

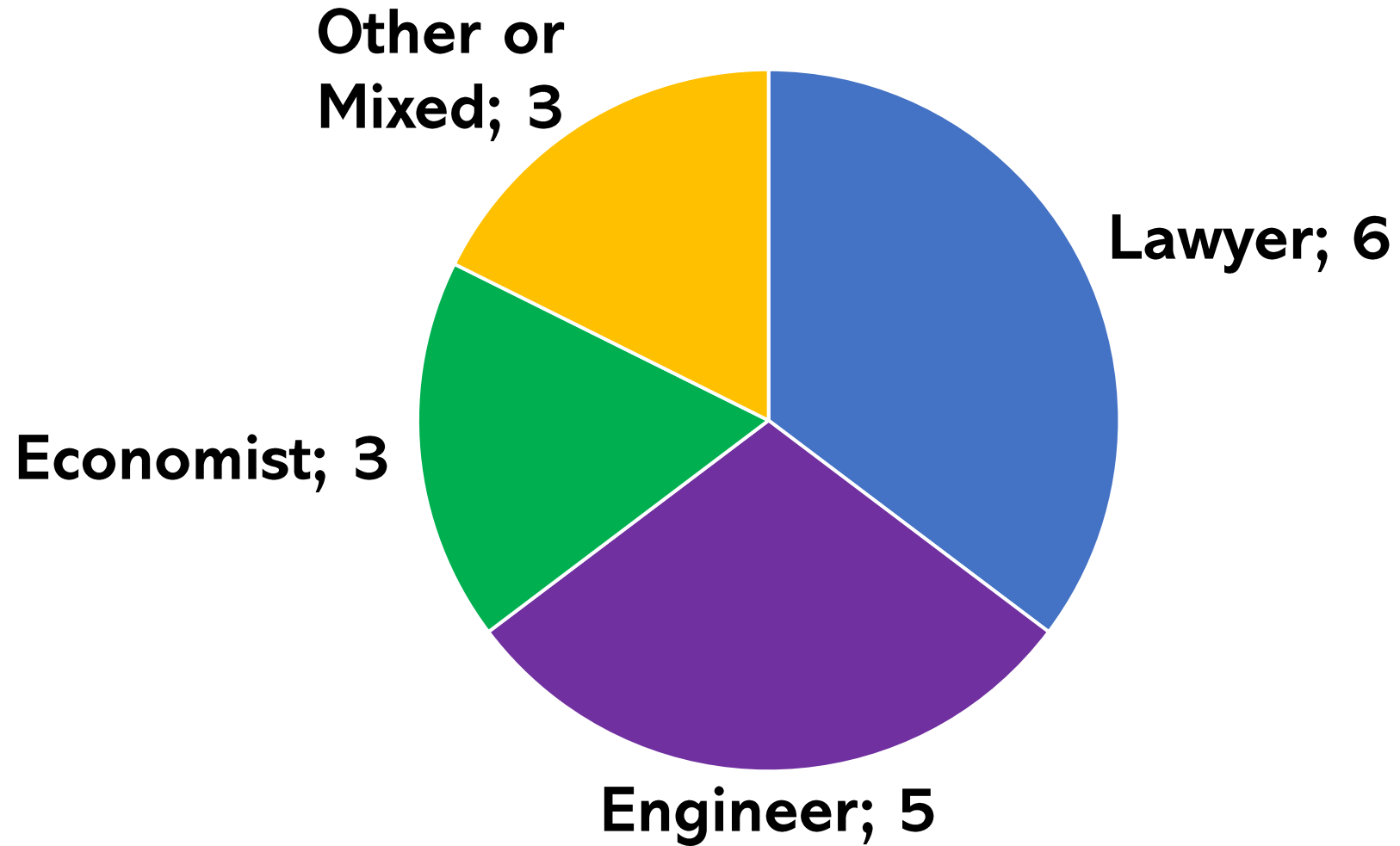
2022 CP WG satisfaction/ impact assessment poll

Answers received from 17 members

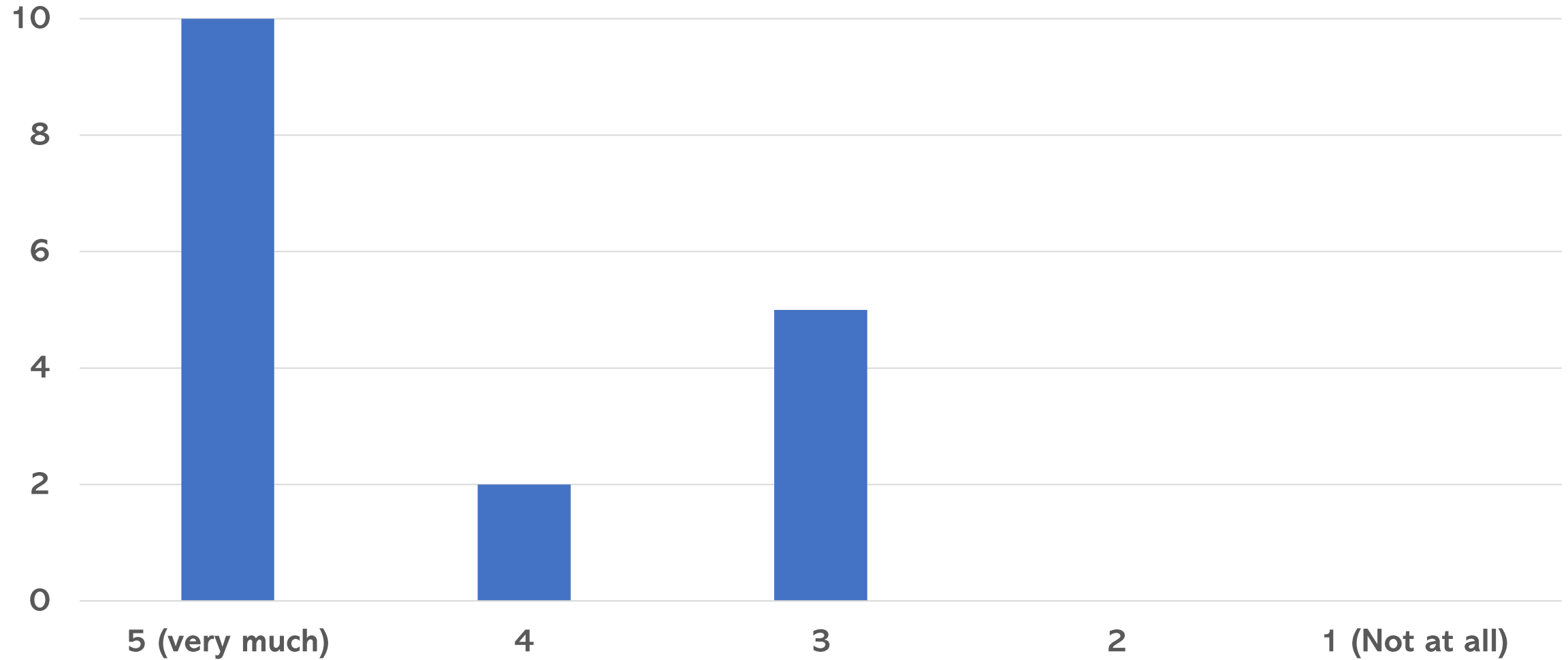
- Albania
- Algeria
- Armenia
- Bosnia and Herzegovina (FERK)
- Czech Republic
- Egypt
- Georgia
- Kyrgyzstan
- Latvia
- Moldova
- North Macedonia (2)
- Oman
- Pakistan
- Saudi Arabia
- Turkey (2)

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

Submitters background



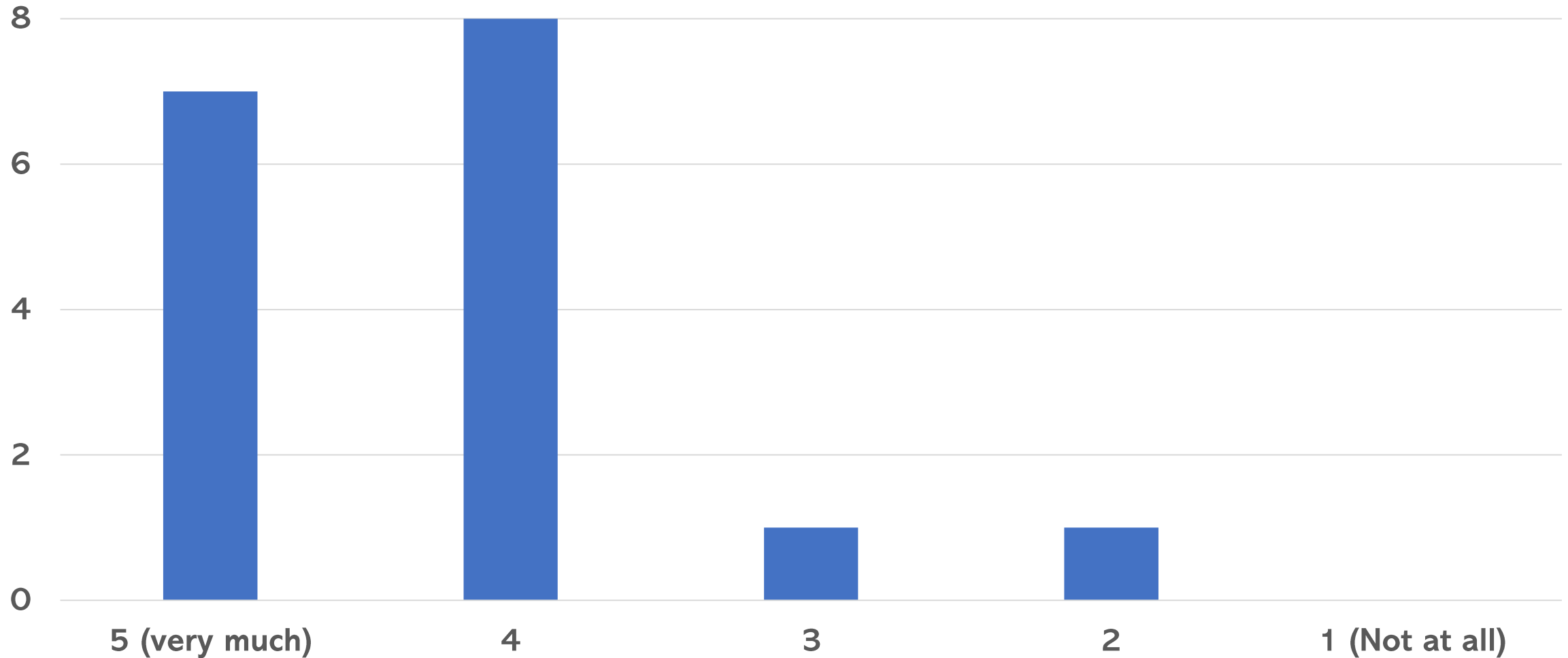
1. Overall, are you satisfied with ERRA CP WG work in past two years?



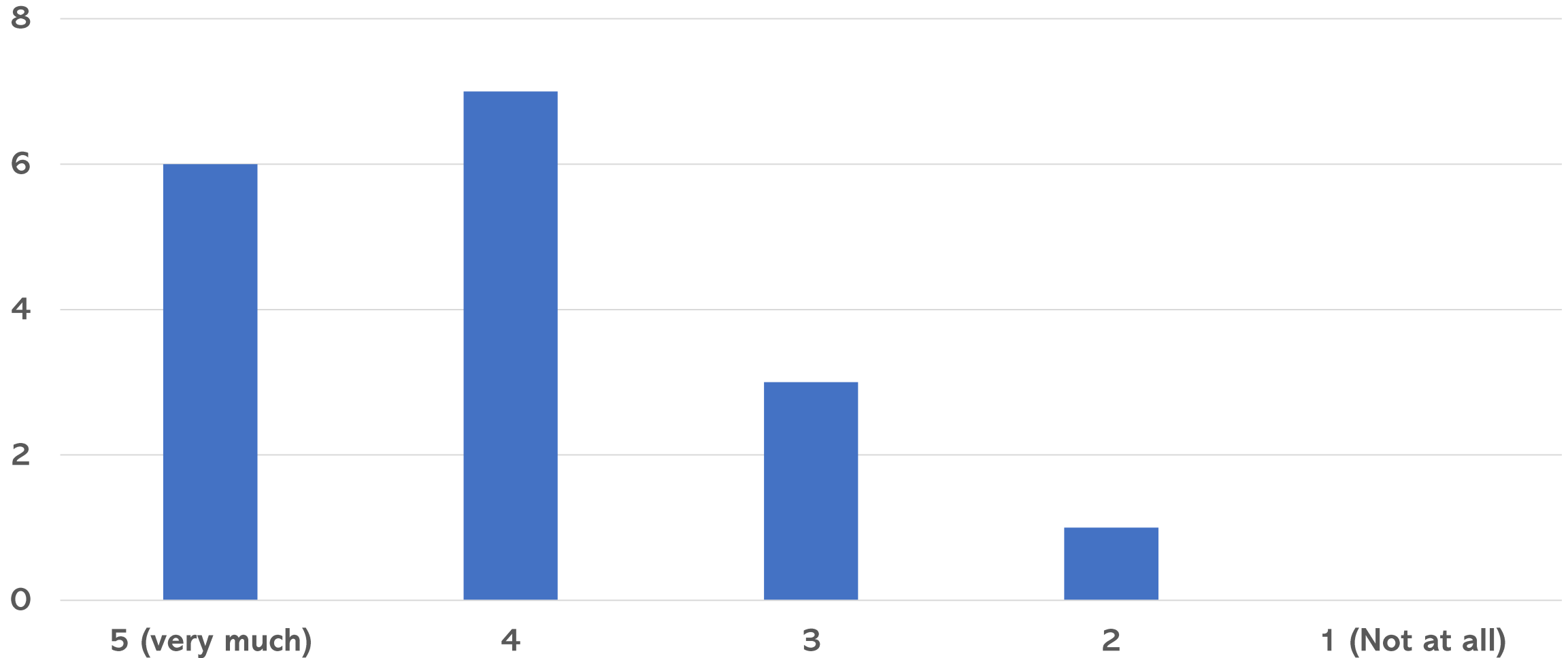
2. Comments, if any:

- 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.
- During the pandemic, we all tried our best to cope with it. But it was not possible to be completely successful.
- Online meetings do not achieve the desired benefit, as do in physical meetings.
- The quality of online meetings in terms of technology needs to be improved.
- I am very happy to work with ERRA/ This is very big experience for me.
- As a complaint's Officer, most of webinars or workshops done during our working hours, so usually we are not available all the time and we have mostly customer we should take care of them. so I suppose to do the newly ones with specific times suitable with all members.
- Despite its status compared with the Committees, the partial support provided by the Secretariat, as well constraints of online meetings due to Covid pandemic, the CP WG in the past two years has proven its strong spirit and commitment in delivering results which are relevant for the current challenges in the energy regulation.

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



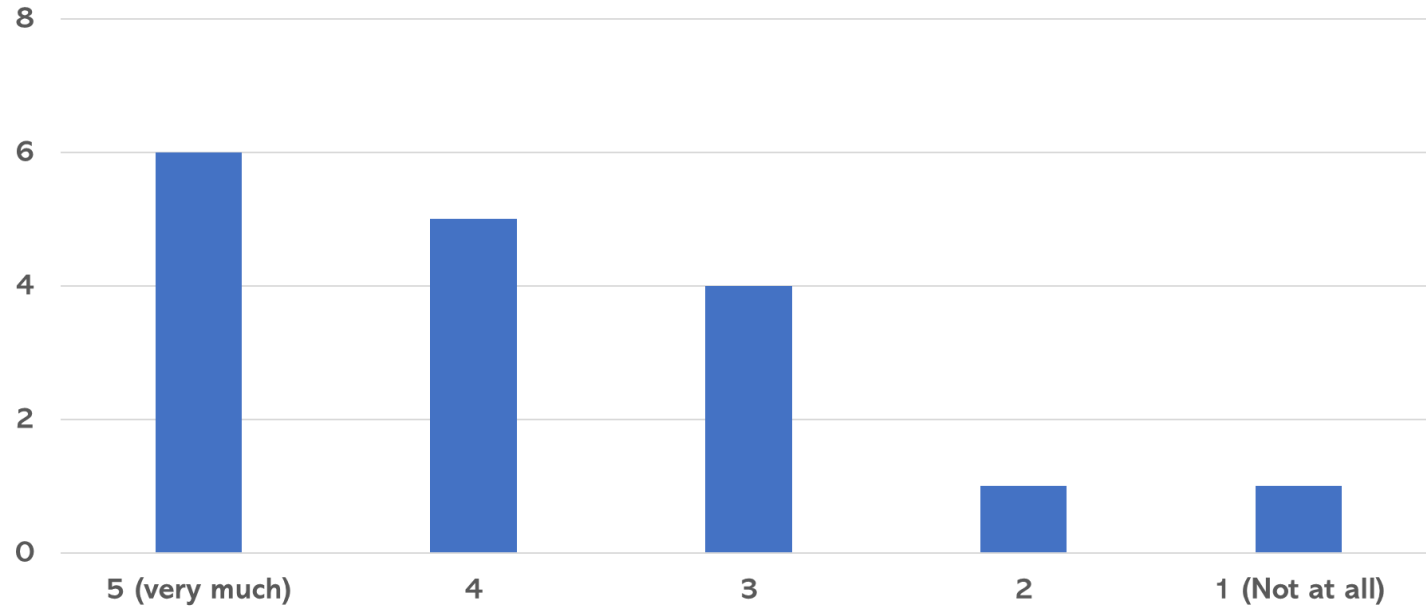
4. CP WG agendas and materials have impact on regulatory duties/ projects/ decisions and help improving regulation in the country.



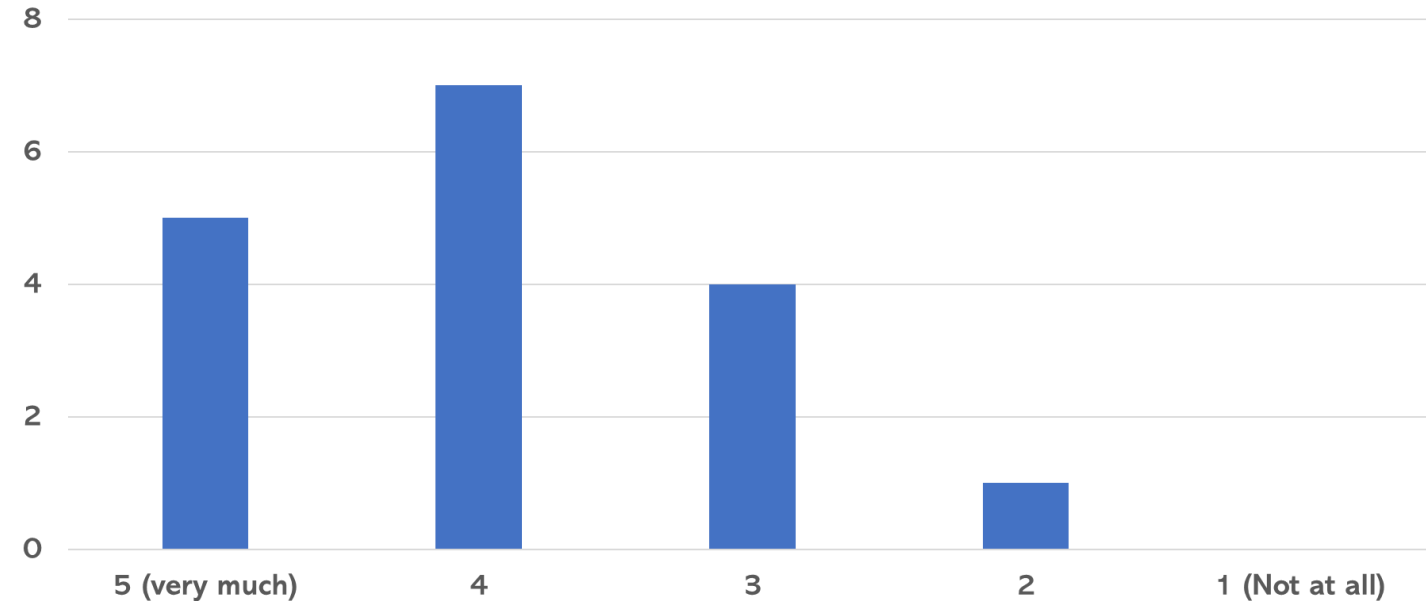
5. Please briefly describe an example of concrete impact, if any.

- 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.
- It was possible to add good examples to the legislations.
- Benefiting from the experiences of group members in promoting consumer rights, protecting their interests, and focusing on vulnerable consumers.
- We have benefited from the experiences and reports of other countries in supporting vulnerable consumers.

6. Have you been satisfied with online meeting operation?



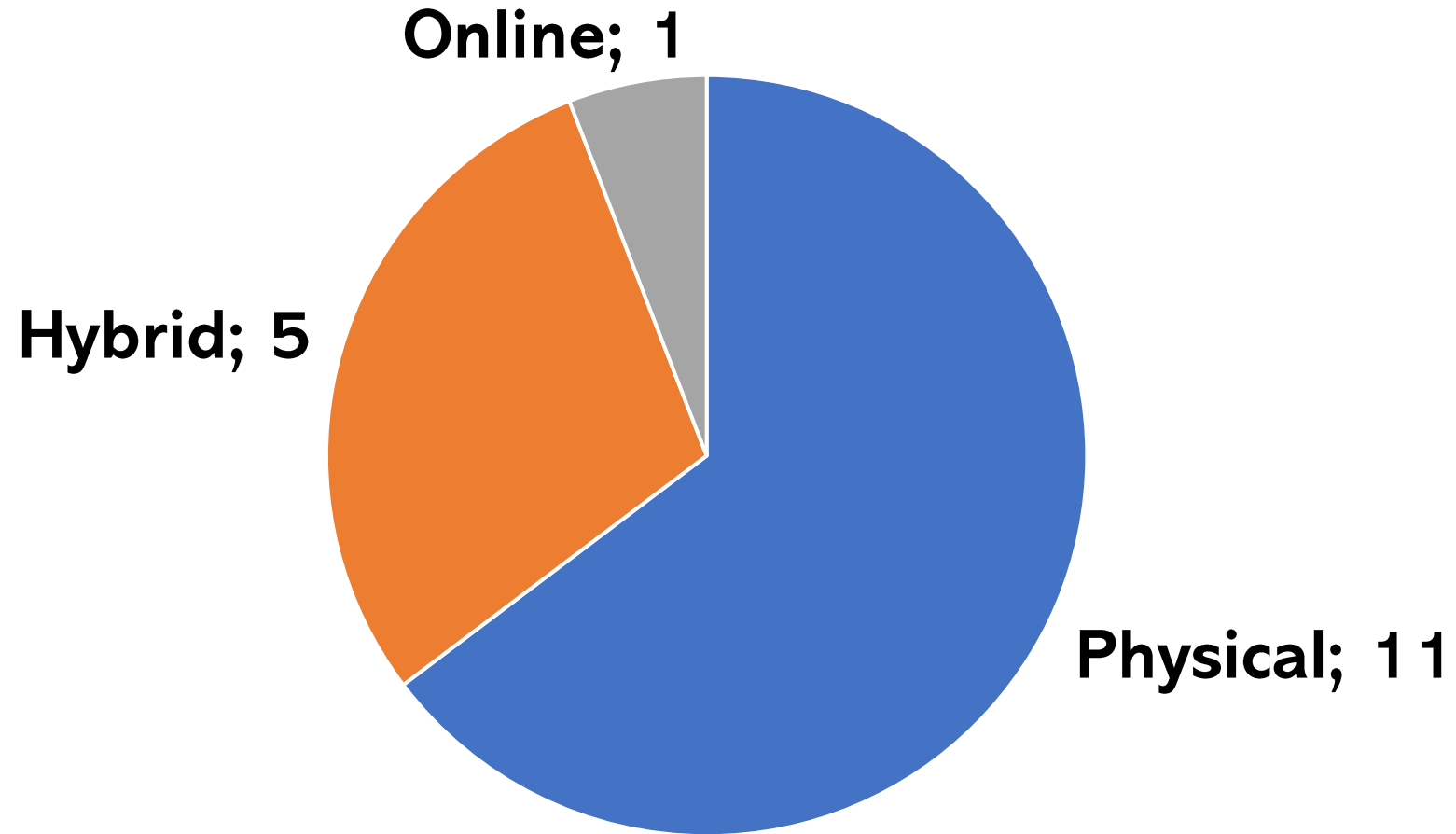
7. Have you been satisfied with hybrid meeting operation?



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.
- Online and hybrid meetings are not as efficient as physical meetings. While it is possible to exchange ideas even during coffee breaks between physical meetings, lack of attention in online meetings is a big problem. However, having an online or hybrid meeting gave better results than not being able to meet physical.
- Online/hybrid meeting does not enable side discussions, and it is affected by the daily work required to be accomplished, as the member is charged with performing other work on the day of the meeting.
- It was difficult to participate in online modes.
- As a complaint's Officer, most of webinars or workshops done during our working hours, so usually we are not available all the time and we have mostly customer we should take care of them. so I suppose to do the newly ones with specific times suitable with all members and increasing the number of face-to-face workshops.
- The best option is to have direct on-site meetings (with online option for those who couldn't attend). It could be considered to have back-to-back meetings together with Committees. The first day to be a separate meeting of the WG/Committee, and the second day to have a joint meeting. Online meetings could be favored only if there are travel restrictions.

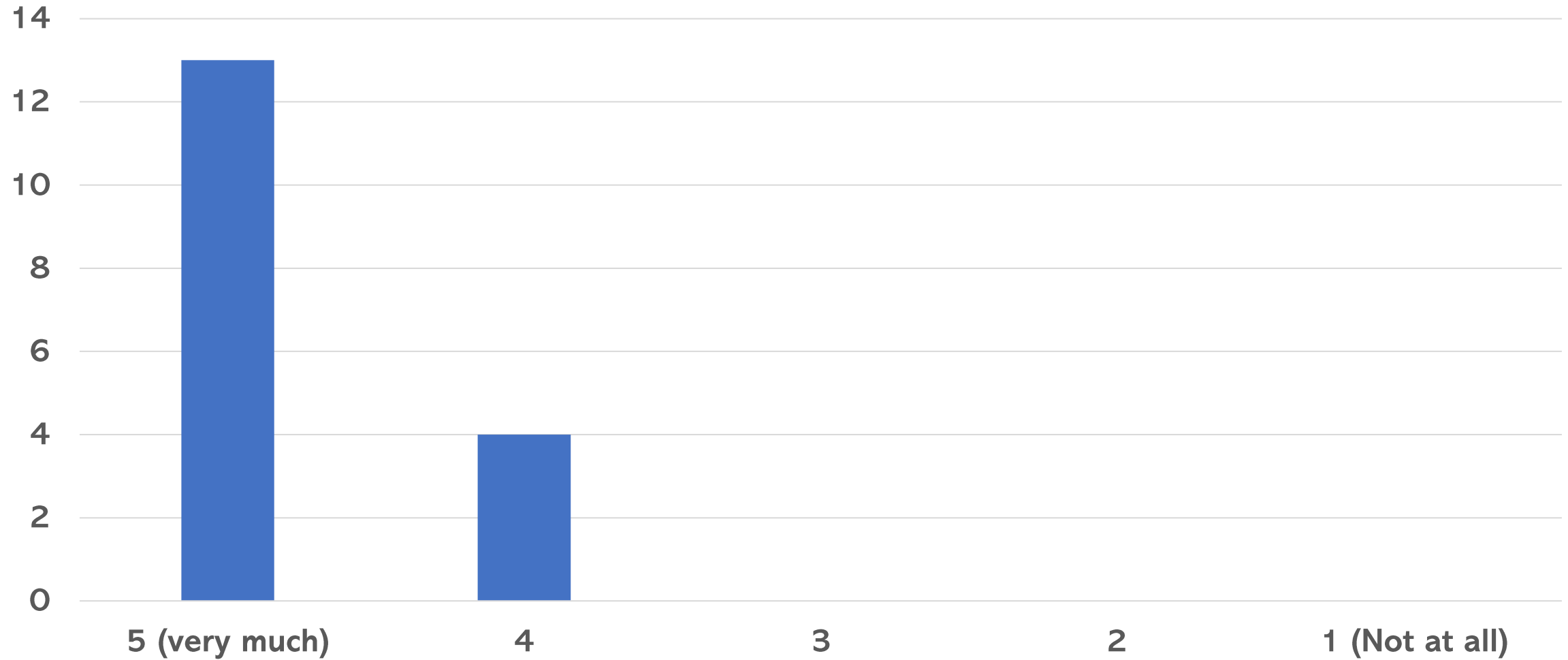
9. What is your preferred meeting format in the future?



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.
- With the decrease of the pandemic, it will be useful to hold physical meetings if possible and to come together in different countries as in previous periods. It would also be good to work without the fear and pressure of the group being shut down.
- Return to the physical meetings to maximize the benefits the topics discussed by the group. And it may appropriate for the meeting program to include a visit to customer service offices.
- The meetings may also include topics on cross boarder energy trade, competitive markets, impacts of economic landscape on electricity markets, compartive analysis of alike regulators and vice versa.
- I think we need to go back with physical meetings.
- The CP WG should get the status and treatment as the Committees, as soon as possible. Consumer protection issues are focal point among the regulators, especially in the given circumstances of the energy crisis.

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.
- The group is very lucky to be working with Margus and Viktor.
- Thanks to them, they are doing a great job.
- I want to express my great gratitude. Wish you health and success in your business.
- They are doing excellent and highly committed job in very challenging circumstances.