ECRB Customers & Retail Markets WG Activities

Giorgi Pangani, ECRB President
WP2017 – CRM WG Final Activities

38th ECRB Meeting:
• **Communication Policies of National Energy Regulators in the Energy Community - Assessment and Recommendations**
  - approved, published

• **ECRB Market Monitoring Report 2016 Electricity and Gas Retail Markets in the Energy Community Contracting Parties**
  - approved in December 2017 (through written procedure), published
CRM WG Deputy Chair: Mr. Martin Martinoski

2018 Task Forces

TF1 – Retail market monitoring
   WS1 Co-Leaders: Ms. Marija Vujović, Mr. Aca Vučković
   WS2 Leader: Martin Martinoski

TF2 – Distribution tariff methodologies
   TF Co-Leaders: Mr. Gordan Tanić, Mr. Srđan Žutobradić

TF3 – Complaint handling, dispute settlement and customer awareness
   WS1 Co-Leaders: Ms. Jelena Aničić, Mr. Andre Buttigieg
   WS2 Leader: Mr. Florian Pichler
Work-stream 1:
• *Market Monitoring Report on the functioning of gas and electricity retail markets*
  ▪ 3 detailed questionnaires prepared (electricity, gas and customer protection)
  ▪ NRAs to complete questionnaire – May 2018
  ▪ Preliminary results to be discussed in June 2018
• *Inputs and support to ACER’s gas and electricity retail market monitoring activity*
  ▪ Breakdown of household prices based on retail offers
  ▪ Data collection in the final stage

Work-stream 2:
• *Assessment paper on NRAs’ capacities and processes in retail market monitoring*
  ▪ Draft questionnaire to be discussed
Survey of distribution tariff methodology in electricity and gas sectors

- Technological and legislative changes
- New tasks for DSOs
- Implications for the distribution tariffs
- Methodologies applied to be analyzed (including the composition of allowed revenues and tariff design/structures)
- Good practices to be identified + recommendations
- Scope of work agreed, draft questionnaire presented (approval pending), to be completed in May 2018
- Preliminary findings to be discussed during the next CRM WG meeting

Note: ECS published *Policy Guidelines on the distribution network tariffs* (3 April 2018)
TF3: Complaint Handling, Dispute Settlement and Customer Awareness

Work-stream 1:
- Joint ECRB-MEDREG Status review on complaint handling and dispute settlement
  - Joint session (meeting) with MEDREG organized + teleconferences
  - Questionnaire prepared, to be completed by 15 May
  - Preliminary results to be discussed in June 2018

Work-stream 2:
- Trilateral CEER-ECRB-MEDREG Workshop (Vienna, 27 June 2018)
  - Exchange of knowledge on topics of common interest
  - Focus on consumer involvement and retail market opening
  - Draft agenda prepared
Thank you for your attention!

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