Customers & Retail Markets WG Activities

Edin Zametica, ECRB CRM WG Chair Secretary (BIH SERC)
CRM WG – 2022, General Information

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2022 CRM WG Meetings
• 51st meeting, online, 26 January 2022
• 52nd meeting, Vienna, 14 June 2022
• 53th meeting, Vienna, ** October 2022

CRM WG Deputy Chair
Mrs Anastasija Stefanovska Angelovski

2022 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 – NRAs’ Public Outreach
   Leader: Mrs Salome Janelidze
TF1: Retail Market Monitoring

WS1: *Market Monitoring Report on the functioning of gas and electricity retail markets in EnC CPs*
- Three detailed questionnaires, prepared in the previous years for data collection, updated (electricity, gas and customer protection)
- NRAs to complete questionnaires by 29 April 2022
- Preliminary results to be discussed in June 2022

WS2: *Input to the annual market monitoring report of ACER/CEER on retail market and consumer protection developments*
- EUROSTAT database would be used for breakdown of household prices based on retail offers
- WG agreed for ECS (ECRB Section) to share additional information, such as a number of suppliers, price regulation, billing, SoLR, vulnerable customers etc.

- WS scheduled for 15 June 2022, Vienna and virtual
- Draft Agenda prepared, to be distributed for approval, the invitations will be sent consequently
  - Exchange of knowledge on topics of common interest
  - Panel discussion – Which are the right regulatory market design tools to address the energy price surge?
  - Session 1 – Clean Energy Package – enhancement of consumer rights boosts the need for digitalization
  - Session 2 – The future of heating on context with decarbonisation

TF2: Customer Protection (1/2)
WS2: Status review of implementation of consumer protection rules of the new Electricity Directive in the CPs

• DIRECTIVE (EU) 2019/944 of 5 June 2019 on common rules for the internal market for electricity
  ▪ Incorporated and adjusted by the Decision of the Ministerial Council of the EnC of 30 November 2021
  ▪ General implementation deadline: 31 December 2023
  ▪ Part of the ‘Clean Energy for All Europeans’ package
• Detailed questionnaire prepared
• NRAs to complete questionnaire by 29 April 2022
• Preliminary results to be discussed in June 2022
• Focus on identifying the legal gaps to assist CPs in transposition and implementation
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, numerous consultations)
- Delay in finalizing deliverables (pandemic, changes in the CEER drafting team)
- Inputs from EU Member States, Contracting Parties, Norway and Switzerland
- The drafting of the 7th Benchmark Report on Quality of Electricity and Gas Supply is ongoing, new chapters prepared, some NRA-specific comments to be clarified
- The paper should be ready for the CEER GA by summer 2022

Agreement on written ECRB approval!
TF4: NRAs’ Public Outreach

Status review of public outreach tools employed by NRAs

• NRAs duties and responsibilities have substantial impact on the energy sectors, including customers
• Transparent and effective communication strategies needed to reach as many consumers as possible
• This task force shall investigate the outreach and communication strategies of NRAs with the aim to identifying best practices
• Questionnaire prepared, to be sent for completion
• Preliminary results to be discussed in June 2022
Thank you for your attention!

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