Commercial Quality of DSOs in Austria

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Agenda

- Framework
- Procedures
- Results
- Challenges
Reliable energy supply has several dimensions

- 24/7 energy supply (security of supply)
- High-quality energy (power quality)
- High-quality customer services (commercial quality)

Commercial quality taps into the properties of the relationships between DSOs and customers, not the product

- What does this relationship currently look like?
- Do DSOs deliver their services in customer-friendly ways?
- How is this relationship to change in the future?
E-Control is responsible for setting standards and indicators for security, reliability and quality of DSO services; DSOs required to submit annual data

> §19 Electricity Act, §30 Gas Act, Electricity and Gas Grid Service Quality Regulations

Multiple dimensions of commercial quality

> Requirements for response time
> Availability of information
> Punctuality
Comprehensive IT infrastructure how to design surveys, communicate, handle, analyse and record (archive) data submissions for commercial quality.
Commercial quality is very high in Austria (2019 data)

- **Electricity**
  - 119 DSOs were assessed for compliance with 16 standards each (1904 DSO-standards)
  - 29 DSOs violate a total of 51 standards
  - 90 DSOs violate no standards, 15 violate 1, 9 violate 2 and 5 violate more than 2 (up to 6)

- **Gas**
  - 20 DSOs were assessed for compliance with 22 standards each (440 DSO-standards)
  - 3 DSOs violate a total of 3 standards (1 each)
Challenges

Shifting bonds between DSOs and consumers?

Relationships between DSOs and customers in a consumer-centric modern energy world?

> Too good to be true? Are standards too lax?

> What are the relevant relationships in a changing energy world?
  - Shifting and new roles? New value propositions?

> How to best assess their quality?

> In what ways do future trends, new business models, the climate emergency, ... affect these relationships?

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