

## Case study 4: Greece

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# Agenda

- Description of the current situation in Greece
- The new Tariff methodology implemented from 1<sup>st</sup> January 2024
- Communication strategy for the Consumers
- Structure of the energy bills
- RAAEY's proposal
- Online tools developed by the Greek Regulator for the consumers



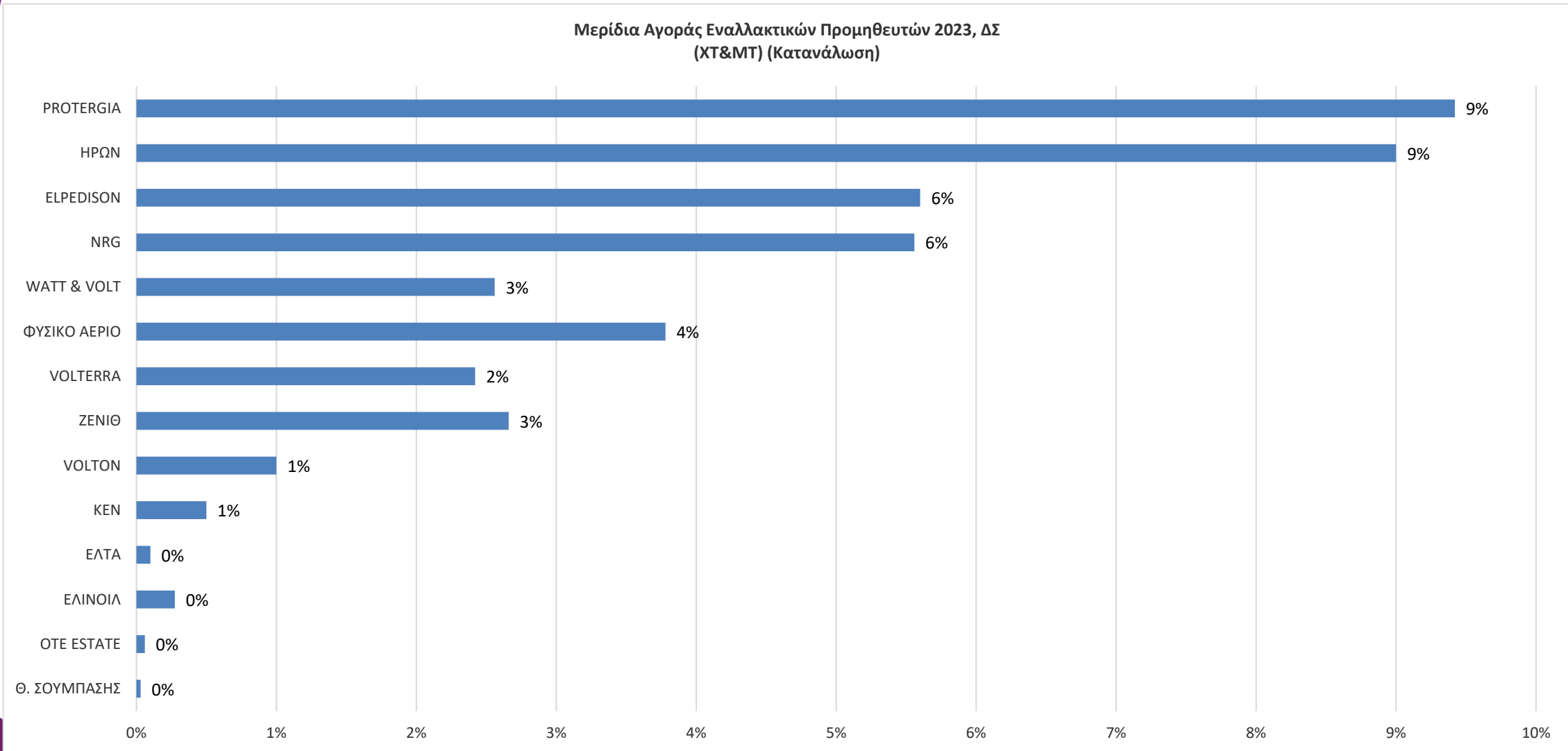
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# Description of the current situation in Greece

# The Suppliers in the Greek Retail Market

1. ΒΙ.ΕΝΕΡ Α.Ε. ΕΝΕΡΓΕΙΑΚΕΣ ΕΠΙΧΕΙΡΗΣΕΙΣ Α.Ε. ΒΙΕΝΕΡ
2. ΒΙΟΛΑΡ Α.Ε. ΒΙΟΛΑΡ
3. ΔΕΗ Α.Ε. ΔΕΗ
4. ΕΛΙΝΟΙΛ ΕΛΛΗΝΙΚΗ ΕΤΑΙΡΕΙΑ ΠΕΤΡΕΛΑΙΩΝ Α.Ε. ΕΛΙΝΟΙΛ
5. ΕΛΛΗΝΙΚΑ ΤΑΧΥΔΡΟΜΕΙΑ Α.Ε. ΕΛΤΑ
6. ELPEDISON Α.Ε. ELPEDISON
7. ΖΕΝΙΘ (ΕΠΑ ΘΕΣΣΑΛΟΝΙΚΗΣ - ΘΕΣΣΑΛΙΑΣ Α.Ε.) ΖΕΝΙΘ
8. ΦΥΣΙΚΟ ΑΕΡΙΟ ΕΛΛΗΝΙΚΗ ΕΤΑΙΡΕΙΑ ΕΝΕΡΓΕΙΑΣ ΦΥΣΙΚΟ ΑΕΡΙΟ
9. ΗΡΩΝ ΘΕΡΜΟΗΛΕΚΤΡΙΚΗ Α.Ε. ΗΡΩΝ
10. ΘΩΜΑΣ ΣΟΥΜΠΑΣΗΣ Μ.Ε.Π.Ε. Θ. ΣΟΥΜΠΑΣΗΣ
11. ΚΕΝ ΠΑΡΑΓΩΓΗ ΚΑΙ ΕΜΠΟΡΙΑ ΕΝΕΡΓΕΙΑΚΩΝ ΠΡΟΪΟΝΤΩΝ Α.Ε. ΚΕΝ
12. ΚΩΝΣΤΑΝΤΙΝΟΣ Β. ΜΑΡΚΟΥ Α.Β.Ε.Ε. Κ.Β. ΜΑΡΚΟΥ
13. ΜΥΤΙΛΗΝΑΙΟΣ Α.Ε. - ΟΜΙΛΟΣ ΕΠΙΧΕΙΡΗΣΕΩΝ PROTERGIA
14. NRG SUPPLY AND TRADING ΕΝΕΡΓΕΙΑΚΗ Α.Ε. NRG
15. ΟΤΕ ΑΚΙΝΗΤΑ Α.Ε. ΟΤΕ ESTATE
16. VOLTERRA Α.Ε. VOLTERRA
17. VOLTON ΕΛΛΗΝΙΚΗ ΕΝΕΡΓΕΙΑΚΗ Α.Ε. VOLTON
18. WATT AND VOLT Α.Ε. WATT & VOLT
19. WE ENERGY Α.Ε. WE ENERGY

# Market Shares of the Suppliers



320 different electricity products provided by the Suppliers  
7,5 million electricity meters



## Why do we have so many electricity bills?

Because providers have the right to have as many invoices/energy bills as they want. There is a wholesale market where the price is variable (it changes constantly, per day and hour). There are retail providers, who buy wholesale and sell retail, with many different trading policies. Moreover, because the needs and desires of consumers are very different, depending on the profile of each consumer (household, business, etc.).



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The new Tariff methodology  
implemented from 1<sup>st</sup> January  
2024



## Description of the problem

- **All the consumers, until 31.12.2023** must select their Tariff and the Supplier. For this reason, they must be informed for the available products and their characteristics.
- The Greek regulator and the Ministry made a useful campaign to inform the citizens for this new era.
- If consumers don't make a choice, they will **automatically** be transferred to the **Special Tariff** established by the Supplier from January 1st 2024.
- Who are excluded: those who have a fixed tariff or those who object until 31/1/2024.

## Why do we have different colors on the invoices?

To make it easier for the consumer to understand the nature of the many different tariffs, so that they can better make comparisons between providers, the Greek Regulator and the Ministry introduced the color markings on the Invoices (Tariffs).

## The color on the Invoices

- The **color** markings on the invoices (energy bills) give information about this very important feature of the product, i.e. when its price changes. The consumer, seeing the color of the supply product, can immediately perceive its main characteristics.
- There are **four color markings** of the supply products

# Transparency Marks

- The "**Transparency Marks**" on electricity supply products were introduced to make it easier for consumers to choose the tariffs offered by suppliers.

The price of electricity supply products can be:

- **fixed** for the entire duration of the contract,
- **variable** i.e. changing every month, ex-post
- **variable** i.e. changing every month, ex-ante
- **dynamic** i.e. could be changed every hour.

# Colors in Electricity Products

Special Regulated Tariff

Fixed Tariff

Variable Tariff

Dynamic Tariff



- The Special Tariff, with green labelling

The supplier announces the price charged by the first day of the month, i.e. consumers will know every 1st of the month the price they will pay.

- The Fixed Tariff, with blue labelling  
Fixed supply price (€/kWh) for the entire contract period.

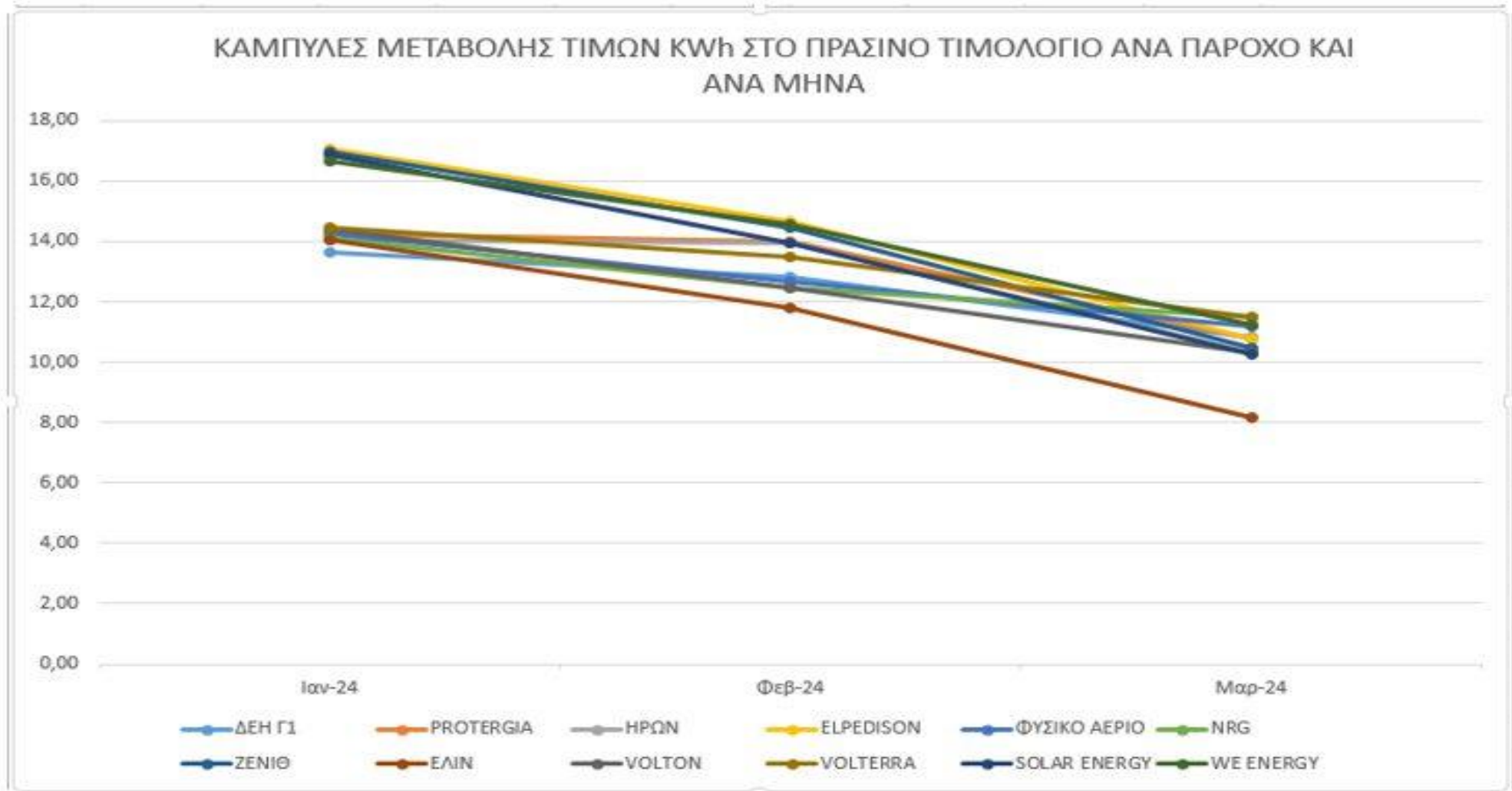


- The Variable Tariff, with yellow labelling

Includes tariffs with variable supply charges (€/kWh), where the price changes according to fluctuations in the wholesale electricity market.

- The Dynamic Tariff, with orange labelling
- Includes tariffs whose price changes based on intraday wholesale electricity market prices.
- A prerequisite for offering these tariffs is the existence of a smart meter.

# The Special Tariff has reduced the electricity price (€/MWh) | competition & transparency



# How do I find the right choice?



## Guidelines for the consumers

Consumers should pay particular attention to the tariff parameters given by the suppliers, such as:

- consistency discount rates
- night pricing
- fixed rates
- the range of consumption corresponding to the kw/hour charge price
- early payment penalties departure

# Tools for the Consumers

The online tools created by the Regulator to educate and strengthen the Consumers



Through this platform, consumers are informed for various aspects of the available Contracts through the months of 2024 and help them categorize them accordingly

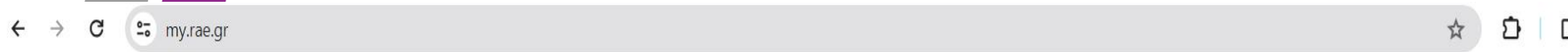
## Τιμολόγια Προμήθειας Ηλεκτρικής Ενέργειας – Οικιακό

Πάροχος: 
 Είδος Τιμολογίου: 
 Έτος(n): 
 Μήνας(ες):

Εκπτώση με Προϋποθέσεις

Πάροχος	Έτος	Μήνας	Όνομασία Τιμολογίου	Πάγιο με Έκπτωση με προϋπόθεση (€/μήνα)	Προϋπόθεση Έκπτωσης Παγίου	Τελική Τιμή Προμήθειας με Έκπτωση με προϋπόθεση (€/MWh)	Προϋπόθεση Έκπτωσης Βασικής Τιμής Προμήθειας	Παρατηρήσεις
ELPEDIION	2024	1	Ειδικό	5.00		170.58		
ELPEDIION	2024	1	Bright	3.00		169.00		
ELPEDIION	2024	1	ELPEDIION SMART	5.00		135.08		Περιλαμβάνεται ειδική έκτακτη έκπτωση 0,015€ ανά kWh
NRG	2024	1	prime 4U	1.75	e-bill, πάγιο εντολή	Η τιμή δεν είναι ακόμα γνωστή		Η τιμή Ιανουαρίου 2024 θα ανακοινωθεί τον Μάρτιο 2024
NRG	2024	1	nrg on time 4U	3.50	e-bill, πάγιο εντολή	Η τιμή δεν είναι ακόμα γνωστή		Η τιμή Ιανουαρίου 2024 θα ανακοινωθεί τον Μάρτιο 2024
NRG	2024	1	nrg fixed 4U	3.50	e-bill, πάγιο εντολή	151.00		Ταυτόχρονη σύνδεση σε οποιοδήποτε πρόγραμμα Φυσικού Αερίου της Εταιρείας
NRG	2024	1	Ειδικό	3.60	e-bill, πάγιο εντολή	141.20	Συνέπεια	
OTE ESTATE	2024	1	Ειδικό	5.00		198.00		
PROTERGIA	2024	1	Plus	1.00		166.90		
PROTERGIA	2024	1	Helios Value	0.00		166.90		
PROTERGIA	2024	1	Οικιακό Value Safe	3.50		165.00		
PROTERGIA	2024	1	Ειδικό	4.00		142.60	Συνέπεια	
PROTERGIA	2024	1	Value Simple	5.00		140.60		
PROTERGIA	2024	1	Value Fair	5.00		132.80		

# MY RAE and ENOMOS



Email

Κωδικός

Εσχάσατε τον κωδικό σας ;  
Όροι και Προϋποθέσεις

Σύνδεση

Γρήγορη Εγγραφή

Εναλλακτικά Συνδεθείτε μέσω Social Media:

Facebook Login

ΡΑΕ  
ΡΥΘΜΙΣΤΙΚΗ ΑΡΧΗ ΕΝΕΡΓΕΙΑΣ  
REGULATORY AUTHORITY FOR ENERGY

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**ENOMOS**  
Energy Ombudsman Organizing System  
Σύστημα Συντονισμού Υπηρεσιών Ενεργειακής Διαμεσολάβησης

Ενδυνάμωση Καταναλωτών για την Ενεργειακή Μετάβαση



# MY RAE and ENOMOS

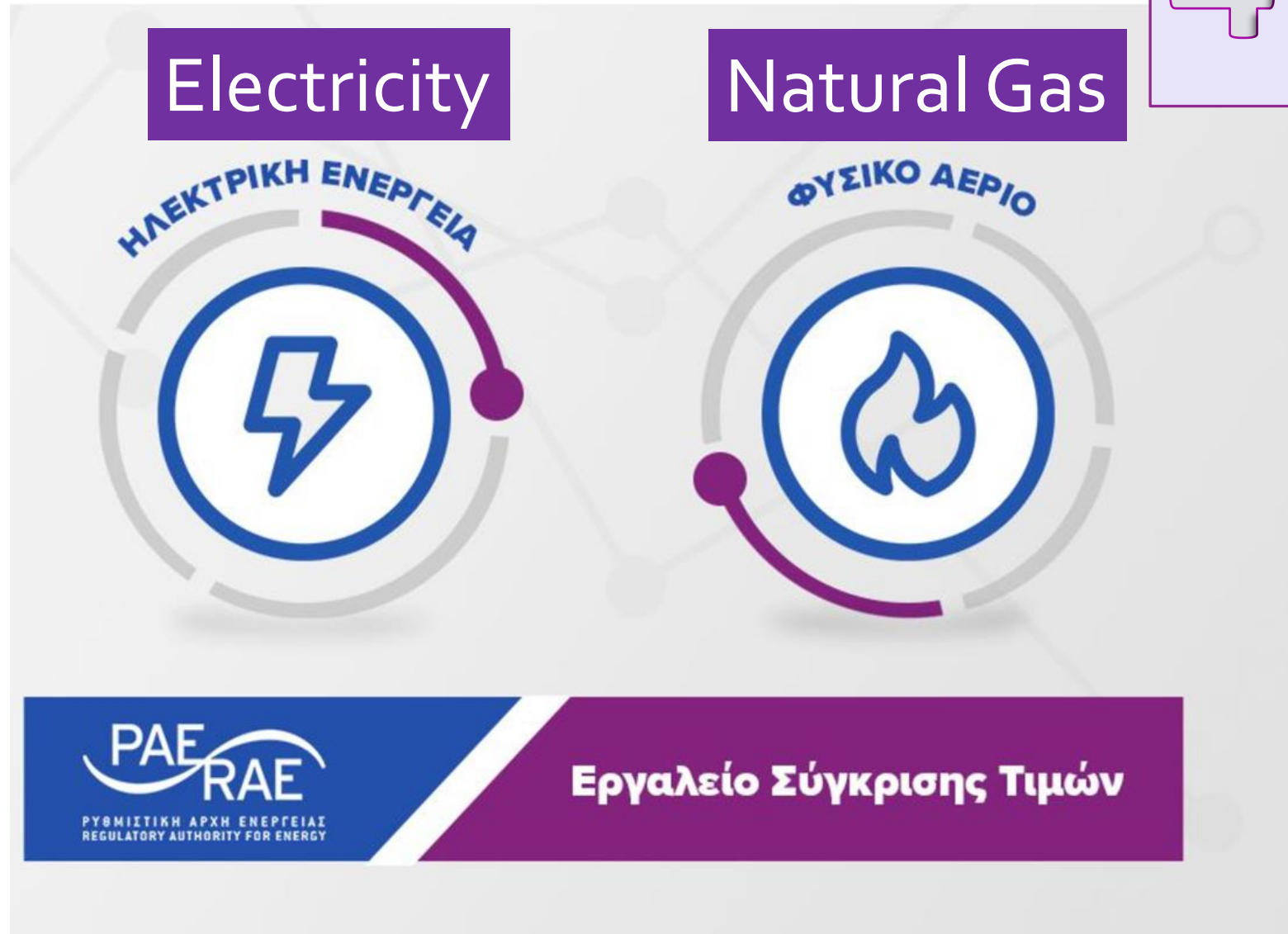
- **MYRAE** is an online platform for submission of complaints, where consumers can easily and quickly submit their requests or complaints to their supplier/network operator, which are automatically communicated to the responsible entity in order to be settled promptly and efficiently.
- **ENOMOS** platform (**E**nergy **O**mbudsman **O**perating **S**ystem) mediates in order to facilitate the out-of-court, consensual resolution of disputes between consumers of electricity and/or natural gas and suppliers and operators of electricity and/or natural gas networks established in Greece, in accordance with the terms and procedure provided for in the relevant operating regulation.

# Price Comparison Tool

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[www.energycost.gr](http://www.energycost.gr)

Through this platform, consumers can compare different electricity and gas products.



The image shows a graphical interface for a price comparison tool. It features two main sections: 'Electricity' and 'Natural Gas'. The 'Electricity' section is labeled 'ΗΛΕΚΤΡΙΚΗ ΕΝΕΡΓΕΙΑ' (Electricity) and contains a lightning bolt icon. The 'Natural Gas' section is labeled 'ΦΥΣΙΚΟ ΑΕΡΙΟ' (Natural Gas) and contains a flame icon. Both sections are connected by a network of lines and nodes. At the bottom, there is a logo for 'ΡΑΕ' (Regulatory Authority for Energy) and the text 'Εργαλείο Σύγκρισης Τιμών' (Price Comparison Tool).

**Electricity**

**Natural Gas**

ΗΛΕΚΤΡΙΚΗ ΕΝΕΡΓΕΙΑ

ΦΥΣΙΚΟ ΑΕΡΙΟ

ΡΑΕ  
ΡΑΕ  
ΡΥΘΜΙΣΤΙΚΗ ΑΡΧΗ ΕΝΕΡΓΕΙΑΣ  
REGULATORY AUTHORITY FOR ENERGY

Εργαλείο Σύγκρισης Τιμών

As a part of our social media campaign and to create consciousness on ways to save energy without reducing the quality of our life, we created this platform.

Everyone can calculate the electricity consumption of their home and estimate the amount of the electricity bill by clicking in each appliance.

# Electricity Cost Calculator

[www.electricitycostcalculator.gr](http://www.electricitycostcalculator.gr)



[www.rae.gr](http://www.rae.gr)

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# Electricity Cost Calculator

## RESULTS

[www.electricitycostcalculator.gr](http://www.electricitycostcalculator.gr)

### Υπολογισμός Κόστους Ηλεκτρικής Ενέργειας

Εκτίμηση Κατανάλωσης και Κόστους Χρήσης οικιακών συσκευών

Είδος Χρήσης / Συσκευής	Αριθμός όμοιων συσκευών	Ισχύς [Watt]	Χρόνος Λειτουργίας / ημέρα (h)	Ημερήσια κατανάλωση (kWh/ημέρα)	Κόστος / ημέρα (€)	Μηνιαία κατανάλωση (kWh/μήνα)	Κόστος / μήνα (€)	 Υπολογισμός στο συνολικό κόστος
Θέρμανση		2.500		1,50	0,34	45,00	10,27	▼
Ψύξη/Δροσισμός		2.670		0,00	0,00	0,00	0,00	▼
Ζεστό νερό χρήσης		3.000		0,75	0,17	22,50	5,13	▼
Λευκές Συσκευές		8.560		4,70	1,07	141,10	32,19	▼
Φωτισμός		115		0,31	0,07	9,30	2,12	▼
Μικρές Ηλεκτρικές		11.800		2,24	0,51	67,05	15,30	▼

Thank you for your attention !!

Sağ olun!

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**ΡΑΑΕΥ**

ΡΥΘΜΙΣΤΙΚΗ ΑΡΧΗ ΑΠΟΒΛΗΤΩΝ, ΕΝΕΡΓΕΙΑΣ & ΥΔΑΤΩΝ

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