Customers & Retail Markets WG Activities

Edin Zametica, ECRB CRM WG Chair Secretary (BIH-SERC)
1. ECRB Retail market monitoring report 2020
   ★ [Approval]

2. Update on other CRM WG activities
   ★ [Information]

3. CRM WG Work Program 2022
   ★ [Approval]
ECRB MARKET MONITORING REPORT
Gas and Electricity Retail Markets in the Energy Community in 2020

- **Background**
  - Assess the electricity and gas markets in the EnC
  - Identification of potential barriers
  - Recommendations on potential improvements

- **Report covers**
  - 9 EnC Contracting Parties

- **Methodology**
  - 3 detailed questionnaires to NRAs (electricity, gas and customer protection)

- **Document approved by CRM WG – 12 Nov 2021**
A. INTRODUCTION

B. FINDINGS: ELECTRICITY
   - Market characteristics, Switching, End-user prices, Households price breakdown, Price regulation

C. FINDINGS: GAS
   - Market characteristics, Switching, End-user prices, Households price breakdown, Price regulation

D. CONSUMER PROTECTION AND CUSTOMER EMPOWERMENT
   - Background, SLR and disconnections, Vulnerable customers, Energy poverty, Customer information, Customer complaints, Service quality

E. MAIN FINDINGS AND CONCLUSIONS
Market Monitoring Report
Main Findings – Electricity

- COVID pandemic has had great impact on the retail market
- Total sale to final customers decreased by 2.67%, (consumption of non-households decreased, while consumption of households customers increased (excl. MNG))
- Retail markets still highly concentrated – 3 largest companies’ market share above 90%; exceptions UKR 30.2%, MKD 87.8%
- All customers can choose suppliers; dynamics specified in ALB & GEO
- Supplier switching: No (ALB, GEO & MNG); limited (BIH, KOS* & MLD); several thousands (MKD, SRB & UKR) – however, annual switching rate still less than 1% (MKD 1.85%)
- End-user electricity prices for households vary substantially (from 4.3 euro cents/kWh in UKR to 10.31 in MLD) – EU: 21.3
- End-user electricity prices for industry: from 4.82 in GEO to 12.83 in ALB, EnC average prices were 68% of the EU level
- Households prices regulated in all CPs (except MNG)
ALB, KOS* & MNG do not have gas markets
- In the period 2012-2020 gas consumption increased (32%) in EnC\UKR, while in UKR the demand decreased by 47%
- Number of active suppliers ranged from 3 (MKD) to 286 (UKR)
- End-users of gas supplied mainly by regional retail suppliers, only in GEO, MLD, SRB & UKR distribution networks with more than one supplier; customers connected to transmission networks supplied by one supplier in MLD & SRB
- All customers can choose suppliers, but switching rates are low
  - 2020 households switching only in UKR (5.35%), non-households: UKR (7.48%), MLD (0.32%) & SRB (0.12%)
- End-user HH gas and industry prices decreased (except BIH); HH still much lower than EU average, industry prices almost at EU level; cross-subsidization reduced
- Regulated end-user prices for HH (exception MKD & UKR);
- For non-households end-user prices were not regulated in BIH, MKD & GEO
Market Monitoring Report  
Main Findings – Customers

- Electricity SLR appointed in all CPs except GEO
- Gas SLR exists in ALB, MKD, BIH, SRB & UKR
- HH disconnections due to non-payment in electricity vary substantially (0.5% – 5.96%) previous report (1.5% – 9.62%)
- Vulnerable customers and protection measures defined in most CPs (including disconnection and social benefits to cover energy expenses); the share of vulnerable customers varied between 1.9% in MKD to 6.81% in KOS*
- No definitions of energy poverty
- Customers informed about price changes in advance
- Monthly billing based on actual consumption in all CPs
- Intelligent (smart) metering systems roll-out increased in BIH, KOS*, MNG, SRB & UKR (HH share: SRB 0.9% – MNG 82.83%); CPs could consider incentive schemes in this roll-out
- Wide choice of payment methods
- Mostly reasonable timelines for processing complaints; NRAs have the role of Alternative Dispute Resolution body
Customers and Retail Markets – Agenda Overview

1. ECRB Retail market monitoring report 2020
   ✐ [Approval]

2. Update on other CRM WG activities
   ✐ [Information]

3. CRM WG Work Program 2022
   ✐ [Approval]
**CRM WG – 2021, General Information**

**2021 CRM WG Meetings**
- 48th meeting, online, 26 January 2021
- 49th meeting, online, 25 May 2021
- 50th meeting, Vienna+online, 28 October 2021

**CRM WG Deputy Chair**
Mrs Anastasija Stefanovska Angelovski

**2021 Task Forces**
- TF1 – Retail Market Monitoring  
  Co-Leaders: Mr Igor Telebak, Mr Aca Vučković
- TF2 – Customer Protection  
  Leader: Mr Florian Pichler
- TF3 – Quality of Supply  
  Co-Leaders: Stefanovska Angelovski, N. Dubajić, R. Koval
- TF4 – District Heating  
  Leader: Mr Petrit Haziri
TF1: Retail Market Monitoring

WS1: ECRB MARKET MONITORING REPORT
Gas and Electricity Retail Markets
in the Energy Community in 2020

WS2: Input to the annual market monitoring report of
ACER/CEER on retail market developments

- NRAs completed questionnaire on electricity and gas
  offer breakdowns of household prices
- ECRB Section shared additional data with ACER and
  CEER needed for MMR 2020 (number of suppliers,
  price regulation, billing, SoLR, vulnerable customers
  etc.)
- ACER/CEER published the results on 9 November 2021
  (Energy Retail Markets and Consumer Protection
  Volume)
TF3: Quality of Supply

WS1: Joint CEER-ECRB benchmarking report on QoS

- Special TF established (Commercial quality, Voltage quality & Continuity of supply, Gas quality)
- Close contact with CEER (joint sessions of ECRB CRM WG and CEER QoS TF)
- Delay in finalizing deliverables due to the pandemic
- Changes in the CEER drafting team
- Numerous consultations between current drafting team members
- The drafting of the 7th Benchmark Report on Quality of Electricity and Gas Supply is ongoing, some chapters prepared
- Activities to be concluded in 2022
Other CRM WG Activities

TF2: Customer Protection
3rd Trilateral CEER-ECRB-MEDREG Workshop
(online, 26 and 27 May 2021)

TF3: Quality of Supply
WS2: Input to quality of supply related deliverables of ECDSO-E

TF4: District Heating
Regulatory contribution to the Energy Community Heating & Cooling Network activities
(Discussion paper by the Energy Community Secretariat on Tariff Setting in District Heating)
Customers and Retail Markets – Agenda Overview

1. ECRB Retail market monitoring report 2020
   ⚫ [Approval]

2. Update on other CRM WG activities
   ⚫ [Information]

3. CRM WG Work Program 2022
   ⚫ [Approval]
TF1 – Retail Market Monitoring
Co-Leaders: Mr Igor Telebak, Mr Aca Vučković
- Retail Markets Monitoring Report
- Input to the annual market monitoring report of ACER/CEER on retail market and consumer protection developments

TF2 – Customer Protection
Leader: Mr Florian Pichler
- Joint ECRB-CEER-MEDREG customer workshop
- Status review of implementation of consumer protection rules of the new Electricity Directive in the CPs
TF3 – Quality of Supply
Co-Leaders: Mrs Anastasija Stefanovska Angelovski, Mr Nikola Dubajić, Mr Rodion Koval
- Joint CEER-ECRB benchmarking report on quality of supply

TF4 – NRAs’ Public Outreach
Leader: Mrs Salome Janelidze
- Status review of public outreach tools employed by NRAs
Thank you for your attention!

ezametica@derk.ba
www.energy-community.org