

ERRA Customer Protection Working Group 2023/2024 Workplan

Mr. Margus Kasepalu
Chairman of the Working Group
Head of Department of Energy and Infrastructure
Estonian Competition Authority



**Thank you for your hard work and contributions
in 2022!**

A photograph of wooden blocks spelling out 'THANK YOU' on a wooden plank. The blocks are light-colored wood with dark brown letters. The plank is resting on a dark surface. The background is a blurred green and yellow, suggesting an outdoor setting with foliage.

THANK YOU

Workplan topics, deliverables in 2022

April meeting (hybrid in Budapest, Hungary)

- **Presentation: High Energy Prices** (*topic #1*)
 - Roundtable discussion
 - Each participant is requested to prepare 3 slides based on a template covering the national impact of the high energy prices: 1) measures taken by the government 2) measures taken by the NRA 3) hot topics/ related issues related to high energy prices
 - Submissions by 17 members: ERE Albania, CREG Algeria, PSRC Armenia, FERK Bosnia and Herzegovina, ERÚ Czech Republic, GasReg Egypt, ECA Estonia, GNERC Georgia, MEKH Hungary, EPRA Kenya (EREA), PUC Latvia, ANRE Moldova, ARENE Mozambique, ERC North Macedonia, AERS Serbia, NEPRA Pakistan, EMRA Türkiye
 - Introduction of the first result of the survey by the EMER COM and NG COM on High Energy Prices by Mr. Kacper JAROSZ, Project Manager, ERRA
 - Defining scope and assigning volunteers for the Report on High Energy Prices by the CP WG

Workplan topics, deliverables in 2022

June meeting (online)

- **Presentation: Penalties Imposed by Discributors** (*topic #13*)
 - Introduction of the topic by Ms. Lusine ALEKSANYAN, PSRC Armenia
 - Roundtable discussion based on country cases received from 7 members: ERE Albania, ERO Czech Republic, GasReg Egypt, GNERC Georgia, MEKH Hungary, ERC North Macedonia, EMRA Türkiye
- **Status update: Report on High Energy Prices by CP WG**

Workplan topics, deliverables in 2022

October meeting (hybrid in Istanbul, Türkiye)

- **Country updates: Latest energy news related to customer protection**
 - Submissions by 13 members: PSRC Armenia, AERA Azerbaijan, FERK Bosnia and Herzegovina, ERÚ Czech Republic, EREA (Kenya), ERERA, ECA Estonia, MEKH Hungary, NERC Lithuania, ANRE Moldova, ARENE Mozambique, ERC North Macedonia, ANRE Romania
- **Presentations: Consumer satisfaction measurements (topic #6)**
 - by Mr. Fahad A. AL-AJLAN, WERA Saudi Arabia; Mr. Viktor SZILÁGY, MEKH Hungary; Ms. Alexandra DIALA, ANRE Romania
- **Presentations: Consumer information and education as a tool for empowering customers - good practices of NRA's activities (topic #7)**
 - by Ms. Zofia JANISZEWSKA, URE Poland; Ms. Erjola SADUSHI, ERE Albania, Mr. Viktor SZILÁGY, MEKH Hungary, Mr. Martin MARTINOSKI, ERC North Macedonia

Working Group's Publication — October 2022



Benchmarking Analysis on Mitigating Impacts of Pandemic and High Energy Prices in the Period 2019 – 2022 Q1: Measures and Approaches by Select ERRA Members

ERRA would like to express its gratitude to those 14 ERRA members who provided input for this analysis and to the authors of this publication:

Viktor SZILÁGY (MEKH Hungary)

Elza BERGMANE (PUC Latvia)

Lucie CHMELÍČKOVÁ (ERÚ Czech Republic)

Ahmet GÖK (EMRA Türkiye)

Workplan topics, deliverables in 2023

January meeting (online)

- **Roundtable Discussion:** New phenomena in the energy markets and their possible implications for consumers and regulators: emergence of aggregation, energy communities, energy sharing... *(topic #2 & #3)*
 - Future report, topics, questionnaire, deadline, drafters
- **Roundtable Discussion:** Contractual rules in the energy retail markets and the volatile energy prices
 - CP WG Members were requested to submit 1-2 slides on the topic
- **Roundtable Discussion:**
- **Possible tools to mitigate the effects of the energy crisis, that can be done by the involvement of the consumer**
 - CP WG Members were requested to submit 1-2 slides on the topic

WP topics not covered yet, remaining for the 2023/2024 Workplan period

- **New phenomena in the energy markets and their possible implications for consumers and regulators (and Brief introduction of the new EU legislation for decarbonisation with the consumers in focus)** *(topic #3)*
 - Discussions on the January meeting
 - Inviting guest speaker on Hydrogen: is it still of interest?
- **The DSO actions when the costumers do not provide the access to the measuring equipment** *(topic #4)*
- **The role of the energy regulation authorities in the closed distribution systems** *(topic #5)*
- **Consumers of Electric Vehicles** *(topic #8)*
- **Illegal Consumption** *(topic #9)*
- **Energy poverty and vulnerable consumers** *(topic #10)*
- **Differentiation of electric tariffs** *(topic #11)*
- **Consideration of complaints as consumer protection** *(topic #12)*
- **Net meter consumers** *(topic #14)*

Any new topic suggestion?