

# **Draft Guidelines of Good Practice on retail market design with a focus on supplier switching and billing**

## **Preliminary results of the Public Consultation**

**Elisa Kahl**, member of CEER Retail Market Functioning TF  
**Sebastian Gras**, member of CEER Retail Market and Customers WG

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# Introduction

- Follow-up to the 3rd London Forum: CEER to prepare Guidelines of Good Practice on retail market design
- Address roles and responsibilities of market players, including DSOs' role as a neutral market facilitator
- Focus on processes billing and switching

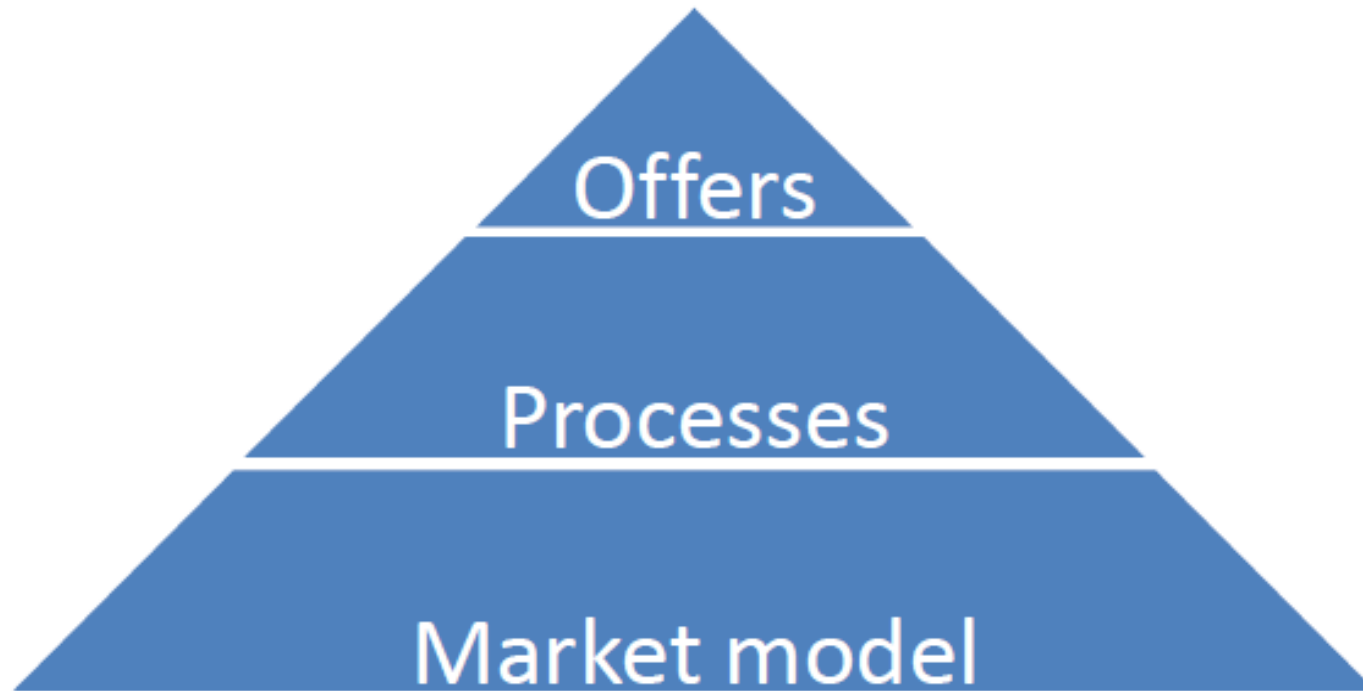


# Work Process

- **11 February:** workshop with stakeholders
- **14 July:** publication of
  - Draft GGP on retail market design
  - Summary of national practices
- **14 July – 14 September:** public consultation
- **6 October:** hearing with stakeholders



# Retail Market Design



Definition of retail market design:

*“Clearly defined roles and responsibilities of different market actors,  
the processes between them  
and the framework for empowering customers”*

# Customer Interface Model

- Be intuitively comprehensible for the customer
- Enable optimal customer service
- Provide a level playing field
- Ensure cost efficiency





# Draft Recommendations – 1

## Recommendations on retail market model

- As an overall principle, the supplier should be the main point of contact for the customer
- The supplier should be the first point of contact for questions regarding
  - Supplier switching
  - Billing
- Regulated framework for meter value management



# Draft Recommendations – 2

## Recommendations on information

- Clear and concise information in the offer
- Written contract for the customer
- Advance payment: customer should be clearly informed about calculation method
- Information on enquiries and complaints in contract and on bill



# Draft Recommendations – 3

## Recommendations on switching process

- Timeframe for executing a switch
  - Less than one week, one week, two weeks, other?
- Stakeholder able to stop a switch
  - Customer, old supplier, DSO, new supplier, other?
- Possibility to switch every day of the week





# Draft Recommendations – 4

## Recommendations on billing process

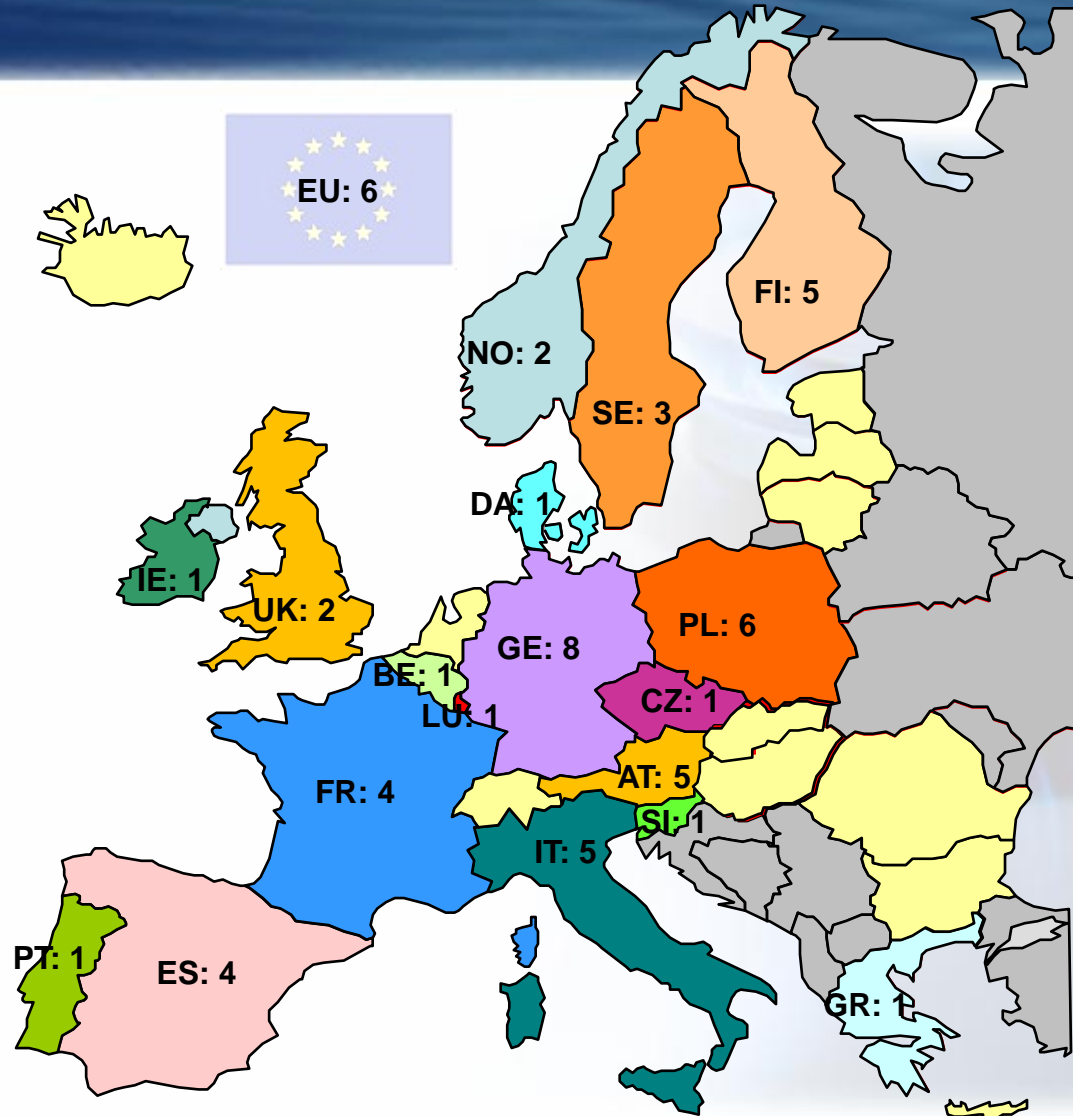
- Combined billing by the supplier
- Timeframe for final bill
  - Less than one week, less than two weeks, less than three weeks, other?
- Different payment methods and billing frequencies available to customer



# Respondents Overview

## Respondents

- 4 consumer organisations
- 18 energy companies
- 15 DSOs and DSO associations
- 1 research and consultancy firm
- 15 industry associations
- 5 public authorities at national level



# Preliminary Results

- Large majority of responses positive
- Very valuable input and suggestions through comments
- Highest number of respondents ever to a CEER public consultation



# Next Steps

- Evaluate all responses
- Formulate final GGP
- Publish final GGP on CEER website in the beginning of 2012
- [www.energy-regulators.eu](http://www.energy-regulators.eu)



Thank you for your attention!

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Weblink to the public consultation page (click on the title):

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