

Customer as a focus of Regulators

Updates of data
from the CP WG status quo report (June 2021)



Background information

In June 2021 the **ERRA Customer Protection Working Group: A Status Quo Report** was published.

22 regulators of the ERRA CP COM provided data to map their duties and powers, with emphasis on consumer protection, and to offer a quick glimpse into their retail markets of electricity and natural gas:

- Section I: **NRAs and their Jurisdiction**
- Section II: **Retail Markets of Electricity and Natural Gas**
- Section III: **Customer Protection**

The following organisations provided data

countries who are present in Chisinau meeting are highlighted

Albania		Albanian Energy Regulatory Authority (ERE)	AL
Algeria		Commission for Electricity and Gas Regulation (CREG)	DZ
Bosnia and Herzegovina		State Electricity Regulatory Commission (SERC)	BA1
Bosnia and Herzegovina		Regulatory Commission for Energy in Federation of Bosnia and Herzegovina (FERK)	BA2
Bosnia and Herzegovina		Regulatory Commission for Energy of Republic of Srpska (RERS)	BA3
Czech Republic		Energy Regulatory Office (ERO)	CZ
Estonia		Estonian Competition Authority (ECA)	EE
Georgia		Georgian National Energy and Water Supply Regulatory Commission (GNERC)	GE
Hungary		Hungarian Energy and Public Utility Regulatory Authority (HEA)	HU
Kosovo*		Energy Regulatory Office (ERO)	XK
Latvia		Public Utilities Commission (PUC)	LV

Lithuania		National Energy Regulatory Council (NERC)	LT
Moldova		National Energy Regulatory Agency (ANRE)	MD
North Macedonia		Energy and Water Services Regulatory Commission (ERC)	MK
Oman		Authority for Public Services Regulation (APSR)	OM
Peru		Peru's Regulatory Agency for Investment in Energy and Mining (Osinerghmin)	PE
Poland		Energy Regulatory Office (URE)	PL
Romania		Romanian Energy Regulatory Authority (ANRE)	RO
Saudi Arabia		Water & Electricity Regulatory Authority (WERA)	SA
Turkey		Energy Market Regulatory Authority (EMRA)	TR
Ukraine		National Energy and Utilities Regulatory Commission (NEURC)	UA
United Arab Emirates		Regulatory and Supervisory Bureau for Electricity and Water of Dubai (RSB)	AE

Upcoming data update if possible

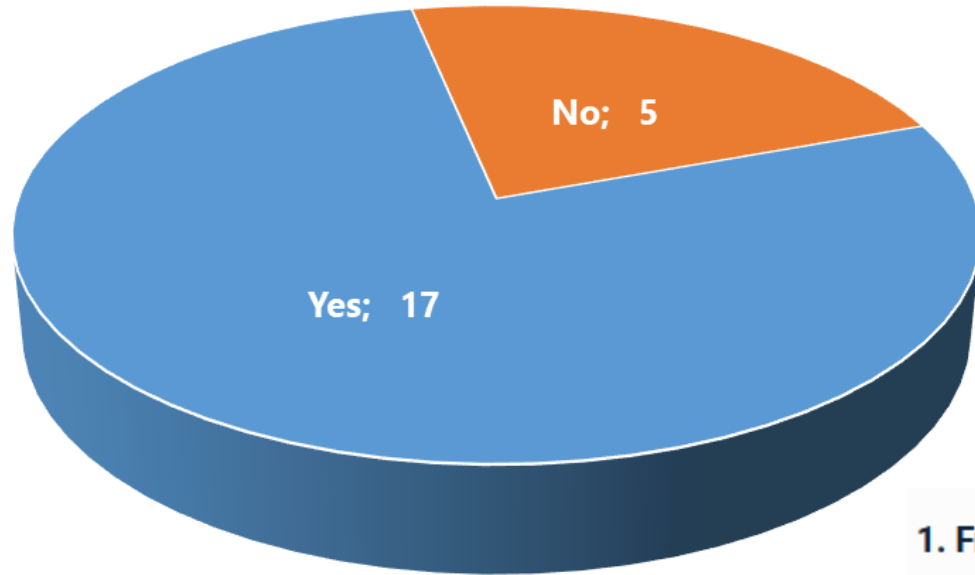
On May 4 during the 12th High-Level Meeting of Regional Associations of Emerging Markets in Muscat, Oman there will be topic discussion on ***Customer engagement practices***. Ms. Andrijana Nelkova-Chuchuk, ERRA Chair will also be participating in this session.

In preparation for the session, we kindly request your input by completing a brief mini-survey. Your insights and experiences will significantly contribute to the quality and relevance of the discussion.

Please provide your answers **by April 23 the latest!**

<https://erranet.org/cp-com-mini-survey-customers-engagement-2025/>

Possibility of switching suppliers on the retail market of electricity



RESPONSES:

Yes

AL, BA1, BA2, BA3, CZ, EE, HU, XK, LV, LT, MD, MK, PE, PL, RO, TR, UA

No

DZ, GE, OM, SA, AE

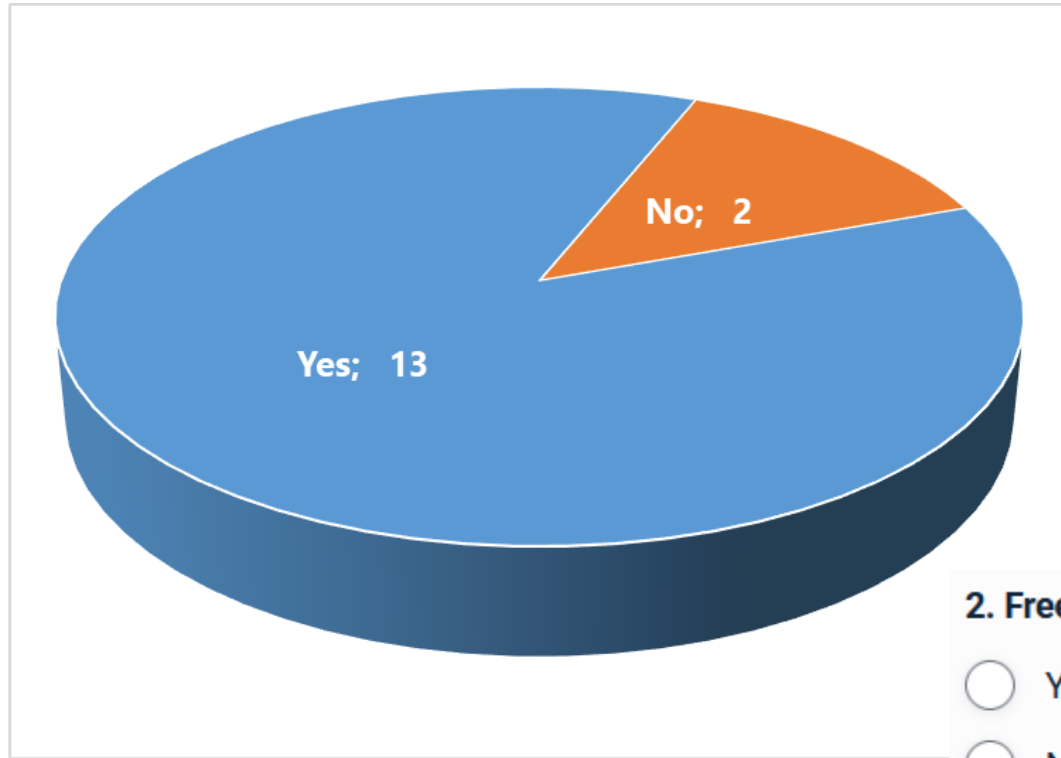
1. Freedom of choice for electricity retail supplier (Required)

☐ Yes

☐ No

1.1 yearly % of household switching for electricity retail market (%) (Required)

Possibility of switching suppliers on the retail market of natural gas



RESPONSES:

Yes

BA3, CZ, EE, GE, HU, LV. LT, MD, MK, PL, RO, TR, UA

No

DZ, PE

2. Freedom of choice for gas retail supplier (Required)

☐ Yes

☐ No

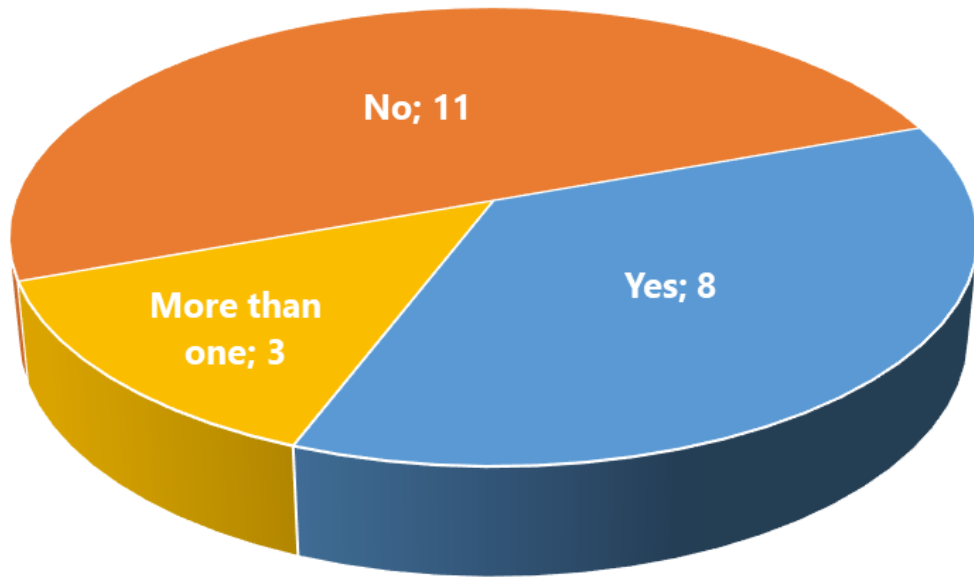
2.1 yearly % of household switching for gas retail market (%) (Required)

Number of supplier switching of household consumers in electricity and natural gas

With switching at least >1% for households

	Number of supplier switching of household consumers in electricity in 2019:	Number of supplier switching of household consumers in natural gas in 2019:
CZ	320 901 (6.1%)	190 446 (7.3%)
EE	14 000 (2%)	3 360 (6.9%)
LV	5.30% (only 2020 data is available)	1.78%

Price comparison tools in electricity



How regulators are involved:

- Operate directly/ supervise only
- Setting mandatory rules

RESPONSES:

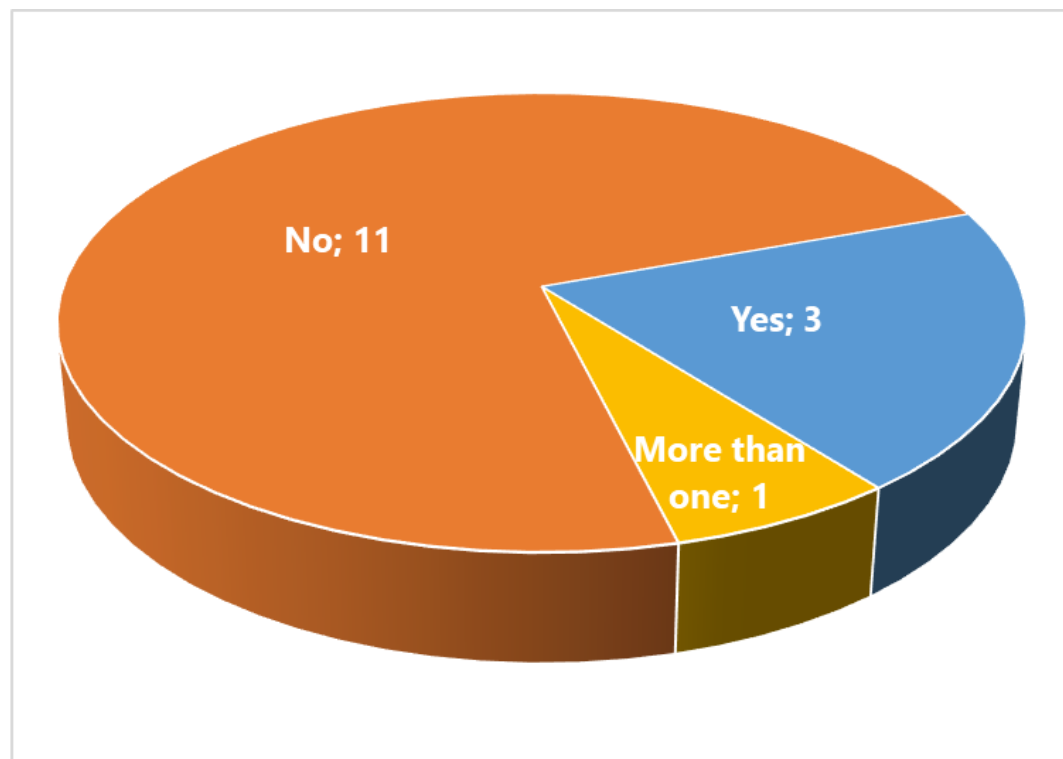
Yes	BA1, BA2, BA3, EE, HU, MK, RO, TR
More than one	CZ, LV, PL
No	AL, DZ, GE, XK, LT, MD, OM, PE, SA, UA, AE

3. Price Comparison Tools for electricity (Required)

- ☐ Yes, one
- ☐ Yes, more than one
- ☐ No

3.1. if Yes, please specify the role of the regulator (Required)

Price comparison tools in natural gas



RESPONSES:

Yes	EE, PL, RO
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More than one	CZ
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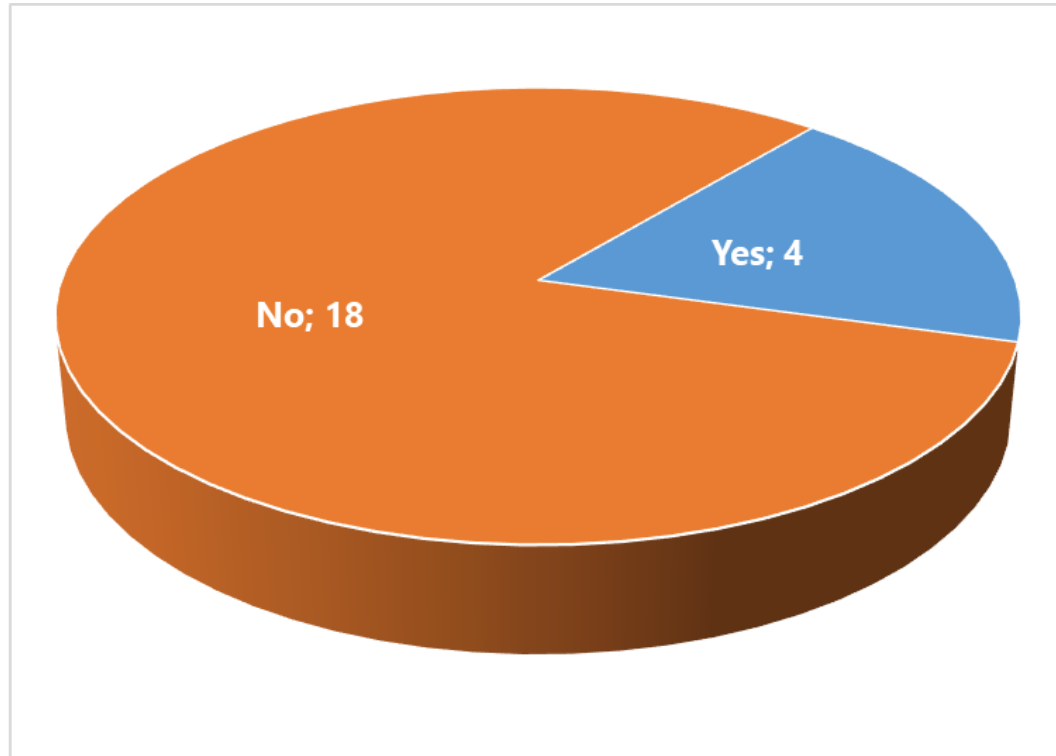
No	DZ, BA3, GE, HU, LV, LT, MD, MK, PE, TR, UA
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4. Price Comparison Tools for gas (Required)

- ☐ Yes, one
- ☐ Yes, more than one
- ☐ No

4.1. if Yes, please specify the role of the regulator (Required)

The existence of a legal definition for energy poverty in the answering countries or entities



RESPONSES:

Yes	LV, MD, MK, PL
No	AL, DZ, BA1, BA2, BA3, CZ, EE, GE, HU, XK, LT, OM, PE, RO, SA, TR, UA, AE

NEW QUESTION: Are there subsidies in the energy bill direct only to vulnerable customers in place in your country? (If yes please specify – this could be topic for a next report?)

New questions related to the topic

5. Subsidies in the electricity bill for vulnerable customers (Required)

- ☐ Yes
- ☐ No

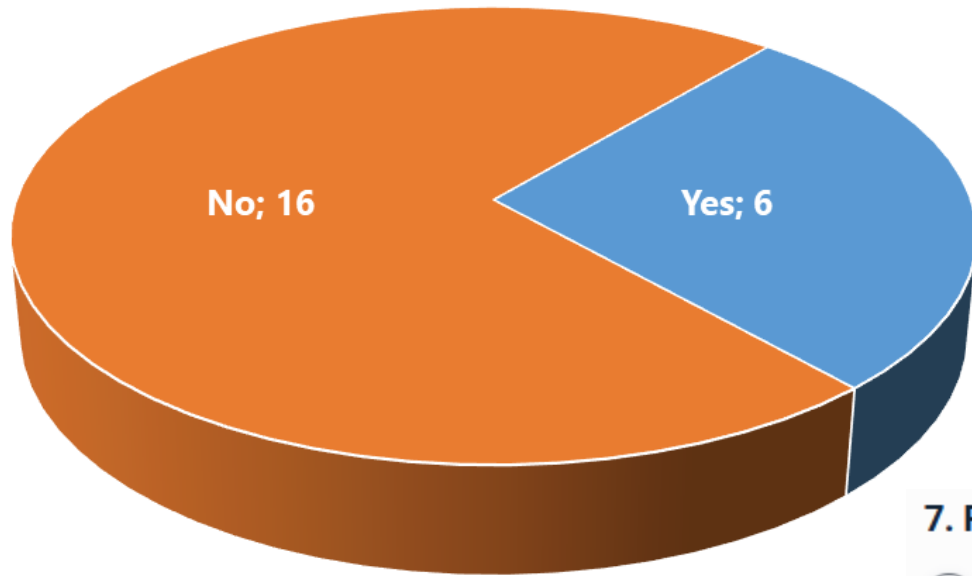
5.1. if Yes, please specify briefly (Required)

6. Subsidies in the gas bill for vulnerable customers (Required)

- ☐ Yes
- ☐ No

6.1. if Yes, please specify briefly (Required)

Performing the electricity disconnection is always possible



RESPONSES:

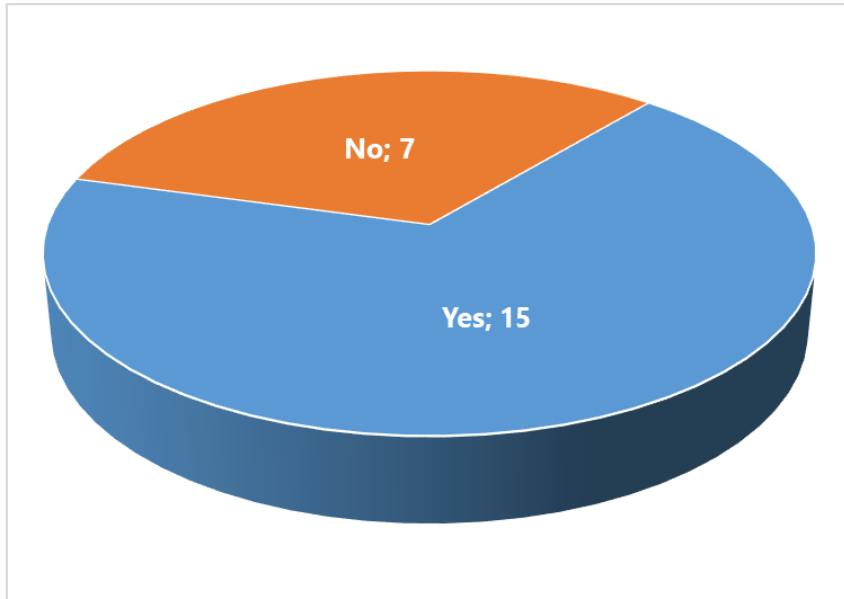
Yes	AL, DZ, CZ, EE, PE, AE
No	BA1, BA2, BA3, GE, HU, XK, LV, LT, MD, MK, OM, PL, RO, SA, TR, UA

7. Restriction to electricity disconnection for vulnerable customers (Required)

- ☐ Yes
- ☐ No

7.1. if Yes, please specify briefly (Required)

Guaranteed services or standards



RESPONSES:

Yes

AL, DZ, CZ, GE, HU, XK, LV,
MD, MK, PE, PL, RO, SA, TR,
UA

No

BA1, BA2, BA3, EE, LT, OM, AE

8. Standard quality with guaranteed compensations (Required)

☐ Yes

☐ No

8.1. if Yes, please provide number of quality standards and the amount of compensations for households in case of breach (Required)

Additional questions

9. Is there a legal definition of electricity prosumer? (Required)

- ☐ Yes
- ☐ No

9.1. if Yes, please provide number of low voltage prosumers and total number of low voltage final customers (Required)

10. Is there a legal definition of renewable energy community? (Required)

- ☐ Yes
- ☐ No

10.1. if Yes, please provide total number and total generation capacity (MW) of registered RECs (renewable energy communities) (Required)

**Thank you in advance
for your time and valuable contribution!**

