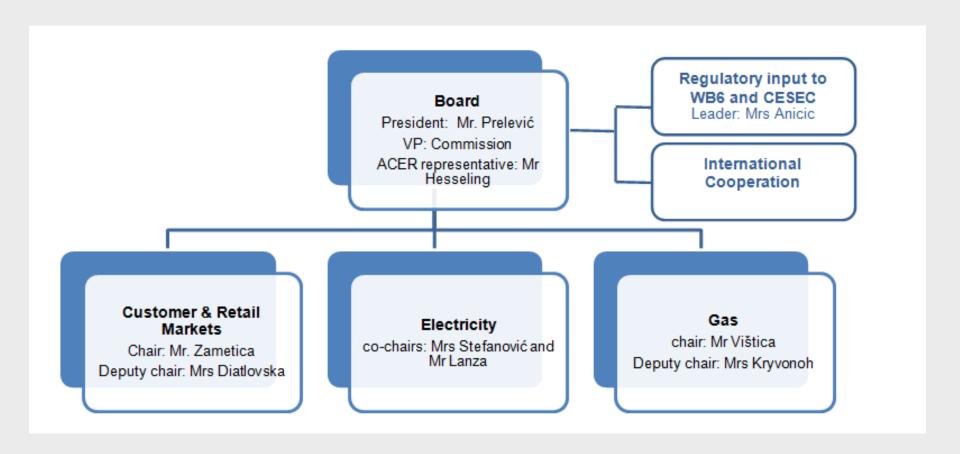




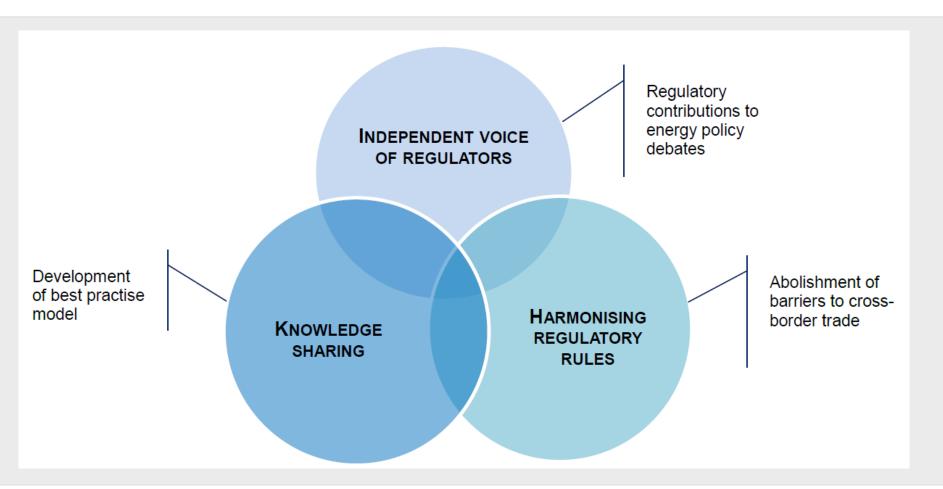
Structure





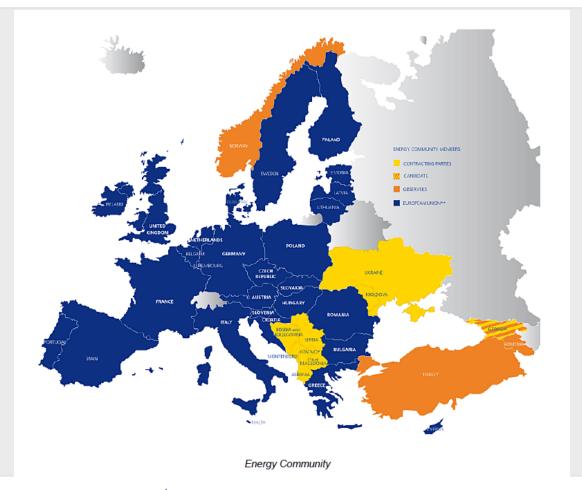
Mission and principles





Geographic scope





In focus: customer and retail markets





- Quality of supply
 - Joint ECRB CEER report ✓
- Retail market entry barriers
 - Entry market requirement overview ✓
 - Template brochure for new entrants
- ADR
 - Survey on existing ADR mechanisms and to identify best practise ✓
 - GGP for complaint case classification
 - Template brochure on available ADR tools
- Retail market functioning
 - Retail market indicators for the EnC (basis: CEER)
- Customer awareness
 - Joint ECRB CEER WS

In focus: electricity





WMO

- Quarterly bulletin on major el sector development in the CPs
- SEE RAP progress monitoring
- Harmonised regulatory review of SEE CAO auction rules
- Transparency monitoring (Regulations 714/2009 and 543/2013)

Balancing

- survey on existing imbalance settlement models in the EnC
- Follow up on regional el balancing study

WM market monitoring

- MM report ✓
- SEE MM Guidelines

In focus: gas





- Interoperability
 - Compliance with Regulation 2015/703 (link: GRI SSE pilot project)
- Regulatory treatment of technical and commercial losses (TS | DS | SO)
- Tarification
 - Experience sharing on regulatory accounts

Cross-sectoral | international





- WB6 | CESEC
- CEER | MEDREG



