

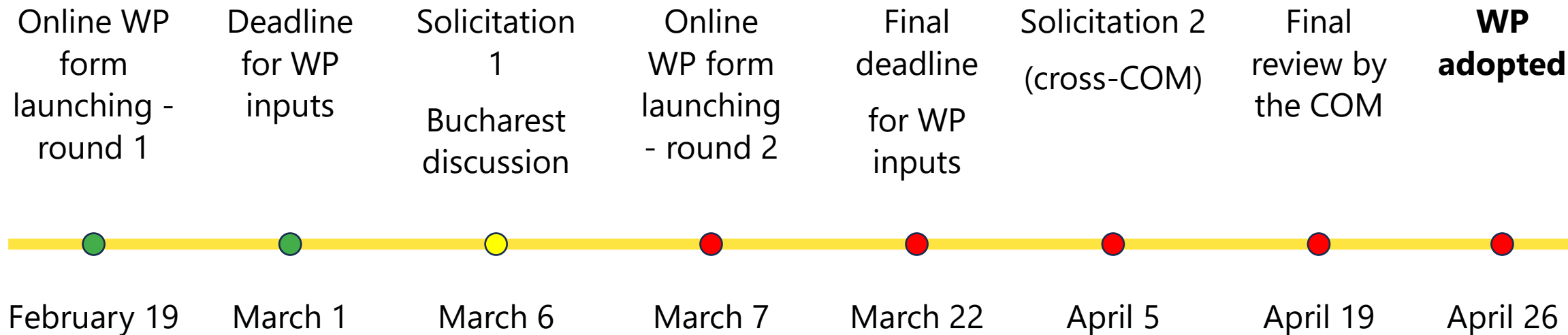
2024-2026 workplan discussion

Customer Protection Committee

CP WG Chairs
ERRA Secretariat



Tentative workplan timeline



Online workplan form

– your input until March 22 is critical!

- The ownership of the workplan belongs to all committee members and as such its creation is a collegial exercise.
- Every idea proposed is a valuable input!

➔ <https://erranet.org/2024-26-online-workplan-form-for-erra-customer-protection-committee-cp-com/>


(the password for access is: *ERRAcom2024*)


- Please remember that we ideally need **4 inputs per topic**:
 - ✓ Topic name
 - ✓ Topic description
 - ✓ Topic format (Case study, Roundtable, Report, Leading Presentation, Discussion)
 - ✓ Your „position“ towards the proposed topic:
 - **'Input-type'** item – you or your organization is ready to contribute with expertise
 - **'Output-type'** item – you or your organization does not possess expertise and wants to learn about the topic


Topics collected so far 1-7

(rough list)

Proposed Topic	Proposed Format	Description
Legal actions and processes of NRAs	Report (R)	The report would investigate the legal actions and processes that can be taken by and belong to the jurisdiction of NRAs, like complaint handling, what types of decision (issue a fine, and/or obligation) can be taken by NRAs, does the NRA do ADR, can a decision of the NRA be appealed, if an ADR process has been initiated can the NRA also initiate a process, etc.
New phenomena on the energy markets	Roundtable (R)	The ERRA CP WG published the "BENCHMARKING REPORT NEW PHENOMENA IN THE ENERGY MARKETS IN ERRA MEMBER COUNTRIES: Prosumers, Energy Communities, Peer to Peer Trading and Sharing report". As these activities are constantly evolving, it would be worthy to regularly follow up the situation.
Contractual regulations	Roundtable (R)	Illustrating the contractual rules for energy supply contract (dynamic prices contracts) and network connection/use contracts, precontractual and termination rules and informing obligations included.
The place of sub-consumers in the electricity supply system and the protection of their rights.	Roundtable (R)	In Latvia, in some cases the final consumer of electricity is a so-called sub-consumer, who is a person that upon agreement with a consumer uses electricity grids in the ownership or possession thereof for the receipt of electricity and does not purchase electricity from the trader or system operator. In this case sub-consumer's equipment is not directly connected to the electricity distribution system. The aim of case study would be to explore how sub-consumers can benefit from the electricity (or natural gas) market and how to protect the rights of sub-consumers.
Regulatory authority internal structure and their attributions	Roundtable (R)	The internal structure of national authorities varies from state to state, depending on the duties provided by the law. It would be interesting to find out how other authorities are organized in order to reach their goals established in the law. Also, it would be great to know how other regulators ensure their independence (financial and functional)
Consumer empowerment (information, education, comparison tools)	Roundtable (R)	All three key sub-topics to be addressed in order to exchange best practices among members for advancing consumer empowerment. Even though the electricity bills are becoming more detailed, the suppliers and the regulators are publishing a lot of information on their websites and comparison tools are being developed, still a lot of consumers are not well informed on the structure of their electricity bill, where they can lodge a complaint, their rights and obligations as consumers etc. By exchanging best practices and lessons learnt, regulators can introduce more efficient tools or approaches for improving consumer empowerment.
Roles and obligations of service providers towards consumers (commercial quality, complaint handling, information provided to consumers)	Roundtable (R)	Is there an adequate legal framework on these issues, what is still missing, what type of sanctions, effective, efficient and proportionate, should be in place in case service providers do not comply with their obligations? Share of best practices and lessons learnt.

 'Input-type' proposal


 'Output-type' proposal


 No Indication


Topics collected so far 8-14

(rough list)

Proposed Topic	Proposed Format	Description
Decentralization: Distributed generation; prosumers, RES communities and other new roles in the evolving energy landscape	Roundtable (R)	Is there an adequate legal framework on these issues, what is still missing and what are the challenges faced during implementation? Share of best practices and lessons learnt.
Good practices of energy suppliers for the benefit of energy consumers (including vulnerable customers) - examples and the role of the NRA.	Case study (CS)	Description of actions going beyond the obligations arising from legal rules (like code of good practices, other).
Monitoring energy prices on the retail market.	Case study (CS)	The scope and method of monitoring and how the monitoring results are used. What indicators are used to assess the market situation.
Monitoring the level and effectiveness of the retail electricity and gas markets opening.	Report (R)	Current scope of energy price regulation, plans, analyses, projects, conditions for further deregulation of the energy market. Roundtable as well as case studies of countries with extensive experience in this field should be used.
Practical aspects of supplier switching.	Case study (CS)	Description of participants and their roles, process, dates, possible costs and compensation for the current supplier, typical problems and protection of customers in the process of changing the supplier, including verification of the application and possibility of withdrawal from the contract before and after its start.
Scope of public service obligations of energy suppliers.	Roundtable (R)	Default supplier, supplier of last resort, obligations in the field of renewable energy and prosumers activity, other public service obligations of suppliers
Division of customer protection responsibilities between the NRA and other public institutions (map of institutions).	N/A	N/A

 'Input-type' proposal


 'Output-type' proposal


 No Indication


Topics collected so far 15-18

(rough list)

Proposed Topic	Proposed Format	Description
Regulatory tools ensuring/increasing the independence of DSOs in the event of ownership, legal and accounting unbundling.	N/A	N/A
DSO, TSO, Supplier websites and applications that consumers access	Case study (CS)	What kind of information should these websites and applications contain. Good examples for customers and legislations behind processes. May be addressed under "Consumer empowerment".
Advantages and disadvantages of Smart Metering	Case study (CS)	Smart Metering and Smart Grid are recent issues that have advantages and disadvantages (price, communication, battery-for natural gas etc.) that could be a case study work.
Hydrogen blending and Biomethane injection effects on consumers	Case study (CS)	Hydrogen blending with natural gas and biomethane injection is getting popular due to carbon emission issues. But their positive or negative effects on consumers are not considered properly. If there is an expert within ERRA members this could be a in-house expertise topic. But also some experiences of other countries could be an output-type topic too.

 'Input-type' proposal

 'Output-type' proposal

 No Indication

Target number of topics in the WP

- In order for the workplan to effectively justify Committee work and meetings for the 2-year mandate period, it should contain:
 - Minimum 16 ,meeting-type' topics ✓
 - Minimum 2 reports ✓
- The 2024-26 workplan is expected to have at least a few cross-Committee topics, which makes the complitation easier and justifies joint work and meetings
- No topics (or no remaining topics) in the workplan means that the Secretariat sees no justification in holding meetings, unless we have volunteers with ad hoc topics/presentations.



**THANK YOU
FOR YOUR ATTENTION!**

secretariat@erranet.org