

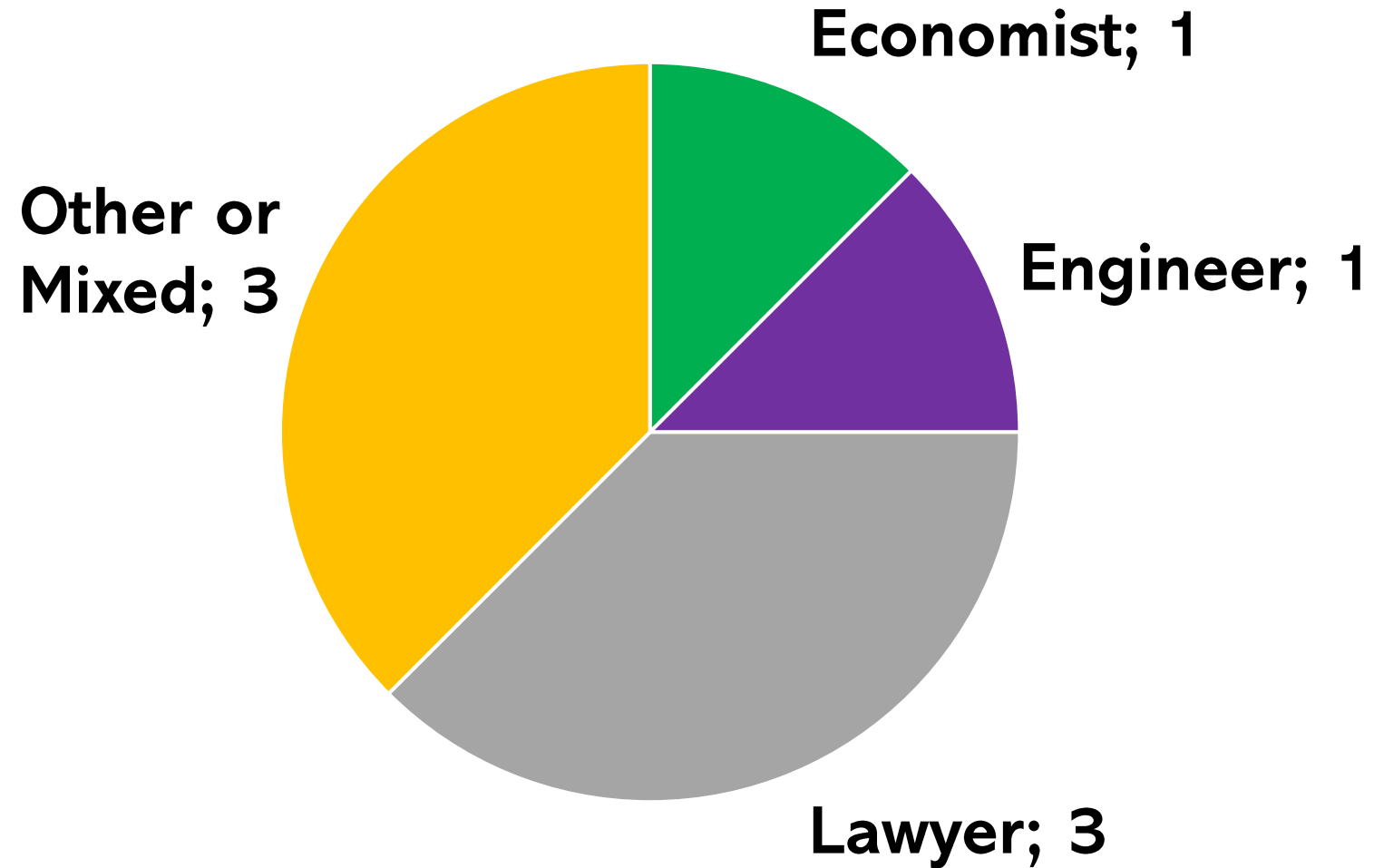
2022 CP WG satisfaction/ impact assessment poll

Answers received from only 8 members

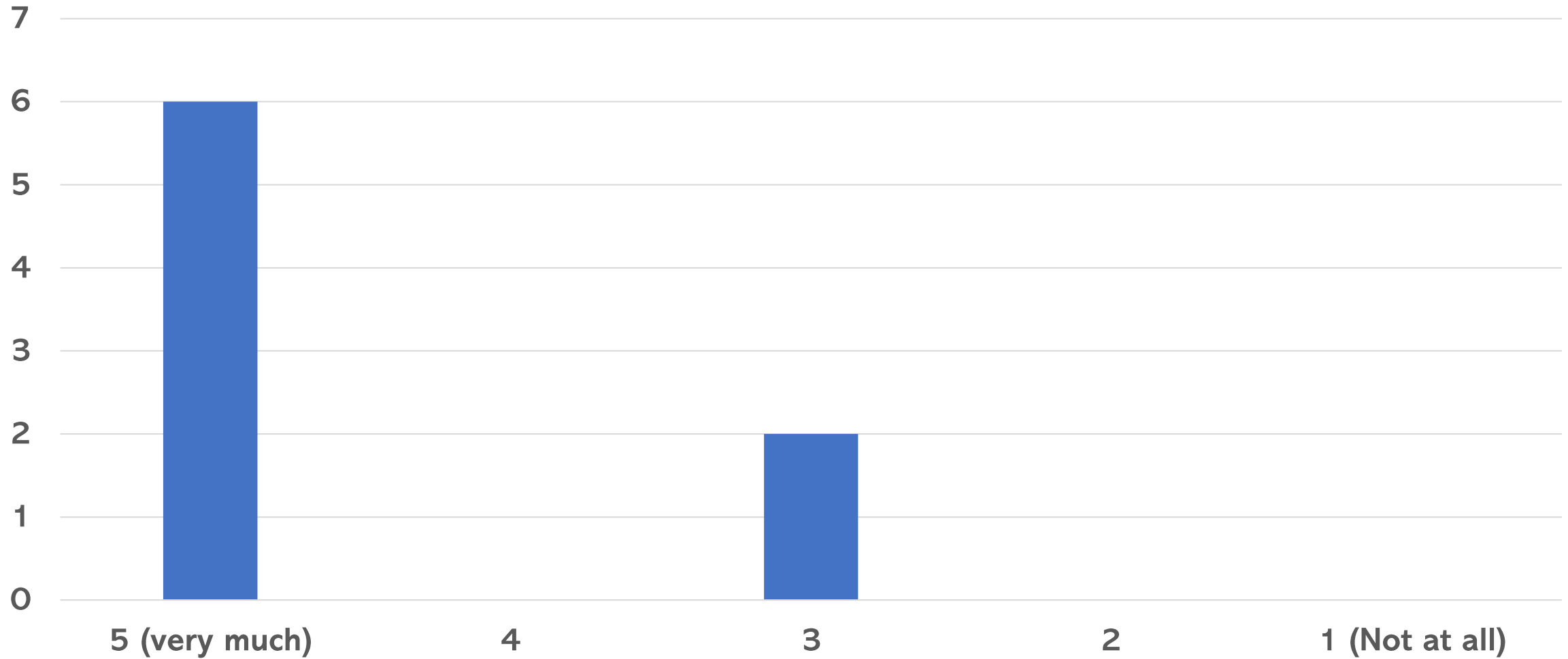
- Algeria
- Armenia
- Bosnia and Herzegovina (FERK)
- Czech Republic
- Egypt
- Georgia
- Latvia
- Turkey

**THANK YOU TO THOSE CP WG MEMBERS
WHO PROVIDED ANSWERS!**

Submitters background



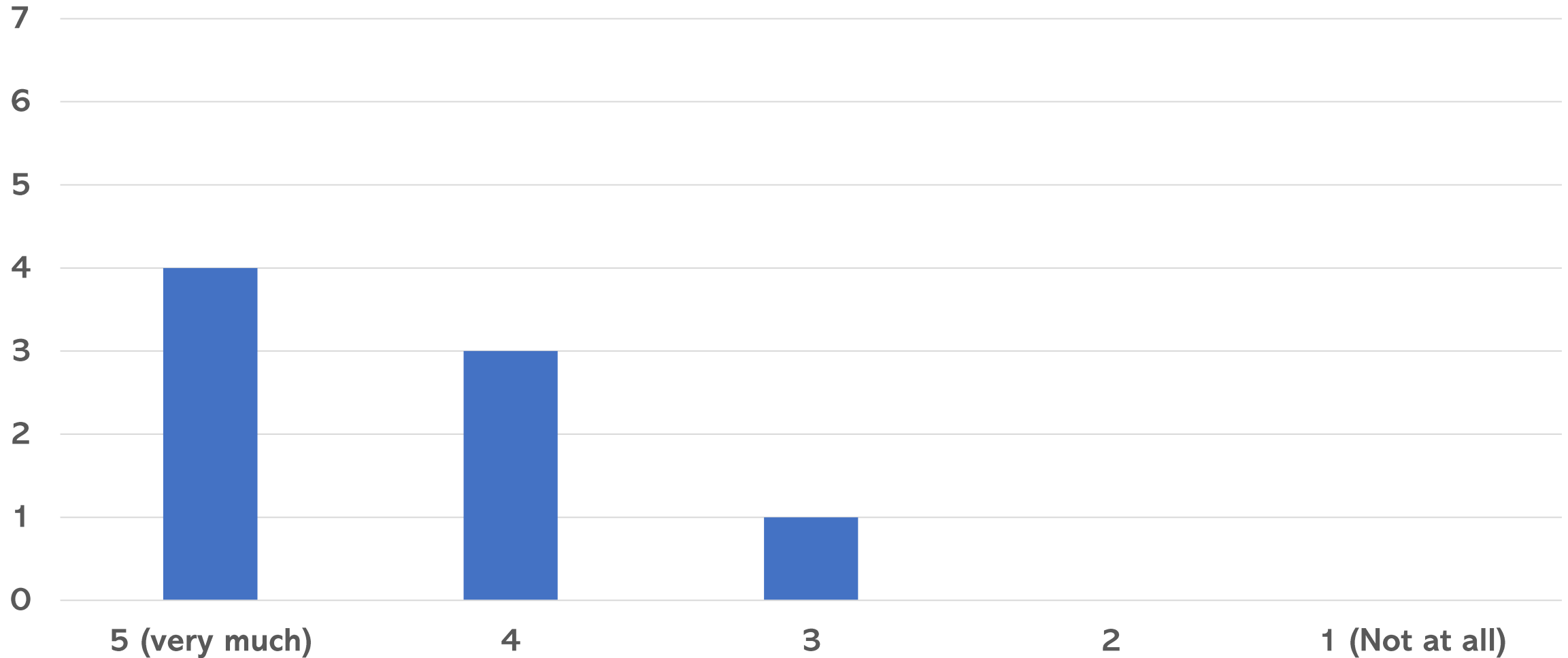
1. Overall, are you satisfied with ERRA NG COM work in past two years?



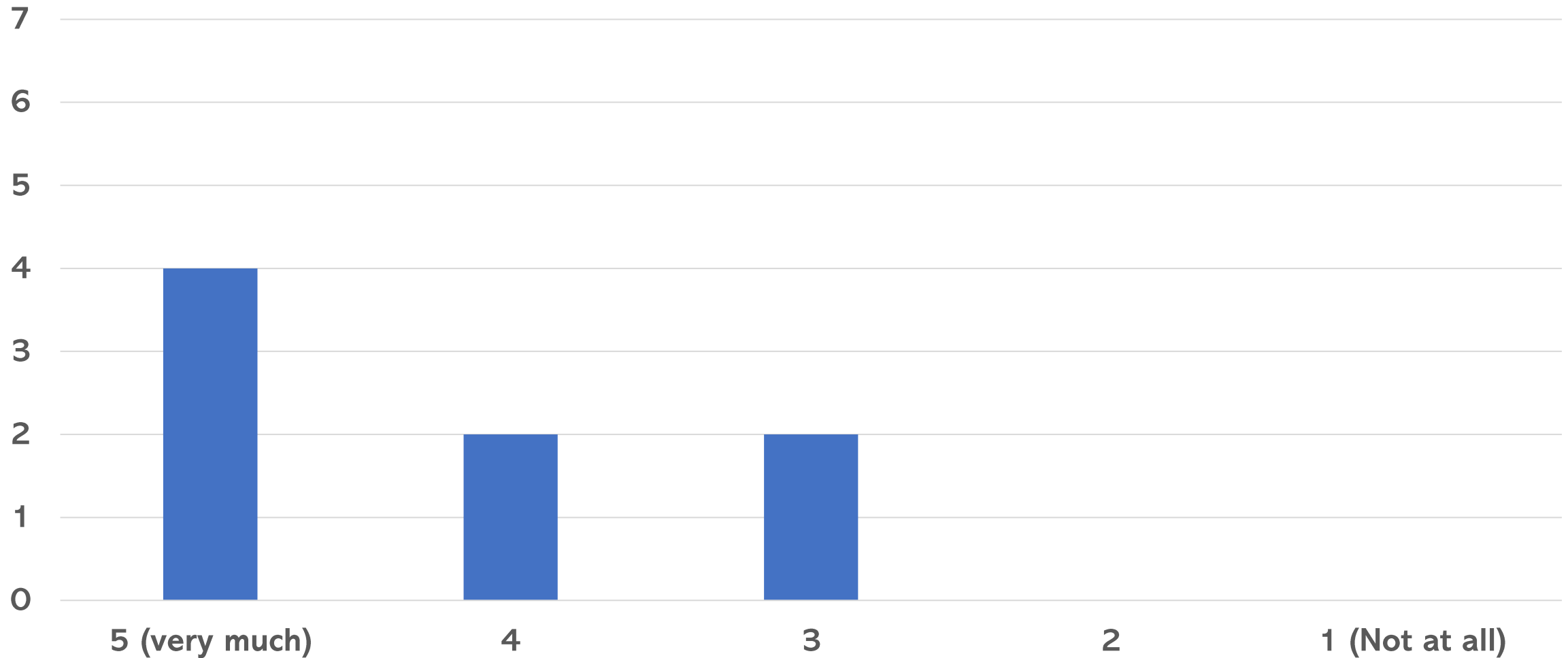
2. Comments, if any:

- During the difficult period created by the epidemic, the customer protection working group was able to continue its work without interruption, to plan and carry out the meetings. In addition, the coordination of group activities and the organization of meetings have always been carried out with high responsibility.
- I only started participating at the beginning of 2022, but so far I enjoy it very much!
- This cooperation has created very beneficial results in the pandemic we have experienced in two years and ongoing energy crisis.
- ERRA CPWG serve as a great platform that provide very useful information throughout meetings, online discussions and available materials on this important issue. In a meantime it provides opportunity to exchange best practice among members.
- Although it is interesting to learn about other countries' experiences on various issues, this information is often not useful in practice due to differences in legal and factual circumstances.

3. CP WG agendas and materials help me to improve my own knowledge on regulatory topics and international practice.



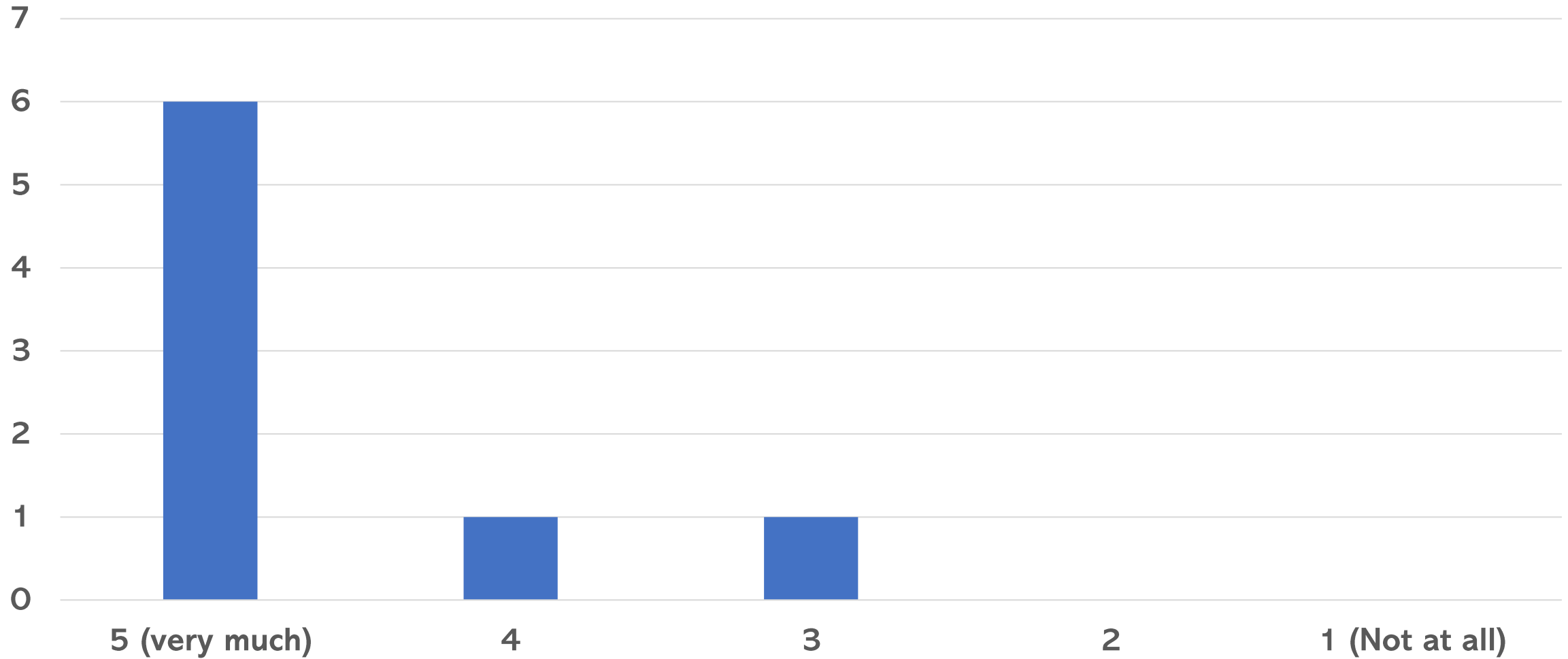
4. CP WG agendas and materials have impact on regulatory duties/ projects/ decisions and help improving regulation in the country.



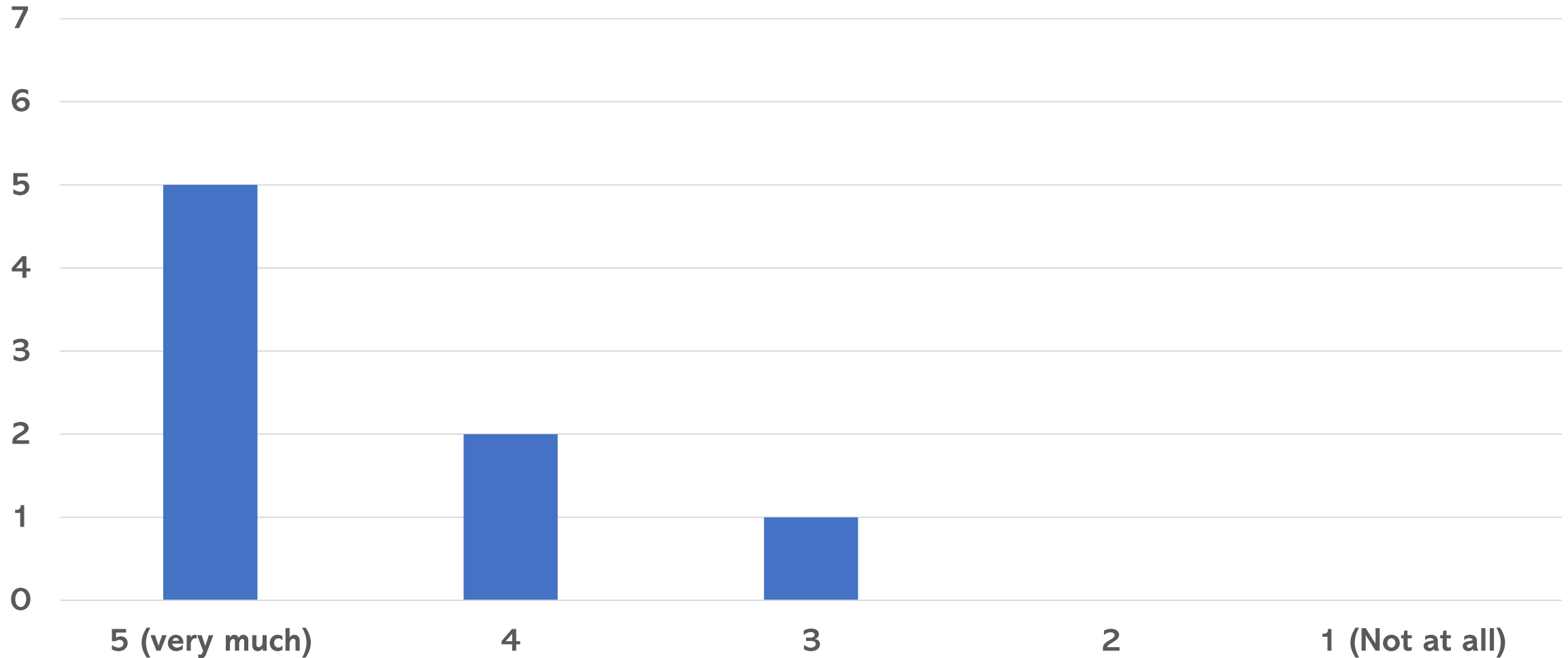
5. Please briefly describe an example of concrete impact, if any.

- Some of lessons learned and best practice might be used as general overview to improve customer protection issue in our country in general in accordance with legislation on this matter.
- We can get inspiration to domestic legislation, the knowledge and experience sharing among (sometimes very) different regulatory environment is so interesting and very needed in order to possibly propose improvements to domestic legislation. ERRA materials are very reader-friendly and everything is described and analyzed in a very well readable and understandable form. On the other hand I know my other colleague in the CPWG would prefer online/hybrid.
- In the working group we are currently discussing the issue of energy prices hikes. It is useful to learn the experience of other countries, the mechanisms in place to protect customers.

6. Have you been satisfied with online meeting operation?



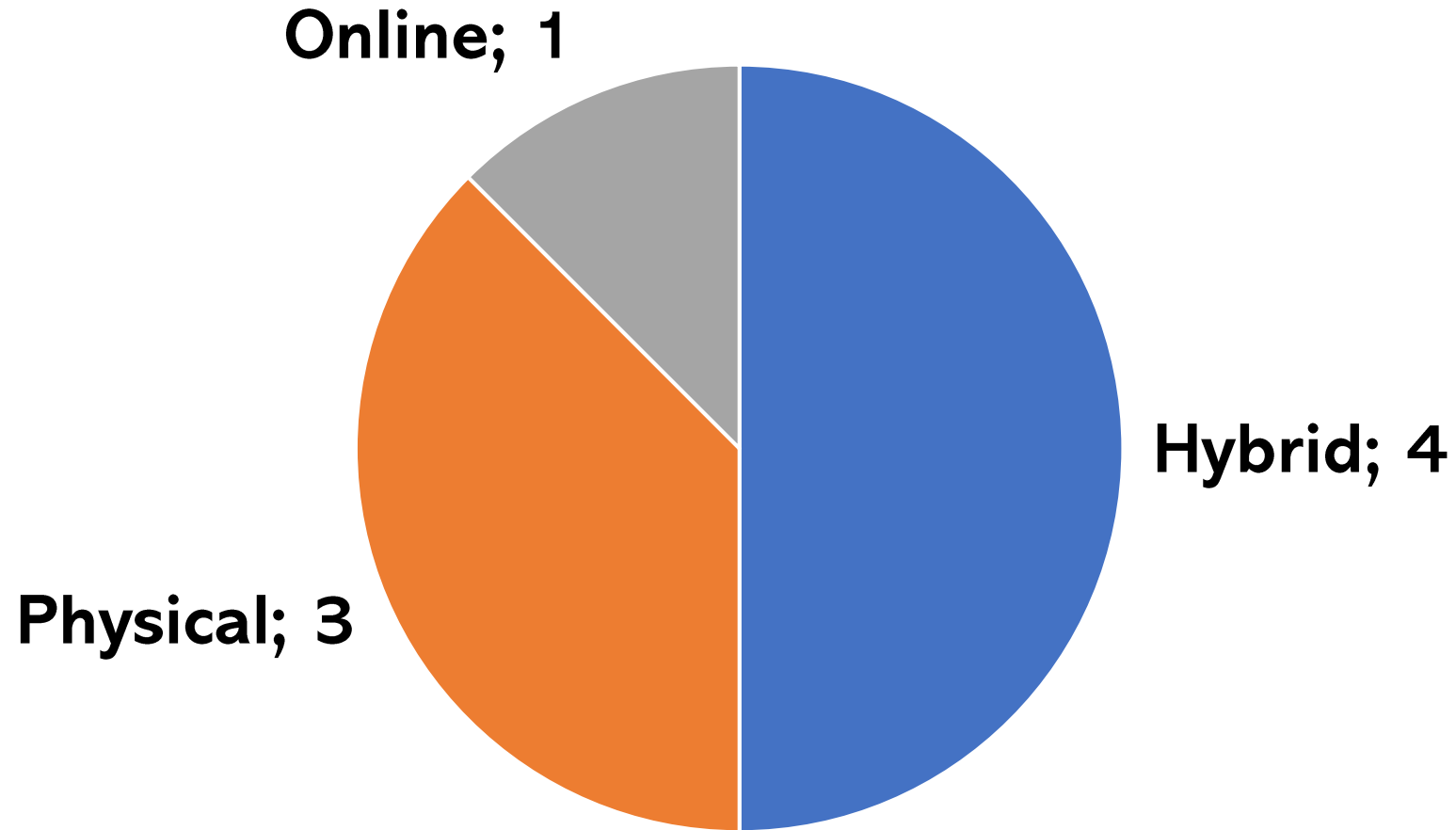
7. Have you been satisfied with hybrid meeting operation?



8. Please provide a comment to online/ hybrid meeting operation, if any.

- In my opinion, it is more difficult to organize and conduct online group meetings than physically, and working group meetings were/are always organized properly. The members of the group, despite the inconveniences, showed activity and interest in the group discussions.
- I would like to congratulate, in particular, the secretariat staff for the work they do, so well. Thank you.
- I think hybrid meeting is not a good solution. I am not against online meetings because they are useful and easy. But on the other hand the communication in the hybrid meetings can be hard sometimes. So I prefer online or only physical meetings.
- Hybrid meetings should be kept as an alternative in order to give opportunity for as many participants as possible to attend.

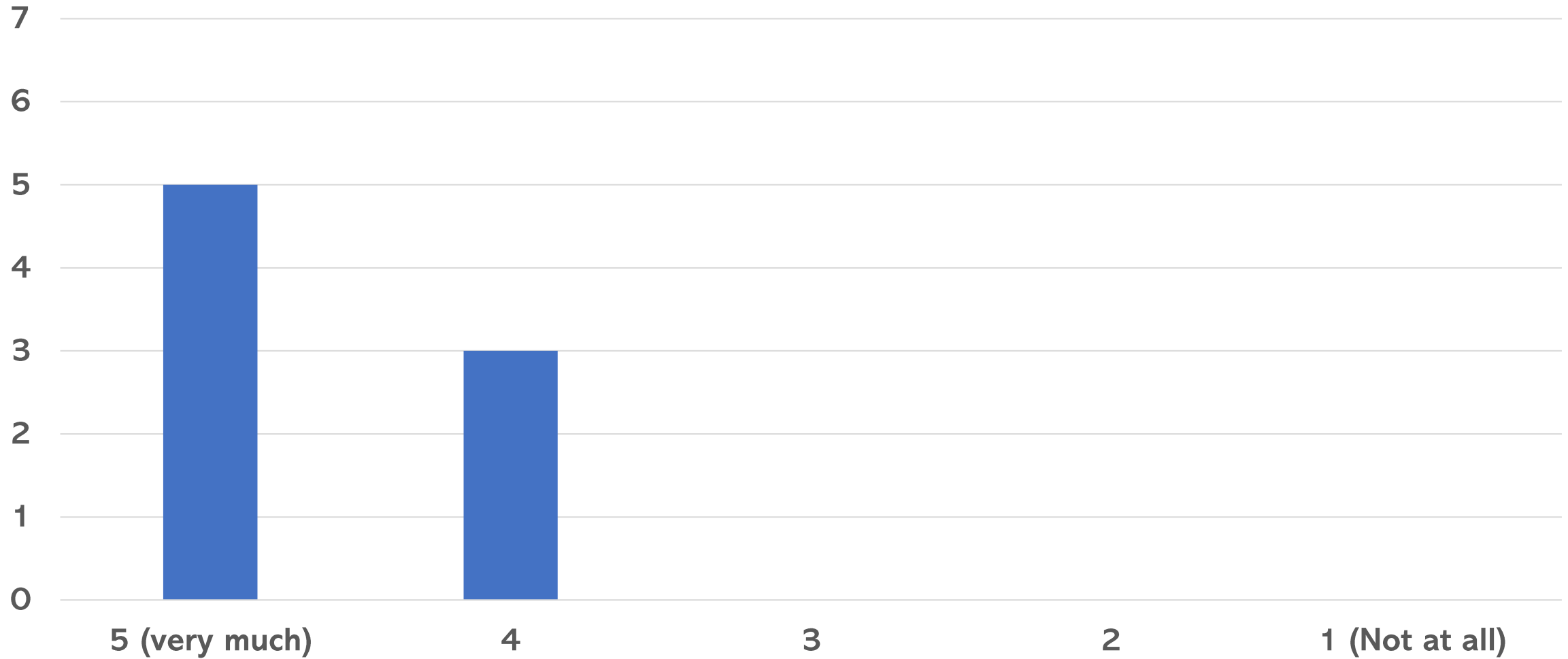
9. What is your preferred meeting format in the future?



10. Please list any suggestions or additional comments to CP WG work improvement that you may have.

- Depending on the nature of the topic under discussion, it is sometimes desirable to describe a specific situation during the meetings and to present specific steps that are taken by each country's experience.
- If physical meeting would be in Budapest, I would personally prefer physical only, however, it is problematic for us to be enabled to travel to very far destinations, so in case WG would meet somewhere outside EU, I would prefer hybrid or online only.
- Because of our other commitments, I cannot be available all the time to take care of your expectations, within the set deadlines.

11. Have you been satisfied with CP WG Chairs?



12. Please provide a comment to answer 11, if any.

- Right people at the right place!
- I find the CP WG Chairs very involved in consumer issues and have the necessary expertise especially with regards of Margus and Viktor.
- I am satisfied with the administration. They work hard and I think do best in bringing people from many different countries together at one point and creating a team.
- Very well prepared and realized.

**IF YOU DID NOT FILL THE SURVEY YET,
PLEASE TAKE THIS SHORT POLL:**

<https://erranet.org/2022-cp-wg-satisfaction-impact-assessment-poll/>
(password: cpwg2022)