





ERRA Customer Protection Working Group

Consumer Satisfaction Measurement

Dr Viktor Szilágyi
MEKH
International Expert for Energy

10 October 2022
ERRA CP WG Meeting
Istanbul

In order to measure the satisfaction MEKH conducts consumer satisfaction surveys since 1995 in order to:

-  to chart the compliance of the service providers with the regulations;
-  to get to know the opinion of the consumers about the quality of the service;
-  to get to know the opinion of the consumers about the different services of the service providers;
-  to get to know whether an intervention by the NRA is required.

Sectors involved in the Consumer Satisfaction Survey



Electricity

- Performed in: 2021
- 11 000 household consumers nationally, proportionally from the territory of each DSO (there are 6 DSOs countrywide) and from 3 USPs



Natural gas

- Performed in: 2022
- 10 004 household consumers nationally proportionally from the territory of each DSO (there are 10 DSOs countrywide, 6 of them are the major ones) and from 1 USP



District heating

- Performed in: 2021
- 4 500 consumers 500 consumers from each of the 10 greatest service providers countrywide)



Water public utilities

- performed in: 2022
- 20 000 consumers (500 consumers from each of the 40 service providers countrywide)

The structure of the Consumer Satisfaction Survey

The CSS comprises 3 parts
(from these parts is the final report created)

Ground Survey
(done by the researcher,
coordinated and
evaluated by coordinator,
independent and
one time survey)

Auxiliary Survey
(done by the coordinator
2 months after the
consumer experience)

Immediate Survey
(done by the service
provider, perpetual, at
the time of the consumer
experience)

**THANK YOU FOR YOUR
ATTENTION!**