

2024-2026 workplan

Customer Protection Committee

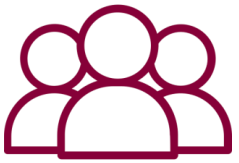
dr. Viktor Szilágy
MEKH, Hungary



ERRA Customer Protection Committee Meeting

June 11, 2024 | online

Summary

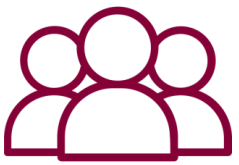


- 8 roundtables
- 8 case studies
- 1 report
- 2 not indicated

with the Energy
Transition Committee
(ET COM)

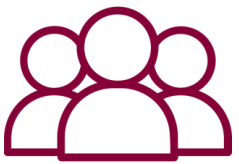


Workplan topics and formats 4/1



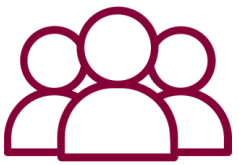
1. Legal actions and processes of NRAs	Report (R)
2. Practical aspects of supplier switching.	Case study (CS)
3. Regulatory authority internal structure and their attributions	Roundtable (RT)
4. Role of NRAs in energy billing	Case study (CS)
5. Scope of public service obligations of energy suppliers	Roundtable (RT)

Workplan topics and formats 4/2



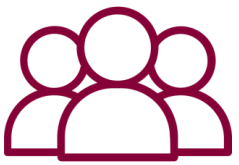
6. Advantages and disadvantages of Smart Metering	Case study (CS)
7. Conditions of termination and restoration of the electricity supply to the consumer	Case study (CS)
8. Consumer empowerment (information, education, comparison tools)	Roundtable (RT)
9. Contract regulation, supplier and consumer rights and obligations	Roundtable (RT)
10. Good practices of energy suppliers for the benefit of energy consumers (including vulnerable customers) – examples and the role of the NRA	Case study (CS)

Workplan topics and formats 4/3



11. Handling consumer request	Roundtable (RT)
12. Role of NRAs in billing complaints	Roundtable (RT)
13. New phenomena on the energy markets - Decentralization: Distributed generation; prosumers, RES communities and other new roles in the evolving energy landscape	Roundtable (RT)
14. Division of customer protection responsibilities between the NRA and other public institutions (map of institutions).	
15. Roles and obligations of service providers towards consumers (commercial quality, complaint handling, information provided to consumers)	Roundtable (RT)

Workplan topics and formats 4/4



16. The place of sub-consumers in the electricity supply system and the protection of their rights	Case study (CS)
17. Monitoring energy prices on the retail market	Case study (CS)
18. DSO, TSO, Supplier websites and applications that consumers access	Case study (CS)
19. Regulatory tools ensuring/increasing the independence of DSOs in the event of ownership, legal and accounting unbundling	



**THANK YOU
FOR YOUR ATTENTION!**