

Minutes of the 31st ECRB Customers and Retail Markets Working Group Meeting

Energy Community Secretariat, Vienna
11 June 2015 – 10:00-16:00

1. Agenda of the 31st ECRB CWG meeting

Related document: Draft agenda of the 31th CRM WG meeting

Discussion: The CRM WG Chairman, Mr. Zametica, welcomed the meeting participants, introduced the draft agenda and asked for comments.

Conclusions: The agenda has been approved without changes.

ACTION POINT: ECRB Section to upload final agenda to the CRM WG meetings' area on the Energy Community website.

2. Minutes of the 29th ECRB CWG meeting

Related document: Draft minutes of the 30th CRM WG meeting

Discussion: The CRM WG Chairman invited participants to provide comments on the draft minutes.

Conclusions: The minutes have been approved without changes.

ACTION POINTS: ECRB Section to upload final minutes to the Energy Community website.

3. Report 30th ECRB meeting

Related document: -

Discussion: Mr. Zametica and Mrs. Grall provided a brief overview of the discussion and conclusions of the last ECRB meeting, in particular pointing out that:

- The ECRB had not reached its final position to the Analytical Paper published by the ECS ("Options for the Implementation of Proposals on the Future of the Energy Community", based on previous report of High Level Reflection Group) by the deadline set for public consultation, because the EC needed more time for coordinating position of the EU.
- ECRB Internal Rules of Procedure had been amended: the term of the ECRB President was extended to two years, renewable once, voting requirements for dismissal of the President were introduced and the Working Groups gained the right to refrain from designating a Deputy Chair in case co-Working Group Chairpersons were appointed.
- Implementation of recommendations of the ECRB Report on Regulatory Incentives for Investments (final document to be approved and published after the ECRB meeting) was discussed.

- Draft results of the analysis on regulatory independence were discussed; the report was to be approved after the ECRB meeting.

Conclusions/Action points: for information only.

4. Report 7th Citizens' Energy Forum

Related document: Conclusions London Forum

Discussion: Mrs. Marsenic informed participants about the main discussions and conclusions of the last Citizens' Energy Forum- London Forum. For more details please see

https://ec.europa.eu/energy/sites/ener/files/documents/2015_03_13_LF_conclusions.pdf

Conclusions/Action points: for information only.

5. TF 1- Quality of Supply

Related document: -

Discussion: TF1 Leader, Mr. Zutobradic, informed participants that the CEER EWG TF Quality of Supply got new co-leaders and that the questionnaires for data collection were to be approved and uploaded for completion soon. Therefore the first meeting of the ECRB CRM WG TF1 was organized the day before in order to prepare the detailed work plan. He also pointed out that the deadlines established by CEER for data collection were very short and urged regulators to start with the process as soon as possible. Furthermore Mr. Zutobradic reiterated the CEER request to integrate ECRB related part of the report with the main CEER document. Mrs. Grall explained that the approval procedure of such a joint report would be complex and proposed to prepare ECRB report in form of annex to the CEER BR, as was the case in 2011. The participants agreed with the proposal.

Having in mind that the Excel based questionnaires are not available and that the data collection will be only web based, Mr. Zutobradic asked NRAs to appoint persons in charge of entering information in online questionnaires. These experts will be given relevant logins.

Mrs. Marsenic reminded participants that the CEER prepared also the questionnaires for collection of quality related data in gas sector and asked if there was already established process of data collection of gas quality of supply indicators in some of the Contacting Parties. Mr. Vuckovic stated that the mentioned procedure had been established in Serbia, but actual collection of data was still to be launched. Mr. Zametica proposed for ECRB Section to ask regulatory authorities if they would be able to complete the questionnaires on gas quality of supply and to communicate relevant answers to the TF1.

Mr. Zutobradic informed participants that the next meeting of the ECRB CRM WG TF1 would be organized end August/beginning of September, after the process of data collection is finalized. He announced that the NRAs would be given 4 weeks to fill in the web- based questionnaires on quality of supply.

Conclusions/Action points:

- NRAs to nominated persons in charge of completing the online based questionnaires on quality of supply;
- CRM ECRB Section to ask NRAs if they would be able to provide data on gas quality of supply for the purpose of the report (relevant Word based questionnaire will be circulated for information);
- TF1 to coordinated with CEER the access of the NRAs from CPs to the web- based questionnaire and to start working on data analysis after 4 weeks collection period.

6. TF 2- Retail Market Monitoring Electricity and Gas

Related document: -

Discussion: Mr. Vuckovic, TF2 Leader, provided a brief overview of the steps taken so far in the process of data collection for monitoring of gas and electricity retail markets and invited Mrs. Marsenic to inform about the preliminary findings. Mrs. Marsenic said that great majority of NRAs sent completed questionnaires and highlighted that the quality of collected data was very good. However certain issues should be additionally clarified, therefore Mrs. Marsenic invited participants to discuss them in the meeting to the extent possible. Finally, she announced that remaining clarifications would be done on bilateral basis with relevant CRM WG members.

Conclusions/Action points:

- ECRB section to collect additional data and clarify already provided information necessary for report preparation;
- TF Leader and ECRB Section to draft preliminary retail market monitoring report and circulate to CRM WG for comments.

7. TF 3- Retail Market Entry Requirements

Related document: draft questionnaire on retail market entry requirements

Discussion: Mr. Skopelja, TF3 Leader, presented the draft questionnaire for collection of data on retail market entry requirements and asked participants to provide comments. The participants discussed in depth the proposed questionnaire and agreed on amendments to be done. Mr. Skopelja announced that the updated questionnaire would be circulated for approval by the end of June and the deadline for completion of approved version should be end of August.

Conclusions/Action points:

- TF Leader and ECRB section to update the draft questionnaire and send to CRM WG for comments and approval;
- ECRB Section to send approved questionnaire to CRM WG for completion by end of June;
- CRM WG to complete the questionnaire by end of August 2015.

8. TF 4- Complaint Handling and Alternative Dispute Resolution

Related document: draft questionnaire on ADR

Discussion: TF4 Leader, Mr. Artizzu, presented the draft questionnaire for collection of data on alternative dispute resolution mechanisms and asked participants to provide comments. The participants discussed in depth the proposed questionnaire and agreed on amendments to be done. Mr. Artizzu announced that the updated questionnaire would be circulated for approval by the end of June and the deadline for completion of approved version should be end of August.

Conclusions/Action points:

- TF Leader and ECRB section to update the draft questionnaire and send to CRM WG for comments and approval;
- ECRB Section to send approved questionnaire to CRM WG for completion by end of June;
- CRM WG to complete the questionnaire by end of August 2015.

9. TF 5- Customer Awareness

Related document: draft agenda of the joint CEER- ECRB workshop

Discussion: TF5 Leader, Mr. Pichler, presented the first draft agenda of the joint CEER- ECRB workshop on customer issues and invited participants to discuss proposed topics. The participants agreed on the topics to be included in the agenda. Mr. Pichler said that the precise timing of the workshop would be discussed with the CEER and that the CRM WG members would be informed accordingly.

Conclusions/Action points: TF Leader and ECRB Section to coordinate organization of the workshop with the CEER and inform CRM WG about the outcomes.

10. CEER CRM WG update

Related document: -

Discussion: Mr. Pichler provided an overview of the CEER CRM WG activities, including the topics discussed/documents prepared within the EC, highlighting in particular that:

- CEER is currently preparing the documents dealing with: key criteria for well functioning of the retail markets, retail market entry barriers for suppliers as well as barriers for switching;
- EC launched the studies on functioning of retail electricity markets for consumers in the EU as well as on electricity market design. Regarding vulnerable customers, EC re- established vulnerable customers working group (first meeting organized on 3rd June) and commissioned studies on energy poverty and consumer vulnerability. Finally, a new working group dealing with consumers as market actors has been established by the EC.

Conclusions/Action points: for information only

11. Update on national developments

Related document: -

Discussion: Following updates have been provided:

AERS: gas distribution network codes adopted; update of switching rules opened for public consultation

ERC: market monitoring rulebook prepared and applicable; distribution network codes of DSO in Strumica and Kumanovo finalized.

HERA: switching rules adopted

ERO: methodology for calculation of prices for PV finalized as well as rules on RES support schemes

ERE: electricity law adopted on 28th May 2015

NERC: increase of electricity end- user prices for households

SERC: new electricity market rules prepared, applicable as of 1st January 2016 (currently in dry- run phase); new electricity tariffs in RS

GNERC: Electricity network rules adopted.

Conclusions/Action points: for information only

12. AOB

Related document: -

Discussion: -

Conclusions/Action points:-

13. Next meeting

Next ECRB CRM WG meeting: 13th November 2015 in Brussels;

3rd Joint CEER- ECRB Customer Workshop:12th November 2015 in Brussels.

Annex - List of participants

Surname	Name	Institution
Zametica	Edin	Chair, SERC
Artizzu	Cristiano	AEEG
Brkic-Vukovljak	Milica	AERS
Bucaj	Gani	ERO
Carcani	Doris	ERE
Diatlovska	Valentina	NERC
Grall- Edler	Nina	ECS-ECRB Section
Hyna	Eva	ERE
Kvlividze	Sophio	GNERC
Langeder	Gerhard	E-Control
Marsenic Maksimovic	Branislava	ECS-ECRB Section
Martinoski	Martin	ERC
Novakovic	Nikola	REGAGEN
Pichler	Florian	E-Control
Skopelja	Momir	REGAGEN
Syla	Avni	ERO
Vuckovic	Aca	AERS
Zutobradic	Srdjan	HERA