Customers & Retail Markets WG Activities

Edin Zametica, ECRB CRM WG Chair Secretary (BIH-SERC)
44th ECRB Meeting:  
- Agreement on ECRB Written Approval Procedure

PROSUMERS IN THE ENERGY COMMUNITY  
Legal and regulatory framework for support and treatment of small-scale generators  
Special focus on solar photovoltaic (PV) systems connected to the distribution network

- Approved on 4 March 2020  
- Published at  
  www.energy-community.org/documents/reports_ECRB.html
CRM WG – 2020, General Information

2020 CRM WG Meetings
- 45th Meeting, Vienna, 23 January 2020
- 46th Meeting, on-line, 27 May 2020
- 47th Meeting, Vienna, 5 November 2020

CRM WG Deputy Chair: Mrs Salome Janelidze

2020 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, Dubajić, Koval
TF4 – Digital Channels of Communications
  Leader: Mr Petrit Haziri
TF5 – E-mobility
  Leader: Mrs Dragana Josimović
TF1: Retail Market Monitoring

• **Market Monitoring Report on the functioning of gas and electricity retail markets in EnC CPs**
  - Three detailed questionnaires used again (electricity, gas and customer protection)
  - Data collection in the final stage
  - Some clarifications would be needed
  - Draft report to be prepared by September 2020

• **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
  - WG agreed for ECS to share additional data with ACER and CEER (retail markets’ concentration and structure, switching, comparison tools, vulnerable customers etc.)
TF2: Customer Protection

3rd Trilateral CEER-ECRB-MEDREG Workshop
• Agenda prepared and approved
• Scheduled for 28 May 2020, Vienna
• Due to corona pandemic, WS is postponed
• 28 May 2020: CEER-ECRB-MEDREG informal meeting (videoconference) of the customer WGs chairs + representatives of three secretariats and coordination contacts
  ▪ Mutual institutional cooperation in the context of consumer protection/involvement and retail markets
  ▪ Opportunity to advance dialogue on topics of common interests
  ▪ Key message: collaboration doesn’t stop despite the current challenging circumstances!
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)
  - Data collected
  - Joint sessions of the drafting team (two TFs) in 2020: Vienna 23-24 Jan and Brussels 3-4 March (Skopje 2 April postponed)
  - Drafting team continued to meet regularly online
  - Expected delay in finalizing deliverables due to the pandemic
  - Some clarifications would be required from NRAs
TF4: Digital Channels of Communications

Report on the next generation of customers and digital channels of communications in the Contracting Parties

- Assessment of the digitalized level of customer service and digital channels of communications provided by regulators and utilities
- Guidance and recommendations for necessary steps that have to be taken for further development and support of digital services
  - Questionnaire prepared
  - Data collection in the final stage
  - NRAs to provide clarification when requested
  - Draft report to be prepared by October 2020
Survey on legal, regulatory, technical and economic aspects of e-mobility

• Legal, regulatory, technical and economic aspects to be analysed

• Special emphasis on procedures in construction and operation of infrastructure for electric vehicle
  ▪ Questionnaire on e-mobility prepared
  ▪ Required inputs provided by all CP NRAs + RAE (ERE announced its response as soon as possible)
  ▪ NRAs to provide clarification when requested
  ▪ Draft report to be prepared by October 2020
Thank you for your attention!

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