

Minutes of the 27th ECRB Customers and Retail Markets Working Group Meeting

Energy Community Secretariat, Vienna
Monday, 12 February 2014 – 09:30-16:00

1. Agenda of the 27th ECRB CWG meeting

Related document: Draft agenda of the 27th CRM WG meeting

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

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 26th ECRB CWG meeting

Related document: Draft minutes of the 26th 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 from the 26th ECRB meeting

Related document: -

Discussion: The Chairman briefly updated the participants on the results of the 26th ECRB meeting, in particular:

- The election of the new ECRB President, Mr. Branislav Prelevic, Chairmen of the Regulatory Authority of Montenegro;
- The approval of a document "Status Review of the Main Criteria for Allowed Revenue Determination for Transmission, Distribution and Regulated Supply of Electricity and Gas";
- Discussion on the ECRB CRM WG Work Program 2014.

Conclusions/Action points: no decision required, for information.

4. Report 6th Citizens' Energy Forum

Related document: London Forum Conclusions

Discussion: Mrs. Marsenic provided an overview of the main discussions of the last Citizens' Energy Forum, organized on 16th and 17th December 2013 in London. For conclusions and more information on London Forum, please see http://ec.europa.eu/energy/gas_electricity/forum_citizen_energy_en.htm (conclusions also available at the Energy Community website: http://www.energy-community.org/portal/page/portal/ENC_HOME/INST_AND_MEETINGS?event_reg.category=E13700)

Conclusions/Action points: no decision required, for information.

5. Finalizing 2013 activities - TF4 Customer Contracts

Related document: Draft document "Status Review of Customer Contracts in the Energy Community"

Discussion: Mrs. Marsenic informed participants about the status of preparation of the document on customer contracts and especially highlighted the need for provision of clarifications and additional data by all regulatory authorities that previously completed the relevant questionnaire. Some important questionable information was discussed and clarified in the meeting. TF Leader, Ms. Stratulat, proposed to include in an annex of the document a table comprising all rights and responsibilities of parties to supply contracts applicable in analyzed electricity and gas markets. CRM WG Chair, Mr. Zametica, invited all CRM WG members to provide requested input via e-mail and reminded that the document was scheduled for the approval by the ECRB at the next meeting (15th April 2014).

Conclusions/Action points:

- ECRB Section to circulate the draft document on customer contracts to CRM WG for clarifications and additional information;
- CWG members to provide required information within required deadline;
- TF Leader and ECRB Section to include new information, prepare a summary of results and circulate final draft of the document to CRM WG for approval;
- ECRB Section to forward document to the ECRB for the final approval at the April 2014 ECRB meeting.

6. TF1- Raising Consumer Awareness

Related document: -

Discussion:

Workstream A: The CRM WG Chair reminded participants of the planned ECRB activity related to supporting a public campaign on the forthcoming retail market opening and proposed preparing a brochure that can be used by national regulators for raising their national consumer awareness and understanding of opening electricity and gas retail markets. The participants welcomed the idea of the Chairman and agreed that the text of the brochure should be prepared by the RMC WG and approved by the ECRB. Mrs. Grall pointed out that ECRB Section would investigate with the Director of the ECS whether creation of a brochure design might be financed by the EnC budget. TF Co-Leader, Ms. Dyatlovska, presented her views of the task and suggested preparing a document including advice to the national regulators on possible activities promoting retail market opening. The participants agreed with this proposal.

Workstream B: Mrs. Grall informed participants about the communication with the CEER regarding preparation of a Joint Workshop on Customer Issues, to be organized back to back with the third CRM WG meeting in 2014, on 1st October in Brussels. She also presented the first draft agenda of the workshop and invited participants to provide their comments. The participants agreed with the proposed agenda.

Conclusions/Action points:

- TF Co-Leaders to prepare draft text of a brochure for raising consumer awareness of retail market opening as well as of the accompanying document providing advice to the regulators on possible activities promoting retail market opening;
- ECRB Section to follow up organization of an ECRB/CEER Joint Workshop on Customer Issues.

7. TF2- Quality of Supply

Related document: -

Discussion: Mrs. Grall informed participants about the communication with the CEER regarding preparation of the 6th Quality of Supply Benchmarking Report in the electricity sector i.e. she pointed out that the CEER work had not been launched yet and that ECRB Section and TF Leader, Mr. Wagmann, would contact them at the beginning of March to learn about the next steps, in particular related to the ECRB involvement. Mr. Wagmann highlighted the importance of forming a special sub-TF that should be engaged in writing the QoS BR. The CRM WG Chairman stressed that successful delivery of results would require physical meetings of TF members having in mind the very technical nature of the expected report. Mrs. Grall said that reimbursement of travel related costs for 3 meetings of 2 TF members would be covered by the ECS in line with the EnC reimbursement rules; this calculation assumes that the 3 TF meetings will rotate between the NRA venues of the 3 TF members, so for each meeting one TF member will not need reimbursement. Mr. Zametica invited CRM WG members/national regulators to nominate members for the sub- TF in charge of preparing ECRB part of the QoS BR as soon as possible.

Conclusions/Action points:

- ECRB Section in cooperation with Mr. Wagmann to check with the CEER about the next steps regarding preparation of the 6th QoS BR;
- NRAs to nominate members for the sub-TF in charge of preparing ECRB part of the QoS BR as soon as possible (one member in charge of commercial quality, one member in charge of voltage quality needed, HERA will cover continuity of supply).

8. TF3- Retail Market Monitoring Report

Related document: Preliminary list of retail market indicators

Discussion: Having in mind that Mr. Tanic, who was proposed for the TF Leader position, could not accept the nomination, the CRM WG Chairman recommended Mr. Aca Vuckovic, also from AERS, to take over the position. Mr. Vuckovic agreed with the nomination.

Mrs. Marsenic reminded participants of the content of the 2014 Work Program regarding preparation of a status review of retail market development. She also provided a brief overview of the work of ACER and CEER related to retail market monitoring and presented the preliminary list of possible indicators that might be used for analyzing retail markets in the Energy Community Contracting Parties. The CRM WG Chairman introduced Mrs. Mumovic from the ECS, electricity expert also in charge of energy statistics, and announced her contribution to the retail market analysis. Mrs. Mumovic informed participants about the forthcoming workshop on statistics (27th March 2014, ECS) and invited regulators to provide comments and questions related to the current EUROSTAT methodology regarding collecting and analyzing data on energy prices either before or at the workshop. The purpose of these questions is to provide input to ongoing process of changing the mentioned EUROSTAT methodology.

Conclusions/Action points:

- ECRB Section to prepare a draft list of indicators for retail market analysis and circulate to CRM WG for comments and approval;
- Based on the approved list, TF Leader and ECRB Section to prepare a questionnaire for collecting data on retail market developments in the EnC CPs and circulate for completion;

9. Switching Experience in Austria

Related document: presentation Ms. Trhulj

Discussion: Ms. Trhulj presented her personal experience gained in the process of changing electricity supplier in Vienna/Austria, including also remarks related to advantages and shortcomings of the switching practice (for details see Ms. Trhulj's presentation). The participants welcomed the presentation of Ms. Trhulj and expressed a lot of interest in details of the switching procedure. Mr. Zametica thanked Ms. Trhulj for sharing such an in depth view of the switching practice with the members of the CRM WG.

Conclusions/Action points: no conclusion required. ECRB Section to make the presentation available in the meeting section of the EnC website.

10. Update on national developments

Related document: -

Discussion: The CWG Chairman invited participants to provide a brief overview of the developments in national markets regarding customer protection and retail markets. The participants informed about the following:

Albania: no representative

Bosnia and Herzegovina:

- The project to make national legislation compliant with the EU legislation, including the 3rd Energy Package, finalized, set of draft documents prepared
- Launched cooperation of SERC with the Ohio State Regulator

FYR of Macedonia: no representative

Kosovo*¹:

- Project on reading and billing improvement ongoing, to be finished soon
- DSO safety standards approved
- The regulator developed a methodology for determination of DSO connections charges

Moldova:

- Regulation on switching procedure published
- Amendments to the general supply rules to be soon in force
- Regulation on accounting unbundling published

Montenegro:

- After publishing of Rulebook on quality of electricity supply the companies were invited to complete the database on quality of supply

Serbia:

- Prices for universal service - gas have been approved;
- Consent to electricity transmission capacity allocation rules for 2014 given;
- Electricity DSOs changed grid codes, AERS gave its consent;
- System service prices amended;
- Rules for monitoring technical and commercial quality indicators of electricity and gas published by AERS

Ukraine:

- New electricity market rules published
- Project on implementation of call centers in the electricity supply sector ongoing, to be finalized in March 2014.

Turkey:

- Legal unbundling of DSOs almost finished

Conclusions/Action points: no conclusion required, for information

11. CEER CRM WG Update

Related document: -

Discussion: Mr. Langeder informed participants about the European Commission's public consultation on the functioning of retail energy markets, opened by 17th April to all interested parties. He also announced the CEER Annual Conference on Energy Customers to be held in June 2014.

Conclusions/Action points: no conclusions required, for information only.

12. AOB

Related document: -

¹ Throughout this document the symbol * refers to the following statement: This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence.



Discussion: Mr. Zametica informed participants that ERRA envisaged establishment of a customer group, similar to the ECRB and CEER CRM WGs, and that the first meeting of this group was scheduled for 16th June in Vienna, back to back with joint ECRB- ERRA meeting (for dates see below)

Conclusions/Action points: for information

13. Next meeting

The CWG Chairmen announced the following meetings:

- Joint ECRB CRM WG and ERRA CRM WG: 16th June 2014 (afternoon)
- ECRB CRM WG meeting: 17th June 2014 (morning)
- Energy Community Social Forum: 17th June 2014 (afternoon).

Annex- List of participants

Surname	Name	Institution
Zametica	Edin	Chair, SERC
Alma	Hasan	EMRA
Artizzu	Cristiano	AEEG
Dautovic	Milodarka	RAE ME
Diatlovska	Valentyna	NERC
Grall-Edler	Nina	ECS-ECRB Section
Haziri	Petrit	ERO
Josimovic	Dragana	AERS
Langeder	Gerhard	E-Control
Marsenic Maksimovic	Branislava	ECS-ECRB Section
Mumovic	Milka	ECS
Stratulat	Elena	ANRE- Moldova
Trhulj	Jasmina	ECS
Vuckovic	Aca	AERS
Wagmann	Lahorko	HERA
Zutobradic	Srdjan	HERA
Excused		
Hyna	Eva	ERE