

# **ERRA Customer Protection Working Group 2022/2024 Workplan**

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# Despite the circumstances and the limited exchange we were...

- ... very active
- ... hardworking
- ... progressive
- ... **SUCCESSFUL**



# Workplan topics, deliverables in 2020

## November meeting

- **Presentation: Regulatory Implications and Challenges of the Energy Communities** (*topic #6*)
  - Conclusion: at this stage more questions than answers, coming back to this topic is suggested at a later stage as this is current and experience sharing is needed in the process
- **Case Study of Turkey: Prepaid meters (Natural Gas) – regulations, advantages and disadvantages** (*topic #11*)

# Workplan topics, deliverables in 2021

## February meeting

- **Case Studies** of Armenia, Moldova Pakistan: Illegal usage of services (electricity, gas, water) and sanctions (*topic #4*)
- Strengthening customers awareness and empowerment through Price Comparison Tools (PCT's): **Case Study** of North Macedonia & Introducing the **Questionnaire for Benchmark Analysis** (*topic #9*)

## April meeting

- **Guest Presenter:** The Role of Data Hubs for Retail Markets and Consumers (*related to topic #5 on Smart Meterings*)
- **Presentation:** Smart Meter Impact on Consumers (*topic #5*)
- **Customer Protection and ERRA Members - Status quo report** (*not in Workplan, proposed by ERRA Presidium*)

# Workplan topics, deliverables in 2021

## June meeting

- ***Presentations: Vulnerable Customers and Energy Poverty*** (topic #13)
- **Strengthening customers awareness and empowerment through Price Comparison Tools (PCT's): *Case Study* of Kenya & *First results of the Benchmark Analysis*** (topic #9)

## September meeting

- ***Case Studies* of Armenia, Lithuania: Terms of interruption, termination and restoration of services provided to the consumer** (topic #3)
- ***Roundtable Discussion: Terms & conditions and fees for restoration of services***
- ***Roundtable Discussion: Challenging trends on the retail electricity market (the non-regulated segment)*** (topic raised by ERC North Macedonia) | 5 |

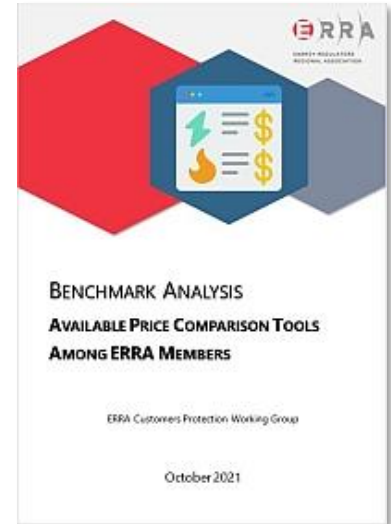
# Workplan topics, deliverables in 2022

## January meeting

- **Presentation:** Main Findings of ERRA's Survey on Status of Smart Metering in ERRA Member Countries (*topic #5*)
- **Case Study** of Oman: Bill Estimation & Calculation of the Lost Revenue (*topic #14*)
- **Roundtable Discussion:** Estimation Method for Billing (*topic #14*)

# Working Group's Publications

- **Status Quo Report (June 2021)**
  - *Author: Viktor Szilágyi, MEKH, Hungary*
  - *Co-Author: Tata Pirashvili, GNERC, Georgia*
- **Benchmarking Analysis (October 2021): Available Price Comparison Tools (PCTs) among ERRA Members**
  - *Author: Martin Martinoski, MBA, ERC, North Macedonia*



***ERRA would like to express its gratitude to the Authors of the publications and those ERRA members who provided input for the reports.***

# WP topics not covered until Jan 2022 which can be transferred to the new Workplan

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- **Quality requirements for service providers and the conditions in case of breaches of those requirements (interruptions, service maintain time limits, penalties); Requirements for customer service; requirements for the security of supply** *(topic #1)*
- **Guaranteed standards of service** *(topic #2)*
- **Energy sharing among consumers/prosumers/members of energy communities** *(topic #7)*
- **Household Prosumers Guide** *(topic #8)*
- **Supply of last resort** *(topic #10)*
- **Meter Testing and Calibration** *(topic #12)*
- **Contractual terms and conditions and contracts templates that are managing the relation with the consumer** *(topic #15)*
- **Support schemes for renewables – impacts for customers (prices, special conditions)** *(topic #16)*



# Proposal for possible topics of the new Workplan

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- **High energy prices (format: report)**

- What measures were introduced to protect consumers **by ministries/governments** (e. g. price regulation, introduction/extension of benefits/allowances)?
- What measures were introduced **by the NRAs** to protect consumers supposed it has jurisdiction for that (e. g. reducing the network charges)?
- What measures were introduced **by suppliers** to protect consumers (e. g. voluntary moratorium of disconnections) ?
- What effects did/does the price crisis have on the retail energy (electricity and gas) markets (e. g. bankruptcy or market exit of suppliers, were SoLRs active)?
- SoLR: if they were used, were there any challenges with them, was the legal framework in force for them sufficient, if not, what changes are deemed necessary, experiences?
- Rate of disconnection, was there a significant change in that comparing that to the previous year?
- Planned measures based on the experiences?
- This document could cover topic #10 of the old workplan (SoLR)

# Proposal for possible topics of the new Workplan

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- **Brief introduction of the new EU legislation for decarbonisation with the consumers in focus and its implications (format: presentation)**
  - Brief introduction of the decarbonisation package (gas directive and regulation, methane emissions reduction regulation, energy performance of buildings directive) with the focus on consumer related issues
- **New phenomena in the energy markets and the their possible implications for consumers and regulators (and Brief introduction of the new EU legislation for decarbonisation with the consumers in focus (format: report with case studies))**
  - The document should tackle energy sharing, peer-to-peer activities, aggregators, energy communities, etc.
  - This document could cover topic #7 of the old workplan (Energy sharing among consumers/prosumers/members of energy communities)

# New topics to be recommended by working group members for the new 2022/24 Workplan

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- *Discussion during the working group meeting*
- Topics for publications should be indicated as well
- Any additional topic proposal is welcome via email to the Secretariat until **February 17, 2022 with topic title and short description**
- Final workplan to be presented to the ERRA General Assembly (April 13)