



Fostering energy markets, empowering **consumers**.

A CEER report on

**The implementation of the 2020 Vision
for Europe's energy customers by its
supporters**

**Ref: C14-SC-30-03
21 October 2014**



INFORMATION PAGE

Abstract

This document (C14-SC-30-04) represents CEER's first assessment of the level of implementation of the 2020 Vision for Europe's Energy Customers by its supporters. Its aim is to sum up the responses provided by the supporters of the 2020 Vision to a questionnaire sent by CEER (this questionnaire can be found in Annex 3) before CEER's 3rd Annual Conference on Energy Customers which took place on 18th June 2014.

CEER considers the 2020 Vision as the cornerstone of a well-functioning market. Assessing the level of implementation of the Vision is a necessary step on CEER's work towards building an energy market which put customers at its heart. This work complements CEER's numerous reports (e.g. Advice on Quality of Distribution Services, Status Review on Regulatory Aspects of Smart Metering, etc.) and events (CEER annual conferences on energy customers, thematic workshops, public hearings, etc.) which are also part of the implementation of the 2020 Vision.

The RASP principles are confirmed as the cornerstone of a well-functioning market and will continue to be the basis of the work that national regulatory authorities do through CEER.

Target Audience

European Commission, energy suppliers, traders, gas/electricity customers, gas/electricity industry, consumer representative groups, network operators, Member States, academics and other interested parties.

Keywords

Retail markets, affordability, consumer rights, reliability, simplicity.

If you have any queries relating to this paper please contact:

Ms Natalie McCoy

Tel. +32 (0)2 788 73 30

Email: brussels@ceer.eu



Related Documents

CEER documents

- [Contributing to a 2020 Vision for Europe's energy customers. CEER 3-year rolling action plan](#), Ref: C12-SC-09-07, 7 November 2012.
- [A 2020 Vision for Europe's energy customers. Joint Statement](#), CEER/BEUC, November 2012
- [CEER Discussion Paper on a 2020 vision for Europe's energy customers](#), Ref: C12-SC-02-04, 24 April 2012
- Press release London Forum 2011: [It's high time to put customers at the heart of the energy markets](#), October 2011

External documents

- ["Translating the 2020 Vision for Europe's energy customers into reality"](#), EURELECTRIC, December 2013



Table of Contents

EXECUTIVE SUMMARY	5
1 INTRODUCTION.....	7
2 THE RASP PRINCIPLES AND THE 2020 VISION SUPPORTERS	8
3 CONCLUSIONS AND NEXT STEPS	12
ANNEX 2 – LIST OF ABBREVIATIONS	15
ANNEX 4 – LIST OF SUPPORTERS	17



EXECUTIVE SUMMARY

Background

The CEER-BEUC 2020 Vision for Europe's Energy Customers (hereinafter referred to as the "2020 Vision" or the "Vision") was published in November 2012. This Vision is characterised by four principles governing the relationship between the energy sector and the variety of its customers. These four principles (the RASP principles) are also the basis of every piece of work that European energy regulators prepare through CEER: **R**eliability, **A**ffordability, **S**implicity and **P**rotection and Empowerment.

Since the launch of the 2020 Vision, different European and international associations representing the entire energy market value chain, as well as other market actors, have registered to become supporters. At the time of publication of this first "Report on the implementation of the 2020 Vision for Europe's energy customers", there are 17 supporters¹.

This report represents another step in the implementation of the 2020 Vision. CEER has reviewed the actions taken by the supporters of the Vision and reaffirms the importance of the RASP principles in achieving an energy market which provides real benefits to customers.

Main findings

Supporters of the Vision who responded to the CEER questionnaire consider that the RASP principles and their implementation provide added value, particularly to increasing customers' awareness of, and trust in, the energy market. In turn this allows them to make informed choices in a competitive environment. They acknowledge that the principles are helpful guidance in their daily work and that their implementation is becoming part of their regular activities aimed at improving customers' experience in the energy market. The questionnaire also highlighted that supporters of the Vision have been increasingly focusing on customers' issues in recent years. This has included the creation of consumer working groups or committees and the majority of supporters are actively participating in the European expert groups created for this purpose.

Supporters think that the implementation of the Vision requires a holistic approach as RASP principles interact with one another and it is these interactions that are the key to increasing consumer confidence and engagement in the market. Examples of how Vision supporters are implementing the different RASP principles are as follows:

- To increase reliability, the Vision's supporters are working to define clear roles between TSOs and DSOs and to increase the deployment of new services of demand-side flexibility (DSF). DSF is seen as a cost-effective option which can contribute to affordable energy for customers. However, these services add a new

¹ The list of supporters can be found in annex 4.



layer of complexity to energy offers for customers. Energy prices might moreover become rather volatile for end-consumers, which means that simplicity, transparency and the protection of the most vulnerable customers is of utmost importance.

- Supporters contributed to the European debate on increasing electricity prices by providing their analysis of the drivers behind price increases to EU policymakers. This work was driven by the belief that transparency is a starting point to achieve affordability, simplicity and empowerment.

Some of the supporters' responses show and it is CEER's opinion that there is still room for further improvements in the implementation of RASP principles, particularly in the area of *simplicity and protection and empowerment*. For example, there is scope for energy suppliers to present offers to consumers in a simpler and clearer way and to challenge themselves to continue doing so as the market evolves. There is also scope for energy suppliers to make better use of customer satisfaction data to improve the service they are offering.



1 Introduction

The liberalisation of energy markets in the European Union first started in 1996, with the implementation of the first liberalisation package. The second package, introduced in 2003, focused on extending liberalisation efforts to include retail markets and foresaw full market opening by June 2007. The third package, introduced in 2009, focused specifically on customers and centre on guaranteeing that energy markets deliver benefits for final customers, especially households and small business customers. Despite this, the benefits of market liberalisation have yet to be fully realised by final customers.

It was during the 4th Citizens' Energy Forum (London Forum) that CEER first raised the idea of focusing further on final customers and small businesses. This idea was translated into a Vision for Europe's energy customers. CEER and BEUC worked together on the preparation of this Vision including a customer conference organised by CEER to gather input from all stakeholders (and especially consumer organisations). This input was used to finalise the 2020 Vision for Europe's Energy Customers which was published and endorsed by the London Forum in November 2012.

As soon as the joint CEER-BEUC 2020 Vision was articulated, it gained widespread support. Since its successful launch, different European and international associations representing the whole energy market value chain, and other market actors, have progressively registered to support it. At the time of publication of this first *“Report on the implementation of the 2020 Vision for Europe's energy customers”*, the 17 supporters² have shown their commitment to work together and engage with all other stakeholders to improve the functioning of energy retail markets in the EU, to the benefit of final customers.

Following the successful publication the focus is now on the implementation of the Vision which requires a common effort by all market participants. . In view of this, CEER organised a number of different events and initiatives to share our work on customers' issues and to give our supporters the opportunity to present their contributions towards delivering the principles of the Vision.

Since 2012, the organisation of the CEER Annual Conference on energy customers marks a major step on the path towards implementing the 2020 Vision. This event provides an annual forum for Europe's energy consumer-focused organisations to gather and discuss EU energy policy as well as regulatory issues with a focus on customers. Furthermore, the Vision supporters have been given an active role in this event and have had the chance to present on how they are working to achieve the 2020 Vision's goals.

Additionally, in 2014 CEER decided to take a step forward and invite the Vision supporters to prepare some answers to a questionnaire on the implementation of the 2020 Vision. This included questions on how the RASP principles are applicable in their daily work, which actions they have been taken (or plan to undertake) relating to the Vision and which real examples they could provide in delivering the aims of this Vision.

The following section provides a brief overview of principles behind the Vision and the results of this questionnaire.

²The list of supporters can be found in annex 4.



2 The RASP principles and the 2020 Vision supporters

The 2020 Vision for Europe's energy customers is characterised by four principles governing the relationship between the energy sector and the variety of its customers. These four principles are also the basis of every piece of work that European Energy Regulators prepare through CEER.

Altogether, the RASP principles represent the Vision that European Energy Regulators have of the internal energy market. A market in which customers can expect the reliability of both the physical supply of energy, and the commercial systems supporting them (*Reliability*); where charges are clear and kept to fair and reasonable levels for all customers, reflecting value for money (*Affordability*); where information is provided to customers such that it is easy for them to understand their bill and better manage their energy consumption (*Simplicity*); and where customers are protected from unfair commercial practices and have the possibility to participate actively in the market (*Protection and Empowerment*).

As explained above, before CEER's 3rd Annual Conference on Energy Customers (June 2014), a short questionnaire was sent to the Vision supporters with the intention of assessing the implementation of the 2020 Vision. Eleven responses were received from the following supporters:

Supporter	Category
CEDEC	Local energy companies
Cooperatives Europe	Consumer organisation
EDSO for Smart Grids	DSO
ENTSO-E	TSO
ESMIG	Industry group
EURELECTRIC	Electricity Industry
Eurogas	Gas Industry
GEODE	Local energy companies
HISPACOOOP (as member of Euro Coop)	Consumer organisation
NEON	Energy ombudsmen
SEDC	Industry group

The results confirm that the RASP principles are the cornerstone of the retail market and provide helpful guidance to the Vision supporters' daily work, with the final aim of improving customers' experience in dealing with energy matters.

The Vision supporters consider that the RASP principles are geared towards governing customers' interactions with their energy retailer and they provide a real added-value to increase customers' awareness of, and trust in, the market so that they are able to make informed choices in a competitive environment.



Furthermore, in the Vision supporters' opinion, the implementation of the 2020 Vision will require a holistic approach. Since these principles interact with one another, they believe that a balanced and integrated approach is the best way to ensure greater customer confidence and participation in the market. Likewise, actions relating to the 2020 Vision can advance at the same time.

Below is a summary of how Vision supporters understand and interpret the RASP principles and their role in the implementation of the 2020 Vision:

- **Reliability** implies that customers should be able to rely on their contract, including information on offers, tariffs, etc., and processes governing their electricity supply. Reliability also involves the system security procured by TSOs and security of supply and quality of service provided by DSOs.

Some of the Vision supporters are working to define clear roles between TSOs and DSOs and to increase the deployment of new services of demand-side flexibility (DSF).

DSF can be a cost-effective option to contribute affordable energy for customers and the opportunity for rewarding customers for changing their consumption behaviour. DSR (Demand-Side Response) is a key component in the successful evolution of the power system. It provides TSOs with flexibility to maintain security of supply, optimise the utilisation of the infrastructure and investment of the grids, system adequacy and, in many cases, it can be a competitive alternative to other tools such as generation. However, DSR can only be successful on a large scale if customers are appropriately empowered and trust the overall system, and if there is effective competition.

On the other hand, the main task of the DSO is to ensure the reliability and stability of the distribution system. Maintaining and renewing the distribution grids is key for delivering electricity and gas to both industrial and residential customers thereby guaranteeing the security of supply.

DSOs across Europe have turned to smart solutions involving two way communications, sensors, remote control and automation to help manage the less predictable flows of energy against demand (including new demand like electric vehicles). These new technologies will also allow for unexpected outages, caused by severe weather for example, to be located, isolated and in some cases even fixed remotely. Together, these solutions are part of what are commonly referred to as *smart grids*.

DSOs have designed a check-List describing the role of DSOs in order to provide customers with an overview of what DSOs are doing. Customer-oriented tasks and responsibilities can be sum-up as follows:

- DSOs ensure system security and stability at all times which is of vital importance to society;
- DSOs, as neutral market facilitators, have a key role in enabling demand side response for the benefit customers.



- DSOs support maintaining the link with customers for grid related issues, to ensure high quality customer service e.g. grid connection, metering and energy efficiency measures or the handling of interruptions.
- The customer is the owner of his meter data but DSOs should have access and be able to use this data to benefit from an efficient network and deliver real customer benefits.

- **Affordability** implies that all customers should benefit from transparent bills and fair prices. Customers experiencing fuel poverty should be offered targeted solutions that do not affect retail market functioning.

In this regard, some supporters have actively contributed to the DG ENER Reports on Vulnerable Customers, e-Billing and Personal Energy Data Management focused on how to provide simple and functional e-billing and personal energy data management services to the customers to ensure their 'buy-in' and set the basis for further customer-oriented innovation.

On the other hand, some local energy companies often operate in cooperation with local authorities (social departments) and customer protection to develop tailor-made programmes .e. training of staff. On the condition of consumer consent, local utilities and the social departments of local authorities in some cases even share customer data and information, which can help to design preventive actions, such as payment plans for energy bills and certain social measures and benefits.

Concerning the trend of increasing energy prices in Europe, some supporters have conducted some analysis of electricity prices in the EU to provide policymakers – and customers alike – with a simple, coherent and accurate picture of price increase drivers. This work responds to the belief that transparency is a starting point for achieving not only *affordability* but also *simplicity* and *empowerment*. Customers should be made aware of what they pay for, and why.

Moreover, consumer organisations are working at different levels to foster price transparency, to ensure that prices reflect the real cost of energy consumption and to guarantee the customers' access to affordable prices.

- **Simplicity** implies that customers should have easy access to the relevant information and tools needed to make informed choices, e.g. quality-guaranteed price comparison tools. Simplicity is best ensured if customers have their retailer as main point of contact.

In some supporters' opinion, simplicity may be the most difficult principle to implement given the complexity of the energy market, costing and how this interacts with smart grid technologies and incentives for customers to engage. DSOs in many Member States, through the roll-out of smart metering (where appropriate), have already contributed to the simplification of customer bills by facilitating billing based on real energy use. The main benefit that smart metering and related interfaces could offer everyday customers, namely using energy more wisely based on regular and accurate consumption data provided to them with high frequency and in an easy and accessible way, could do with being made simpler.



Some supporters have engaged in an open and constructive debate with consumer organisations (BEUC) on achieving *Simplicity and Protection & Empowerment* through creating a common understanding of how switching should work and discussing how to make pre-contractual key information more easily understandable. They would be pleased to share with CEER the result of the on-going dialogue with BEUC.

Other initiatives in this regard include the use of a simple energy bill for customers with a view to foster transparency, energy efficiency and easy understanding of the bill.

- **Protection & Empowerment** implies that customers should be shielded from unfair commercial practices, benefit from independent and impartial dispute settlement mechanisms, and be confident that their consumption data are protected and secure.

Consumer organisations are working to guarantee the right of customers' access to information on the different options that companies offer in terms of services, tariffs and prices. This will help to foster and improve their participation in the energy markets by allowing them to make informed choices. The goal is to achieve an energy market where customers could choose tariffs and services according to their needs, could compare different offers easily and switch their supplier of gas and electricity accordingly, avoiding unfair commercial practices of the companies. This includes initiatives such as collective energy switching campaigns, which aim to group energy customers together in order to get better tariffs and, if conducted in a transparent manner, empower them through a strong information framework and ultimately to benefit from better deals.

On the other hand, independent ombudsmen contribute significantly to rebalance the customers' relationships with energy companies by handling customers' disputes. In this process, they work closely with NRAs and public administration bodies to identify failures of the energy companies and propose solutions to solve them. Compiling dispute data serves as an indicator for energy companies against which to assess their performance level and the satisfaction of their customers. This gives them the opportunity to improve the services they offer to customers and improve customer satisfaction in the market.

Some supporters are also fostering initiatives on how to best empower customers to reduce consumption, through a more intelligent approach to the way the energy industry and its technologies interact with customers. An example of this are projects aimed at providing household customers in Europe with a place where they can learn more about smart metering and grids in a simple and accessible language.



Empowering customers is one of the cornerstones of smart grids development. Smart metering, where rolled out, can play a crucial role. Smart metering will not only allow for accurate billing but also real-time (or almost real-time) insight into energy consumption. Eventually, by assessing consumption patterns over time, multiple "time of use" tariffs/prices/incentives can be developed to equip customers to make smarter choices that could save them money. Furthermore, with the customer's consent, smart meter data can be made available to third parties for them to provide innovative services to the customer, facilitating active participation in the electricity market. Smart meters also have a role to play in facilitating customers' participation in the energy value chain ("prosumers").

3 Conclusions and next steps

CEER welcomes information on how the Vision supporters are working on translating the 2020 Vision into concrete actions. The results of the questionnaire presented here confirm that the RASP principles are central to a well-functioning customer-centric market and that this is not likely to change after 2020.

Customer centric issues have become increasingly important in recent years and it is becoming a topic of discussion for all the supporters. In response, some of them have created customer working groups or committees within their structures and most of them are actively participating in European expert groups created for this purpose (i.e. EC Smart Grid TF, Smart meter coordination group, etc.), participating in the drafting of EU reports prepared by DG SANCO/DG ENER (e-billing, vulnerable customers, etc.) and taking part in public EU events to spread their messages (EU Sustainable Week, CEER Customers Conference). Stakeholders seem to be increasing the focus on promoting confidence and trust in the markets, supporting pro-market actions in a collaborative and coordinated manner. CEER considers that it is in the interest of all to have protected and empowered customers and welcomes supporters' actions to promote customers' understanding of the market.

However, new initiatives (e.g. smart meters, demand response, etc.) can only be successful if customers are appropriately empowered, informed and protected, and trust the overall system, and if effective competition is in place.

In order to remove the obstacles to well-functioning retail energy markets, complaints made by customers must be identified and addressed. CEER acknowledges the need to improve NRAs' complaint data processing at national level, as shown in the ACER/CEER Annual Report on the Results of Monitoring the Gas and Electricity Internal Market.

On the other hand, customers are expected to become more active in market due to technological developments and some of the solutions proposed to respond to the integration of distributed energy resource (e.g. energy efficiency and energy savings). This will provide customers with more choices and opportunities to engage in the market... This will inevitably increase complexity to some extent; hence the importance of the principle of *simplicity*. Furthermore, the increasing amount of distributed generation connected to our network will pose a challenge to security of supply and pose new constraints on the grid. In this new scenario, the role of DSOs to ensure *reliability* to customers is becoming increasingly important.



There is also a need to promote transparency in the prices that customers pay for energy. Guaranteeing the right of access to this information will improve their participation in the energy market.

Informed and active customers have shown a significant reduction on their energy consumption (energy savings) and thus a more efficient use of energy. Initiatives such as collective switching provide a strong information framework and give them the power to choose their provider and benefit from better deals, if conducted in a transparent manner.

In 2014, European energy regulators have confirmed their commitment to the realisation of the 2020 Vision on ACER's "Energy Regulation: A Bridge to 2025 – Conclusions Paper". This paper is the result of an extensive consultation exercise in which all stakeholders agreed with regulators on the need to translate the RASP principles into concrete actions.

CEER will continue working on the implementation of the 2020 Vision by means of publishing reports containing advice and guidelines of good practice, involving all market actors through public consultations, annual conferences and specific workshops. Furthermore, CEER will continue to closely follow the implementation of the 2020 Vision by its supporters and ensure their commitment to the RASP principles is maintained.



Annex 1 – CEER

The Council of European Energy Regulators (CEER) is the voice of Europe's national regulators of electricity and gas at EU and international level. Through CEER, a not-for-profit association, the national regulators cooperate and exchange best practice within and beyond Europe's borders. CEER includes national regulatory authorities from 33 European countries (the EU-28, Iceland, Norway, Switzerland, FYROM, Montenegro and growing).

One of CEER's key objectives is to facilitate the creation of a single, competitive, efficient and sustainable EU internal energy market that works in the public interest. More specifically, CEER is committed to placing customers at the core of EU energy policy. CEER believes that a competitive and secure EU single energy market is not a goal in itself, but should deliver benefits for energy customers.

CEER works closely with (and supports) the Agency for the Cooperation of Energy Regulators (ACER). ACER, which has its seat in Ljubljana, is an EU Agency with its own staff and resources. CEER, based in Brussels, deals with many complementary (and not overlapping) issues to ACER's work such as international issues, smart grids, sustainability and customer issues. European energy regulators are committed to a complementary approach to energy regulation in Europe, with the Agency primarily focusing on its statutory tasks related to EU cross-border market development and oversight, with CEER pursuing several broader issues, including international and customer policies.

The work of CEER is structured according to a number of working groups and task forces, composed of staff members of the national energy regulatory authorities, and supported by the CEER Secretariat.

This report was prepared by the Strategy and Communication Task Force of CEER's Customers and Retail Markets Working Group.

CEER wishes to thank in particular the following regulatory experts for their work in preparing this report: Gema Rico Rivas.



Annex 2 – List of abbreviations

Term	Definition
CEER	Council of European Energy Regulators
DSF	Demand-side Flexibility
GGP	Guidelines of Good Practice
RASP	Reliability, Affordability, Simplicity, Protection and Empowerment



Annex 3 – the RASP principles

Reliability in the physical supply of energy, and in commercial systems and processes that provide continuous access and affect customer service levels, such as billing. It also means reliability in the processes that allow problems and disputes to be resolved transparently, fairly and quickly.

Affordability, such that charges are clear and kept to fair and reasonable levels for all customers, reflecting value for money at a level consistent with funding necessary investments to develop energy networks and to achieve energy policy targets (for example renewables), taking into account the real needs of customers. This can be secured through network regulation and other appropriate measures, if and when necessary, and by providing customers with effective choice over truly competitive offers and new, innovative services. Energy sector specific measures as well as wider social policies have an important role to play, especially for the poorest and more vulnerable.

Simplicity in how information is provided to customers, and especially residential customers, such that it is easy for them to understand their bill and better manage their energy consumption, making the choices that are right for them. It also means simplicity and transparency in how processes that affect customers operate. Many customers, and especially many residential customers, want to be able to take quick and simple decisions in energy markets.

Protection and empowerment, to ensure access to energy supplies, and to guard against unfair commercial practices and unsatisfactory outcomes, recognising the diverse needs of customers, in particular the most vulnerable in society. For customers to be engaged, to take choices and to exercise their rights as energy customers, based on trust in and knowledge of how the energy sector operates. As responsibilities shift and customers are increasingly expected to become more active in energy markets (through developments such as demand response, smart metering, micro-generation or energy efficiency measures), CEER Vision recognises their right to choose by whom and how their energy is to be provided and charged. Although this freedom could be framed by regulation, offering meaningful choice for customers, including residential customers, is a key way to ensure their full protection.



Annex 4 – List of supporters

AIB (Association of Issuing Bodies)

The AIB represents European certificate system administrators and is the leading enabler of international energy certificate schemes throughout Europe, in particular those relating to guarantees of origin under Directives 2009/28/EC and 2012/28/EC. The AIB has developed uses and promotes the European Energy Certificate System - EECS – which ensures the reliable operation of an objective, non-discriminatory, transparent and cost-effective scheme which facilitates the international exchange of energy certificates. The AIB also operates an inter-registry telecommunications Hub, and provides a knowledge centre for energy certificate authorities across Europe, providing and sharing advice and guidance.

ANEC (European Association for the Co-ordination of Consumer Representation in Standardisation)

ANEC is the European consumer voice in standardisation. This association represents the European consumer interest in the creation of technical standards, especially those developed to support the implementation of European laws and public policies.

CECODHAS (Federation of public, cooperative and social housing)

Established in 1988, CECODHAS Housing Europe is the European Federation of Public, Cooperative & Social Housing - a network of 45 national and regional federations which together gather about 41 400 public, voluntary and cooperative housing providers in 19 countries. Altogether they manage over 27 million homes, about 12% of existing dwellings in the EU.

CEDEC (European Federation of Local Energy Companies)

CEDEC represents the interests of local utilities in the energy sector at European level. It gathers around 2,000 companies (predominantly small and medium-sized companies) which have developed activities in electricity and heat production sectors; operation of electricity and gas distribution systems; and supply of electricity, gas and energy services.

Cooperatives Europe

Cooperatives Europe is the voice of cooperative enterprises in Europe. On behalf of its 91 member organisations from 35 European countries across all business sectors it promotes the cooperative business model in Europe. Its members represent 123 million individual member co-operators owning 160.000 co-operative enterprises and providing jobs to 5.4 million European citizens - a force for economic growth and social change.

European Distribution System Operators for Smart Grids (EDSO)

EDSO gathers leading European distribution system operators (DSOs) for electricity, cooperating to ensure the reliability of Europe's electricity supply for consumers and, in the process, enabling them to take a more active part in our energy system. How? By bringing smart grids from vision to reality. EDSO is focused on guiding EU RD&D, policy and member state regulation to support this development. EDSO is the key-interface between Europe's DSOs and the European institutions, promoting the development and large-scale testing of smart grid models and technologies in real-life situations, new market designs and regulation..

**ENTSO-E (*European Network of Transmission System Operators for Electricity*)**

ENTSO-E represents all electric TSOs in the EU and others connected to their networks, for all regions, and for all their technical and market issues. ENTSO-E was established by European legislation in order to promote the completion and functioning of the internal market in electricity and cross-border trade and to ensure the optimal management, coordinated operation and sound technical evolution of the European electricity transmission network.

ENTSO-G (*European Network of Transmission System Operators for Gas*)

ENTSO-G represents 40 TSOs and 2 Associated Partners from 24 European countries and 3 Observers from EU affiliate countries to ensure early progress towards the single market. ENTSOG was established by European legislation in order to promote the completion and functioning of the internal market and cross-border trade for gas and to ensure the optimal management, coordinated operation and sound technical evolution of the European natural gas transmission network.

ESMIG (*European Smart Metering Industry Group*)

ESMIG has a number of objectives including: the pan-European introduction and roll out of Smart Metering through harmonisation and interoperability; the creation and implementation of consistent standards for metering and communications; the identification and promotion of best practice solutions for smart multi-utility metering.

Eurelectric

Eurelectric represents the common interests of the whole electricity industry at pan-European level, plus its affiliates and associates on several other continents. Eurelectric has over 30 full members which represent the electricity industry in 32 European countries. Eurelectric's three major objectives are delivering carbon-neutral electricity in Europe by 2050; ensuring a cost-efficient, reliable supply through an integrated market; developing energy efficiency and the electrification of the demand-side to mitigate climate change.

Euro Coop

Euro Coop is the European Community of Consumer Co-operatives, whose members are the national organisations of consumer co-operatives in 18 European countries and 1 non-European member. Created in 1957, Euro Coop today represents over 4,500 local and regional co-operatives, the members of which total more than 30 million consumers across Europe. Mainly acting in food retail, these consumer-owned enterprises account for €74 billion in annual turnover and 450,000 employees.

Eurogas

Eurogas is the association representing the European gas wholesale, retail and distribution sectors. Its members are some 50 companies and associations from 27 countries. Eurogas represents the sector towards the EU institutions. The objectives of the organisation are to promote the interests of its members (involved in the supply, trading and distribution of natural gas and related activities such as storage and liquefied natural gas); to promote the development of natural gas in Europe particularly in the legal economic technical and scientific areas to prepare studies and to promote cooperation within the gas industry; to promote the smooth functioning of the European internal gas market and to take stance on issues of interest to the European natural gas industry.

GEODE (*European Group of Energy Distribution Companies and Organizations*)



GEODE is the voice of European independent distribution companies of gas and electricity across Europe. The association represents more than 900 companies in 14 countries - both private & public owned. GEODE defends the interest of the local distributors in front of energy authorities on national and international level and allows the exchange of expertise, the share of data and competence.

IGU (*International Gas Union*)

IGU, founded in 1931, is a worldwide non-profit organisation promoting the political, technical and economic progress of the gas industry with the mission to advocate for gas as an integral part of a sustainable global energy system. IGU has more than 120 members worldwide and represents more than 95% of the world's gas market. The members are national associations and corporations of the gas industry. The working organization of IGU covers the complete value chain of the gas industry from upstream to downstream.

NEON (*National Energy Ombudsmen Network*)

NEON is a European association whose members operate as independent national ombudsman in the energy sector.

SEDC (*Smart Energy Demand Coalition*)

SEDC is a representative industry group dedicated to promoting the requirements of demand side programs in the European electricity markets to making the demand side a smart, interactive part of the energy value chain in order to ensure the long-term goals of the Smart Grid.

UEAPME (*European association of craft, small and medium-sized enterprises*)

UEAPME is the employers' organisation representing the interests of European crafts, trades and SMEs at EU level. UEAPME is a recognised European Social Partner. As the European SME umbrella organisation, UEAPME incorporates around 80 member organisations from 34 countries consisting of national cross-sectorial SME federations, European branch federations and other associate members, which support the SME family. UEAPME represents more than 12 million enterprises, which employ around 55 million people across Europe.



Annex 5 – Responses from the supporters

Question 1: Do you consider that any of the RASP principles better reflect the work undertaken by your association, or that of your members, more so than any of the other RASP principles?

Organisation	Response
CEDEC	<p>Due to their local character (and often having local authorities as main shareholders) and their resulting special social responsibility, CEDEC members often have initiatives that go beyond the legal requirements for energy companies with regard to the principles of affordability and protection. Also due to their ownership structure, local energy companies are often operating in cooperation with local authorities (social departments) and consumer protection to develop tailor-made programmes and i.e. training of staff. On the condition of consumer consent, local utilities and the social departments of local authorities in some cases even share consumer data and information, which can help to design preventive actions, such as payment plans for energy bills and certain social measures and benefits.</p>
Cooperatives Europe	<p>The energy market is currently evolving towards a more interactive model. There are many different models of energy cooperatives that comply with one or another RASP principle. In a general base, the strongest RASP principle for cooperatives is the protection and empowerment of citizens.</p> <p>Energy cooperatives have the potential of generating active consumers by involving them in the energy business. The cooperative structure is based on a participative and democratic structure allowing citizens to be directly involved in the energy market. This means that consumers are direct participants and representatives of their own actions through energy cooperatives. Members (also customers) are involved in the decision making process through a bottom-up approach.</p> <p>In Denmark, citizens are encouraged to participate buying shares in new public RES projects through cooperatives. This engender interests from citizens, since they see a way of participation that is not only based on the traditional-passive approach where they only try to make savings, but getting involved to make an economical benefit by participating in the ownership of the means of production.</p>
EDSO for Smart Grids	<p>All four principles are very much in line with the work within EDSO and its member companies. The whole development of smart grids is based on the four principles:</p> <p>Reliability – Security of supply & quality of service are the DSO's core responsibilities</p> <p>Since security of supply and quality of service are the core functions of the DSO, Reliability is probably the principle that the DSO is the most strongly linked to. Our society is increasingly dependent on a secure and stable supply of electricity. Ensuring this for consumers has never been straight forward, and is becoming increasingly challenging as a result of Europe's climate and energy agenda, but also internal market objectives.¹ More specifically, security of supply is increasingly challenged by the growing amount of distributed generation connected to our networks and which generates new kinds of constraints for the grid.</p> <p>DSOs across Europe have turned to smart solutions involving two way communications, sensors, remote control and automation to help manage the less predictable flows of energy against demand (including new demand like electric vehicles). These new technologies will also allow for unexpected outages, caused by severe weather for example, to be located, isolated and in some cases even fixed remotely. Together, these solutions are part of what are commonly referred to as smart grids.</p> <p>Affordability – Smart grids are the cost-efficient way to ensure reliability</p> <p>The whole basis for going with smart grid solutions is cost-efficiency. Simply burying more copper in the ground, the business as usual approach, is extremely expensive and not sustainable (consider the cost of copper, road works, planning procedures, etc.). Smart grid technologies, accompanied by the possibility to trigger reactions from high consumers and producers connected to the grid in emergencies, will allow DSOs to ensure reliability of service through active management instead of the antiquated resource- and cost-inefficient grid reinforcement.² Moreover, smart grid solutions, as explained in more detail under the "Protection and Empowerment" section below, enable the development of innovative</p>



Organisation	Response
	<p>services for customers that might also result in cost savings for end users.</p> <p>Simplicity – A work in progress</p> <p>This may be the most difficult principle given the complexity of the energy market, costing and how this engages with smart grid technologies and incentives for consumers to engage. Having said that, DSOs in many member states, through the roll-out of smart metering, where appropriate, have already contributed to the simplification of consumer bills by facilitating billing based on real energy use. The main benefit that smart metering and related interfaces could offer everyday consumers, namely using energy more wisely based on regular and accurate consumption data provided to them with high frequency and in an easy and accessible way, could do with being made simpler. DSOs are in the process of deciding what the best course of action is in this respect, considering also how this will fit into tomorrow's future energy market set-up. Much will depend on decisions taken by the EU, member states and national regulators on how energy pricing and future regulatory frameworks will look. Despite the abovementioned uncertainty, as the 2013 Smart Grid projects in Europe: lessons learned and current developments report from the JRC showed, and as echoed in a resulting study, DSOs are taking the leading role when it comes to smart grid engagement strategies, which currently strongly focus on the residential sector. Smart meters can also help to detect interruptions remotely, and as mentioned above, accompanied by sensors, controls and switches on the grid, can be used to isolate and sometimes fix problems remotely, thus reducing the negative impact on the consumer and simplifying the process for them.</p> <p>Protection and Empowerment – A cornerstone of smart grid development</p> <p>Empowering the consumer is one of the cornerstones of smart grids development. Smart metering, where rolled out, can play a crucial role here. Smart metering will not only allow for accurate billing and real-time insight into energy consumption (facilitated by the use of innovative interfaces either through PCs, laptop, smart phone or a separate display in one's house). Eventually, by assessing consumption patterns over time, multiple "time of use" tariffs/prices/incentives, can be developed to equip consumers to make smarter choices that could save them money. Moreover, with the customer's consent, smart meter data can be made available by DSOs to third parties for them to provide innovative services to the customer, facilitating active participation in the electricity market. Where smart metering will not be rolled out, innovative incentive schemes are being developed to reward consumers for actions that favour grid stability and reduce network development costs.</p> <p>Irrespective of roll-outs, citizens wishing to produce their own energy will, in most cases, need smart meters to, for example, connect their solar panels to the grid, empowering households to become active participants in the energy value chain ("prosumers") as well as empowering them to better contribute to a more sustainable future.</p> <p>DSOs are very committed to the protection of customers' data. Security and privacy, identified by CEER in its consultation on data management as a core principle, will remain of utmost importance for DSOs.</p>
ENTSO-E	<p>- Reliability of the system and affordability better reflect the work of ENTSO-E.</p> <ul style="list-style-type: none"> • System security and reliability are main concerns for TSOs. • Affordability is reflected in the ENTSO-E Ten Year Network Development Planning. <p>- Other principles (simplicity, protection and empowerment) are partly addressed in the network codes and the transparency platform.</p>
ESMIG	<p>One of the working themes of ESMIG in 2013-2014 is consumer energy management. This theme is all about finding innovative ways to inform consumers how they can participate in the energy market en save energy. By creating this understanding with simple, unbiased information, we believe consumers can become empowered to better manage their energy consumption. The RASP principles are all playing an important role in these activities, but Empowerment, Affordability and Simplicity are key.</p>
EURELECTRIC	<p>EURELECTRIC believes that the RASP principles are equally important and provide helpful guidance to the work of the Association and its members going forward.</p> <p>Indeed, during the first half of 2014 we have focused on the Affordability issue by undertaking an analysis of electricity prices in the European Union which responds to the need to provide policymakers – and customers alike – with a simple, coherent and accurate</p>



Organisation	Response
	<p>picture of price increase drivers. Our work responds to the belief that transparency is a starting point for achieving not only affordability but also simplicity and empowerment. Customers should be made aware of what they pay for, and why.</p> <p>Finally, EURELECTRIC has recently engaged in an open and constructive debate with BEUC on achieving Simplicity and Protection & Empowerment through creating a common understanding of how switching should work and discussing how to make pre-contractual key information more easily understandable. EURELECTRIC will be pleased to share with CEER the result of the ongoing dialogue with BEUC.</p>
Eurogas	<p>The four important RASP principles are interlinked, and actions relating to the Vision can advance e.g. simplicity and protection and empowerment, at the same time. Eurogas has been better placed to undertake work on simplicity and to some extent protection and empowerment, while the delivery of other principles, notably affordability, is driven by market dynamics in Member States. Members are responding to market driven requirements to win and keep customers. The affordability of the charges to customers also depends on items other than the commodity price, especially increasing network charges and taxes, which are not influenced by Eurogas or its members. Eurogas work has contributed to the protection and empowerment principle through its active contribution to DG ENER's report on vulnerable customers, while its members have developed commercial activities that will contribute to realising empowerment. The work of Eurogas on billing, most recently e-billing and in working towards clarity of products relates to the objective of reliability but, ultimately members' commercial actions in their national contexts offer the most concrete realisation of the principle.</p>
GEODE	<p>The work done by members of GEODE – the Voice of local Energy Distributors across Europe – as network operators is especially reflecting the principles of reliability and affordability. The main task of the DSO is to ensure the reliability and stability of the system. Maintaining and renewing the distribution grids is key for delivering electricity and gas to both industrial and residential customers thereby guaranteeing the security of supply. Further guiding principles are efficiency and sustainability when managing the networks, for example for delivering a smart grid.</p>
Hispa Coop (As member of Euro Coop)	<p>HISPACOOOP, as a consumer organisation, represents consumers in the Council of Consumers and Users (CCU). HISPACOOOP guarantees the defence, information and education of consumers on energy matters that may be of interest to them, promoting sustainable consumption and energy saving, quality of the services and defending consumer rights in the electricity and gas markets.</p> <p>The activity of representation of HISPACOOOP is headed to take into account the real needs of customers in the energy markets. We are working in improving the conditions of consumers in the electricity market for what they could exercise their rights in a proper way and benefit of the advantages of the liberalised market of electricity.</p> <p>As well, we are working at different levels (administration, companies, universities, associations of energy, etc...) to put on the table the main problems that consumers have in the market regarding to the cost of electricity, increase of the prices of electricity, methodology to determinate the price of electricity, etc... And we consider essential to resolve problems in the energy sector and, of course, promote transparent, fair and quick mechanisms to resolve disputes of energy consumers.</p> <p>Considering the higher prices of electricity in Spain, we want to guarantee the access to affordable prices by consumers. We are working at different levels for what the prices are transparent and reflex the real cost of energy consumption but they do not include more terms based on political decisions increase the prices of the electricity.</p> <p>The key principles of the vision are in line with the main actions of HISPACOOOP, as a consumer organisation. These principles are being carried out by HISPACOOOP in the Spanish energy markets through the activity of representation and the actions developed in defending and protecting consumer rights.</p> <p>We want that Spanish consumers take advantages of the liberalised energy markets. Moreover we promote new measures to achieve a better functioning of the energy markets in Spain and improve the defence and protection of energy consumers, included the vulnerable and poorest consumers.</p> <p>We work strongly to guarantee the right of access to the information for consumers in order to improve their participation in the energy markets through a formed choices and knowing the different options that companies offer in terms of services, tariffs and prices.</p>



Organisation	Response
	<p>We really work for having an energy market where consumers could choose tariffs and services according to their needs, could compare easily and switch their supplier of gas and electricity without influence of the unfair commercial practices of the companies.</p> <p>Being conscious of the difficulties to understand the terms of bill and contracts by consumers, HISPACOOOP provide information about the terms of the bills, how they could reduce the cost of their bills following responsible practices en saving energy. We try to educate and form consumers about how managing their own energy consumption and be more efficient.</p>
NEON	<p>NEON members consider that the principles related to Protection and Empowerment are the ones that better reflect our work as Ombudsmen. It is also one of the 4 objectives of the Association.</p> <p>By handling consumer disputes, as an external appeal body, we rebalance the relationship consumers have with companies. Though we are impartial, and may not regard ourselves as a pro-consumer organisation, our operations lend the voice of the consumer equal weight when resolving disputes between energy companies and consumers, resulting in decisions which are not biased in either direction.</p> <p>We respect principles of fairness, with no discrimination with a special mention to the right of good administration, and pay special attention to vulnerable customers.</p> <p>We promote and guarantee human and fundamental rights. In our daily work, we can highlight malpractice and significant breaches of ethics and respect for the rights of persons.</p> <p>NEON Members have powers of investigation and to formulate opinions and recommendations. Therefore, we help consumers to raise their voices in a situation where they would usually be drowned out by large energy companies, outside of financial muscle or legal expertise.</p> <p>By monitoring, analysing and releasing data, we empower consumers:</p> <ul style="list-style-type: none"> • We protect consumers in that we work closely with regulators and public administrations to identify failures by energy companies that have come to light through complaints made by consumers. In doing this, we enable regulators to take appropriate action. • Through data, we may highlight poor performances of energy companies. We provide this feedback on the types and numbers of complaints we receive to energy companies, which gives them the opportunity to improve the services they are offering to consumers. <p>The compiling of this data gives the individual consumers voice weight in a situation where it would usually be drowned out by large energy companies. In the individual case as well, providing the individual consumer with an equal weight serves to rebalance the market.</p>

Question 2: What activities, relating to the Vision (or its principles), has your organisation undertaken since you became a supporter of the Vision?

Organisation	Response
CEDEC	<p>CEDEC has been an active promoter of the “DSO as market facilitator” model for energy retail markets. CEDEC believes that secure and reliable data management and communication will be one of the most important tasks for a functioning energy retail market in the future. However, many consumers are concerned about data privacy and security. Therefore, CEDEC has been arguing that DSOs as regulated, neutral and mostly public parties are best placed to ensure a secure data management.</p> <p>Moreover, CEDEC has reactivated its working group “Consumers” which deals with all kinds of issue related to competitive, secure, reliable, simple and affordable energy retails markets. The group is discussing barriers, challenges and opportunities for consumers and what local energy companies have done and can do to promote consumer-centric markets. The group is also a valuable exchange platform for best practice examples (i.e. products and services) from different EU Member States represented within CEDEC.</p>
Cooperatives	As the European political representation of cooperatives in Brussels, Cooperatives Europe



Organisation	Response
Europe	<p>is not directly involved on the physical application of the principles. Nevertheless our actions were related with information to our members on what is at stake at the European level, and showing them that there is a political engagement to support initiatives empowering consumers.</p> <p>As energy cooperatives are generally small to medium size companies, our actions have been linked to building a bridge between the institutional framework and the field-based initiatives. We have presented the initiative to our members working with energy, in order to receive feedback and to be able to communicate their actions and needs, building the nexus between these bottom-up initiatives and the CEER vision. Our actions have provided us with the concrete examples on how our members (field based actors) are applying the principles.</p>
EDSO for Smart Grids	<p>As an EU association, EDSO is contributing every day towards the RASP principles through its efforts to speed up the development and deployment of smart grids in Europe. Activities in this direction range from direct involvement or coordination of EU-funded smart grid projects (GRID+, REserviceS, Meter-ON and evolvdSO) the facilitation of knowledge sharing between projects and dissemination of results, the production of position papers on key EU initiatives, many in the last couple of years focusing on the future of Europe's energy systems and market design, but also involvement in a number of smart grid related initiatives at European level³.</p> <p>EDSO position on Flexibility</p> <p>Among the most relevant EDSO positions to have been published since the launch of the 2020 Vision is EDSO's paper "Flexibility: The role of DSOs in tomorrow's electricity market", prepared alongside EDSO's response to the European Commission's Retail Market consultation this Spring. The main RASP principles linked to this issue are both reliability and affordability. The use of flexibility services from grid users, be they generators or consumers, by the DSO is crucial for <i>cost-efficiently</i> maintaining security of supply and quality of service in this new and more volatile energy system with increased distributed renewable energy.</p> <p>DSOs being able to procure these services will allow for the faster integration of new distributed energy resources, including solar panels on household roof-tops (encouraging the development of 'prosumers', which supports the Empowerment principle), without having to spend as much on reinforcing grids with more and costly copper. In other words, better use could be made of the existing network by efficiently managing supply against demand on the grid instead of merely increasing the grids' capacity. Eventually, if demand increases significantly, or much larger generators wish to connect to the distribution grid, reinforcements will still need to take place. However, until then, unplanned and expensive works on the networks can be avoided. Planned reinforcements can always be carried out more cost-efficiently than unplanned ones.</p> <p>Facilitation of smart grid knowledge sharing (GRID+, InnoGrid2020+, EDSO Projects Committee)</p> <p>As indicated in the response to Question 1, there are many issues which remain up in the air in terms of how the future energy system will look and how DSOs will serve the European energy market, especially at retail level. This is why research, development and demonstration (RD&D) at European level is so important, especially if costs are to be saved by avoiding duplication of efforts (Affordability). The DSO sector is quite unique from most sectors when it comes to RD&D in that there is less need for secrecy in the name of competition. DSOs are willing and eager to share their knowledge on securing supply at the lowest cost while engaging and empowering the consumer in a way that is not too complicated (all four RASP principles), but how to go about this efficiently has been a challenge.</p> <p>EDSO is a partner in the GRID+ project (<i>October 2011 – September 2014</i>), designed to support the actions of the European Electricity Grid Initiative (EEG) and guide future EU spending on grid projects (Integrated Roadmap under Horizon 2020) but also to contribute to the JRC's extensive smart grid projects database. Knowledge sharing is a key element of the project, and an online knowledge sharing platform for smart grid projects, GRID Innovation Online, has been developed for this purpose.</p> <p>EDSO is also contributing to smart grid knowledge sharing between its member experts through its Projects Committee, but also externally with its annual InnoGrid2020+ event, now in its third year and attracting more than 250 industry representatives, researchers, policy makers and regulators. EDSO has each year worked, with co-organisers ENTSO-E and the GRID+ Project, to increase the opportunity for knowledge exchange at the</p>



Organisation	Response
	<p>conference. This year, an exhibition of EU-funded smart grid projects ran for the duration of the two days, and a total of 5 hours was allocated especially to projects to present their results and on-going work. The topics of the projects this year covered the spectrum of smart grid related issues, including those closely linked to ensuring the four principles.</p>
ENTSO-E	<ul style="list-style-type: none"> - Network codes are a set of rules drafted by ENTSO-E, with guidance from the Agency for the Cooperation of Energy Regulators (ACER), to facilitate the harmonisation, integration and efficiency of the European electricity market. ENTSO-E submitted six codes for ACER's opinion in 2013, meaning that a total of eight out of the ten codes have now been developed. - The biennial TYNDP underlines the main bottlenecks and needs – market integration, generation integration and security of supply - within the Europe transmission system and it presents all the pan-European relevant projects that are to be built in the next decade in order to reach the European energy targets. In addition it emphasises the benefits and the cost associated with each identified infrastructure and puts forward the impediments associated with the portfolio implementation. - New R&D Roadmap with promising achievements to increase customer engagement from the Ecogrid project which demonstrated new balancing mechanisms with a 5-minute real-time price response system that provides additional regulation power from smaller customers with both reducible demand and excessive load in periods, and Optimate project which developed a simulation platform for modelling European electricity markets. - The new European Transparency Regulation (EU) 543/2013 mandates ENTSO-E to develop and operate central information transparency platform publishing fundamental information on the European electricity market. Development of the platform and manual of procedures advanced significantly over the year and it was launched in January 2014 with data previously available on www.entsoe.net. The addition of new data required by the regulation is scheduled for the end of 2014. - Approval of the Common Grid Model Exchange Standard was another ENTSO-E achievement during 2013. The data exchange standard will allow TSOs to efficiently combine individual network data, a prerequisite for routine security and capacity calculations on a regional scale, as defined by various network codes.
ESMIG	<p>In 2012, ESMIG has funded research performed by VaasaETT, which is an extensive international studies, analysing Demand Response programmes across four continents. This report, Empower Demand II, investigates the qualitative issues concerning how to best empower consumers to reduce consumption through a more intelligent approach to the way the energy industry and its technologies interact with customers. The research offers a new approach and recommendations to prepare the public for the smart future in ways that enable consumers to make more informed decisions and better use of smart energy demand infrastructure when it arrives: http://esmig.eu/sites/default/files/final_empower_2_demand_report_final_distr2.pdf (RASP Principles: Reliability, Simplicity, Protection and Empowerment)</p> <p>In addition to this research, ESMIG has decided to set up a Consumer Energy Management working group (CEM) that looks into the various aspects to facilitate the integration of Smart Meters and Smart Devices in consumer's home and life with optimal energy saving opportunities. ESMIG and the CEM in particular are dedicated to providing and facilitating information, research and constructive dialogue to improve the involvement of the consumer in Smart Meter systems and as such, optimise energy saving potential. (RASP Principles: Simplicity, Protection and Empowerment)</p> <p>ESMIG has been an active contributor to the Working Group Report on e-Billing and Personal Energy Data Management which prepared a report for the 6th Citizens' Energy Forum in December 2013. This report proposes guidelines, how to provide simple and functional e-billing and personal energy data management services to the consumers to ensure their 'buy-in' and set the basis for further consumer-oriented innovation. (RASP Principles: Affordability, Simplicity, Protection and Empowerment)</p> <p>In the Smart Grid and Smart Meter Coordination groups, as well as the EC Smart Grid Task Force, ESMIG is playing an active role. The SMCG's Ad-Hoc Working Group Privacy & Security is chaired by ESMIG's MD, Willem Strabbing. This group produced a report "Privacy and Security approach part II". Via the SGCG and SGTF, ESMIG is advocating to include in the AMI (Automated Meter Infrastructure) an open interface to provide energy management services beyond the utilities, focusing on consumers' needs. This is currently</p>



Organisation	Response
	<p>not happening in about 50% of the roll outs of Smart Meters, but essential for giving the consumer the information they need to manage their energy consumption. (RASP Principles: Reliability, Simplicity, Protection and Empowerment)</p>
EURELECTRIC	<p>Please refer to answer to Question 1.</p> <p>Furthermore, we have engaged with the EU institutions and stakeholders on the issue of how to make sure that the ongoing energy system transition is kept to a reasonable level in terms of expenditures. EURELECTRIC's view are summarised in a new study undertaken with the assistance of Accenture (http://www.eurelectric.org/media/132600/eurelectric-accenture_brochure-2014-030-0355-01-e.pdf) which shows that the average European citizen's bill could be reduced by as much as 100 EUR/year compared to business as usual if a more cost-effective pathway was chosen.</p> <p>Finally more than 450 participants gathered at our 2014 Annual Convention "Building trust in the new energy world" and discussed - for two days - ways of increasing customer trust and engagement in the sector. This year's EURELECTRIC Industry Award went to Opower, a US company which cooperates with utilities across Europe that developed software to provide customers with better information about their energy consumption, along with personalised ways to save energy and money.</p>
Eurogas	<p>Since Eurogas became a signatory to the vision, we have given priority in our work programmes to deliverables on customer-related issues. In particular the Eurogas Supply and Markets Development Committee (SMDC) has as one of its stated objectives the delivery of a pro-competitive and non-discriminatory robust and growing gas market, to the benefit of consumers. The SMDC works in this context on the encouragement and promotion of high standards relating to the marketing and customer needs.</p> <p>Through the SMDC, Eurogas engages in dialogue with the European Institutions including CEER, Customer Associations, and other stakeholders on customer issues, in particular working to improve communication and quality of information for customers.</p> <p>Therefore in recent years, Eurogas has contributed to a number of important reports to the London Citizens Energy Forum, through working groups led by DG Health and Consumers (SANCO), notably on improving billing presentation. Eurogas also contributed to the report of DG ENER on vulnerable customers. Currently, Eurogas is active in the DG SANCO group on customers as market agents.</p> <p>Furthermore, Eurogas held a Balkan Workshop "Towards an Integrated internal Gas Market", sharing knowledge with those member states in the early stages of market liberalisation.</p> <p>In addition to the SMDC's work on these issues, the Eurogas Distribution Systems Operators Committee contributes to policy development in the key areas of smart meters and data management.</p> <p>Eurogas has developed a number of own initiative Position Papers on customer issues, aiming to contribute to the dialogue on ensuring the internal energy market benefits customers.</p> <p>Eurogas' attention to customer issues reflects the recognised growing importance of customers' interests in shaping the market, in the first place in taking advantage of a growing competitive market, to choose between rival suppliers and a range of products and services, but increasingly in making energy choices which will contribute to the wider objectives of an efficient and sustainable energy supply. Companies routinely establish better communication channels with customers, often setting up customer focus groups, and continue to build on the excellent and growing customer contacts, to gain a better insight into what customers want and it is this expertise and know-how that feeds into the work of the SMDC.</p> <p>Eurogas can support the principles and exhort members to follow them. Within the SMDC, we have exchanged information on good practice e.g. clear billing and improved customer information, not with any intention to harmonise but to stimulate thinking in the right direction. Moreover there can be problems when national rules require e.g. billing contents that may ignore the simplicity principle, by overloading the customers with information.</p> <p>Within the DSO Committee, information is exchanged on topics such as data management, grid connections, implementation of Energy Efficiency Directive, again in order to debate and consider the different issues involved.</p>



Organisation	Response
GEODE	<p>GEODE has undertaken the following activities:</p> <ul style="list-style-type: none"> - GEODE has put together a DSOs Check-List describing the role of DSOs in order to provide consumers with an overview of what DSOs are doing. <p>Consumer oriented tasks and responsibilities are (extracts):</p> <ul style="list-style-type: none"> • DSOs ensure system security and stability at all times which is of vital importance to society • DSOs have a key role in enabling demand side response for the benefit of consumers • DSOs support maintaining the link with customers for grid related issues, to ensure high quality customer service e.g. grid connection, metering, and energy efficiency measures or the handling of interruptions • The customer is the owner of his meter data but DSOs should have access and be able to use this data to benefit from an efficient network and deliver real consumer benefits. <p>GEODE in his last reports on how DSOs are bringing intelligence to the grids has always included into them customers' benefits and customers good experiences. Please read GEODE's report on "Bringing Intelligence to the Grids" and the corresponding "Case Studies" http://www.geodeeu.org/home/publications/geodereports</p> <ul style="list-style-type: none"> - GEODE has been working on its recently launched report on "Flexibility in tomorrow's energy system" analysing amongst others the potential of benefits for residential customers and what needs to be done to gain customers' trust. Please read the GEODE Report "Flexibility in tomorrow's energy system" for further information http://www.geodeeu.org/home/publications/geodereports <p>These activities show that GEODE together with its members is paying great attention to the needs and interests of customers as they will be the key to achieve all future challenges.</p>
Hispa Coop (As member of Euro Coop)	<p>HISPACOOP has been working in undertaking these principles since 2013 in several actions that we explain in the next question.</p>
NEON	<p>As an Ombudsman, we deal with complaints on a daily basis. NEON members monitor their complaints and therefore are able to highlight specific issues consumers have to deal with in real time. As an organisation, NEON was also part of the European Commission working group on "Vulnerable Consumers" and got the chance to express the concerns of its members.</p> <p>Specifically, here is a list of actions taken by our members:</p> <ol style="list-style-type: none"> 1) Undertaken training for staff members in consumer law, so that they can call upon a wider range of knowledge when dealing with complaints and assist consumers in understanding the implications of the Consumer Rights Bill (UK). 2) Began an annual survey, the Consumer Action Monitor, to track people's perceptions of complaints, the ombudsman, and businesses, reasons for complaining and who people complain about the most. The Ombudsman services (UK) utilised this survey to publicise how many complaints go unreported in the country, and to gauge public opinion of the market, with a view to providing a greater understanding of consumer perspectives and highlighting the efforts that need to be made by businesses to mend these relationships. (UK) 3) The Ombudsman services (UK) contributed extensively to the wider discourse on Alternative Dispute Resolution, and the positive effect it can have on consumers and the market, with the aim of greater access to justice for the consumer in the UK. Specifically, we have contributed to academic study, workshops and the BIS consultation on the implementation of the EU ADR Directive. (UK) 4) The Belgian energy Ombudsmen also took part in several public discussions about the functioning of the energy market, position of consumers etc. 5) The Belgian energy Ombudsman service has published policy advices to adapt the new Consumer agreement. (BE) 6) The Síndic's role is to handle the complaints of anyone who is unprotected before the administrations' actions or omissions. But the Síndic also supervise the



Organisation	Response
	<p>private companies that provide services of public interest (energy, water, transport, telecommunications, etc). (Catalonia).</p> <p>7) The concepts of universal and general-interest services are economically and legally elastic. In any event, they are private services in which elements such as the universalization of benefits, public functions and even authority come into play, but they are private services that could affect people's fundamental rights, elements that are essential for an institution like the Catalan Ombudsman (Catalonia).</p> <p>The French ombudsman service has launched an online dispute resolution platform in September 2013. It aims at facilitating the access to ADR by eliminating some psychological barriers, and allows a faster resolution process (42 days on average, 60 in general). (FR)</p>

Question 3: Could you provide some real examples of the actions that you, or your members, have taken in delivering the aims of the Vision?

Organisation	Response
CEDEC	<p>CEDEC companies as local utilities, mostly in public hands, are running manifold projects that help and empower consumers to profit from competitive energy retail markets or deal with problems related to energy poverty. Below are only three examples of many CEDEC members' initiatives, displaying the wide range of measures in place.</p> <p>Wien Energie "Ombudsman Office"</p> <p>Wien Energie, the public local utility in Vienna, Austria opened its own ombudsman's office for cases of social hardship in early 2011. The primary objective of the ombudsman's office is to support those individuals facing social hardship and to develop tailor-made solutions in order to avoid possible energy poverty.</p> <p>The intention is to help individuals in difficulty re-establish regular access to electricity and heating supplies through:</p> <ul style="list-style-type: none"> • Energy-related debt relief (e.g. clarification of social claims and social reports for benefit applications, additional instalment plans beyond those which are already standard, the installation of prepayment electricity meters; and settlement of outstanding debts); • Financial relief (e.g. waiving of dunning charges and external debt collection orders and legal proceedings, the waiving or reduction of disconnection and re-connection charges or the waiving of installation costs associated with re-connections); • The promotion of energy efficiency (e.g. through the free-of-charge lending of power consumption measuring devices, free energy advice, brochures providing, for example, energy-saving tips); • The training of social institutions on energy-related issues. <p>Powermatcher Project - Alliander</p> <p>Alliander, a Dutch DSO has developed a project called "Powermatcher" which helps consumers with self-generation facilities (i.e. PV panels or hot water boilers) to optimally use their own production by shifting consumption and/or selling excess energy through local market places to their neighbours for example. The software needed for the powermatcher is an open source, which is available for free download. Alliander also discusses with household appliance manufacturers to include the relevant hardware in appliances in order to enable a fully automated system. Several projects are currently on-going with a few hundred customers each.</p> <p>Initial results from projects connecting solar panels, hot water boilers, heat pumps, fridges, washing machines, dish washers and electric vehicles have shown a reduction of peak load by 30%.</p> <p>"Wuppertal Model" for Energy Efficiency Services - Stadtwerke Wuppertal</p> <p>The public local utility of Wuppertal, WSW, offers several Energy Efficiency programmes, of which one is a mini-contracting offer for the replacement of old inefficient fridges in consumer households. Often households threatened by energy poverty have very energy inefficient appliances which they cannot afford to replace.</p> <p>In the Wuppertal Model programme, WSW replaces these fridges with new, very efficient ones. The cost amount to €250 of which €50 are taken over by the "WSW climate fund". Customers pay the remaining amount in rates of €10/per month.</p>



Organisation	Response
	<p>The project, which is a cooperation with the regional authorities and the consumer agency, has been very successful and is now been taken over by other municipal utilities in the region. While the local utilities have no immediate benefit of this programme, it prevents payment deficits.</p>
Cooperatives Europe	<p>The member organizations of Cooperatives Europe have taken several actions which directly or indirectly support the Vision. A concrete example of an action Reliability of physical supply of energy and protecting and empowering consumers, was shown by REScoop in the Croatian Island of Krk. They are leading a project to reduce their energy dependency leading the island to become autonomous and 100% renewable by producing their own energy sources. This complies with the principle of reliability by stabilizing the physical supply of energy and enhancing a commercial system leaded by customers. The project is supporting consumers that before where dependent from fossil fuel imports which had higher prices and was a less participative model. The activities done started by mapping actors, preparing information workshops with local stakeholders (consumers) and experts, preparing conferences to discuss a memorandum of understanding and a roadmap and finally signing an agreement to start-up a renewable energy cooperative lead by citizens.</p> <p>This project had the primary goal to educate the consumers and entrepreneurs from the island including them in the usage of locally produced renewable energy sources.</p> <p>Energy cooperatives have also shown an efficient communication with its members, since the primary goal of the energy cooperatives is to satisfy the needs of its members (customers). Complying with the RASP principle of simplicity, Ecopower energy cooperative uses a simple energy bills for its customers, which consist in one single simple tariff. No diversification between day and night, no lower prices for bigger customers. Their customer's bill mentions one single all-inclusive price per kWh: transport and distribution costs, taxes, VAT, and other charges are all included. This means that when a customer buys a new fridge he or she can immediately see if it is worth taking the more expensive but more energy efficient model. In this particular case, most of the customers are households. The first advantage for customers is transparency: coop members can easily understand their energy bill. Secondly, it encourages customers to save energy.</p> <p>The involvement of the local citizens through cooperatives raises awareness within the local communities. Energy cooperatives provide accurate information to its customers, which is directly related with a good customer service. Informed and active citizens have shown a significant reduction on their energy consumption (energy savings), thus a more efficient use of energy. A significant link between the well informed consumers and their change in the consumption behaviour was registered in the Flemish region of Belgium where Ecopower registered a reduction of the 46% of the energy consumption of its members in 6 years. The studies done around this demand-efficient tendency did not find any concrete behavioural reason, but it is estimated that this has happen because of the accurate information sent to customers (members). Furthermore, this energy cooperative Ecopower appears as the number 1 electricity supplier on global client satisfaction under Test-Achat survey (25/10/13):</p> <p>On the other hand consumer cooperatives work to make collective energy purchases. Cases like EUROcoop represent organizations, which put together energy consumers to get beneficial tariffs for their members. They work with the RASP on affordability and could also be consider as a way to involve customers through a strong information framework, since they have the power to choose their provider and benefit from better deals. These are a clear examples of another type of organized demand.</p> <p>While many regular energy companies need to invest a lot of time and effort in understanding their customers, energy cooperatives intrinsically know what their customers want through the functioning of the cooperative model. They are demand-driven. Members from the local community understand the cultural values of the community. This knowledge is important for communication with stakeholders (consumers). For example, delicate issues in the community can be avoided, a historical connection can be used: Torrs Hydro (in Torrs Riverside Park in New Mills, Derbyshire, UK), for example, placed a small replica of an old industrial watermill near new mills, which created goodwill and understanding in the local community.</p> <p>Regarding consumer services, most of energy cooperatives provide a service exclusively to its members not only focusing to make a profit in a large scale. This fact enhances the</p>



Organisation	Response
	<p>quality of the services and of the customer care. A concrete example in the UK is The Co-operative Energy, which had a fantastic response from customers. Their customer service has been recognised with Awards from both "Which?" and "Customer Money Facts".</p>
EDSO for Smart Grids	<p>EDSO members have launched several projects over the years that contribute to the delivery of the CEER/BEUC Vision. Since, as explained above, the development of smart grids contributes to all four RASP principles, too many projects would be of relevance. Below, therefore, you will find details of just some of the most relevant or holistic <i>demonstration</i> projects which our members are currently involved in.</p> <p>GRID4EU project <i>Duration: November 2011 – January 2016</i> <i>EDSO members: ERDF (coordinator), CEZ Distribuce, Enel Distribuzione, Iberdrola Distribución, RWE, Vattenfall</i></p> <p>Although this project also commenced before the CEER-BEUC Vision launch, it will continue until 2016 and is a remarkably holistic project addressing all the RASP principles. Six of Europe's largest DSOs and EDSO members, are running the largest smart grid demonstration project to date, involving demonstration sites across six member states. GRID4EU embodies a holistic approach to smart grid development, testing and aiming to provide replicable recommendations on numerous factors, including active, more efficient participation of customers in electricity markets. Part of the process will be a social behaviour assessment. By supporting the development of smart grids and discovering how best to engage consumers, the project is contributing to all four principles for the reasons stated under Question 1 of this questionnaire.</p> <p>Jouw Energie Moment project <i>December 2011 – December 2015</i> <i>EDSO members: Enexis</i></p> <p>The Jouw Energie Moment project, managed by the Dutch DSO Enexis, commenced before the CEER-BEUC Vision launch, but is included here due to its clear support of the RASP principles, in particular Empowerment and Simplicity. The project focuses on providing consumers with the right information to make the most of their PV systems, smart appliances and smart meters.</p> <p>The results of the pilot project will help guide the development of future local energy systems in the Netherlands. In this project, residential customers produce their own energy using photovoltaic panels and have received a smart meter, an energy computer and a smart washing machine which communicates with the energy computer. The objective is to better understand how willing consumers are to use electricity in a flexible way and how to incentivise them to do so. Different options to manage electricity consumption are possible, for instance: participants can use the washing machine or other appliances at times when the photovoltaic panels produce energy or when energy costs are low. The different options enable different consumers, driven by different motivations (environmental or cost) to use their appliances in the way that suits them the most. The pilot projects started in 2013 and will last until December 2015.</p> <p>Watt et Moi <i>May 2012 – May 2014</i> <i>EDSO members: ERDF</i></p> <p>In this project, ERDF partnered with the housing public office of Lyon (Grand Lyon Habitat) to experiment a secure website for one thousand tenants in social housing, giving them access to detailed information on their household energy consumption. This project strongly relates to the principle of protection and empowerment with a two-fold aim: display electricity usage, allow users to modify their consumption behaviour while helping them to gain familiarity with the energy usage data provided by the smart meter.</p> <p>ADVANCED project <i>December 2012 – December 2014</i> <i>EDSO members: Enel Distribuzione (coordinator), ERDF, RWE, Iberdrola Distribución</i></p> <p>The FP7-funded ADVANCED project, involving four EDSO members, is focused on active demand value and customer experience discovery. Leveraging on the empirical data and lessons learnt in real Active Demand (AD) experiences, it aims to develop actionable frameworks enabling residential, commercial and industrial consumers to participate in AD. The benefits of AD for the key stakeholders and the inherent impacts on the electricity systems (considering its potential contribution to system stability and efficiency) are to be quantified taking different scenarios into account. This will be achieved through comparing the different AD solutions applied in Europe and enhancing them by the investigation of</p>



Organisation	Response
	<p>socio-economic and behavioural factors with direct involvement of real consumers. On this basis, key success factors of AD and recommendations for the future design of AD programmes will be derived.</p> <p>SuSTAINABLE project <i>January 2013 – December 2015</i> <i>EDSO members: EDP Distribuição (coordinator), HEDNO</i></p> <p>The FP7-funded SuSTAINABLE project is focused on leveraging information from smart meters and short-term localised predictions to manage distribution systems in a more efficient and cost-effective way (Affordability and Reliability). A multi-objective decision-making scheme will be designed to keep network voltage inside operational constraints, minimise distributed generation energy spillage related to network constraints, minimise operational expenditures related to high reliability and continuity of service for loads and generators, minimise ageing of automatic tap changers subjected to sudden variations of power flows, and maximise the balancing and ancillary services to be provided to TSOs when necessary.</p> <p>DISCERN project <i>February 2013 – February 2016</i> <i>EDSO members: RWE (coordinator), Iberdrola Distribución, Unión Fenosa Distribución, Vattenfall</i></p> <p>The basis of the overall concept of the FP7-funded DISCERN project is to utilise the experience of major European DSOs with innovative technological solutions for a more efficient monitoring and control of distribution networks. The complementary nature of the demonstration sites with regard to the specific challenges, as well as technological and operational solutions, serve as the main resource of DISCERN. One of the tangible results of the project will be the determination of optimal levels of intelligence in the distribution network to maintain the security of supply (Reliability).</p> <p>Promoting Energy Efficiency in Households project <i>April 2013 – April 2018</i> <i>EDSO members: Sadales Tikls</i></p> <p>The Promoting Energy Efficiency in Households project (translation) involves 500 households in Latvia, where smart electricity meters are being introduced and the opportunity for each household to access detailed information about their electricity consumption through a customer portal and receive advice on the necessary energy efficiency measures. The project is expected to evaluate the potential of smart metering systems, consumer behavioural change and promote energy efficiency.</p> <p>iGreenGrid project <i>June 2013 – December 2015</i> <i>EDSO members: Iberdrola Distribución (coordinator), Enel Distribuzione, RWE, Unión Fenosa Distribución, ERDF, HEDNO</i></p> <p>The iGreenGrid FP7-funded project focuses on increasing the hosting capacity for distributed renewable energy sources without compromising the reliability or jeopardising the quality of supply. By itself, and according to the criteria already mentioned above, it already addresses all RASP principles and in particular, Reliability. The project is, however, the latest addition to a much larger project, potentially one of the most integrated and real-life smart grid projects so far: the Smart Grids Model Region (SGMR) Salzburg. SGMR incorporates 23 projects aiming to address five central elements of smart grids, one being the integration of residential customers.</p>
ENTSO-E	<p>The North West Europe (NWE) price coupling project, the pilot for day-ahead (DA) market coupling throughout Europe, went live in February 2014, thanks to the close cooperation between TSOs and power exchanges. Other day-ahead market coupling projects, such as the Iberian Peninsula's preparation to join NWE, the 4M and 5M projects involving the Czech Republic, Slovakia, Hungary, Romania and Poland, and the Italian Borders Working Table, have progressed throughout the year. This will help lower electricity cost and increase choices for consumers.</p>
ESMIG	<p>ESMIG and EDSO will present their joint project during European Sustainable Energy Week on 26 June: http://www.eusew.eu/component/see_eventview/?view=see_eventdetail&eventid=1880</p>
EURELECTRIC	<ul style="list-style-type: none"> ▪ Following on the creation of a dedicated structure of expertise on retail and consumer issues (backed by a dedicated unit at Secretariat level), EURELECTRIC recently revamped its website to better reflect the work carried out in terms of retail markets and



Organisation	Response
	<p>consumer issues: http://www.eurelectric.org/consumers/</p> <ul style="list-style-type: none"> ▪ Besides the 6th meeting of the Citizens' Energy Forum in December 2013, we published two reports directly related to the Vision: <ul style="list-style-type: none"> ○ "Translating the 2020 Vision for Europe's energy customers into reality", (http://www.eurelectric.org/media/115456/eurelectric_rasp_good_practices_def-2013-2500-0003-01-e.pdf).that outlines our understanding of the RASP principles and collects best practices from our members on each principle. You will find <u>real examples</u> of our members' actions in this document. ○ "The Retail Revolution – Power to the Customer" (http://www.eurelectric.org/media/115446/broch_smart_energy_system_1311_26_Ir-2013-2500-0002-01-e.pdf) that, building on the RASP principles, proposes Awareness, Trust and Choice as prerequisites for customers to reap the benefits of competitive markets. As you know, this was endorsed by the Forum in the Conclusions.
Eurogas	<p>The collaboration work mentioned above contributes to the development of the vision on the part of Eurogas as an association. Companies have contributed in a variety of ways mentioned below:</p> <p>Reliability</p> <ul style="list-style-type: none"> ▪ Extension of customer focused research, better engagement including discussion forums. This research is translated into service improvements ▪ Better analysis and handling of complaints ▪ Product clarity and reliability is a focus of commercial attention <p>For DSOs:</p> <ul style="list-style-type: none"> ▪ High priority to efficient networks and network services <p>Affordability</p> <p>Companies help customers by offering among other products</p> <ul style="list-style-type: none"> ▪ Fixed or capped price products for greater customer confidence to minimise impacts of price volatility ▪ Partnerships with charities to identify and assist the most vulnerable ▪ Welfare benefit checks ▪ Advice on energy efficiency, improving information to customers on their consumption <p>Simplicity</p> <ul style="list-style-type: none"> ▪ Billing presentation is improving ▪ Products are less complex ▪ Websites are increasingly tailored to giving customers information to understand market opportunities better <p>Protection and empowerment</p> <ul style="list-style-type: none"> ▪ Companies give more information to raise awareness of consumer rights and if there are problems, how to seek solutions and if necessary redress ▪ Online account management is becoming the norm ▪ Provision of Apps to offer more convenient and immediate services, including online payment.
GEODE	<p>The following examples show real actions taken by GEODE Members from Finland, Spain and Sweden.</p> <p>These experiences are just examples and many other actions could be found around GEODE local energy distribution companies as the local dimension makes our member companies closer to consumers and to be more consumer-oriented.</p> <p>I. Finnish Energy Industries survey on customers experiences on supplier switching processes</p> <p>Finnish Energy Industries represents the whole energy industry in Finland. They are GEODE members and their networks committee is the one actively involved within GEODE activities.</p> <p>The survey was carried out by YouGov Finland commissioned by Finnish Energy Industries. The purpose of the survey was to find out the Finnish experiences and opinions on their own suppliers and the supplier switching as well as on the sale of electricity.</p> <p>The data were collected by an electronic questionnaire during the period 22.7. - 24.07.2013 from the consumer panel of YouGov in Finland.The panel consists of approximately 25,000 people in Finland.</p> <p>The final number of respondents of the survey is 1004. The target group comprises 18-74</p>

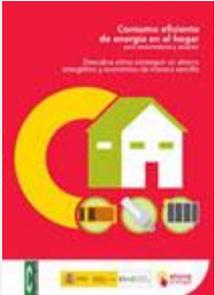
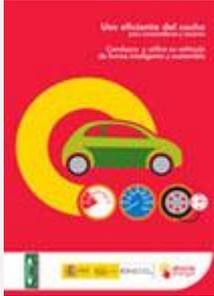


Organisation	Response
	<p>year-old Finns. The sample was formed and the final respondent group was weighted to be a representative sample of the population based on age, gender and residency. In overall results (N = 1,004) the average confidence interval is $\pm 2.8\%$ in either direction (95% confidence level).</p> <p>According to the customer survey, three out of four Finns who have changed their electricity supplier felt a supplier switching completely unproblematic. Up to nine out of ten felt supplier switching completely unproblematic or almost unproblematic. Half of the respondents would be ready for a demand response.</p> <p>They answered to be ready to shift their electricity consumption based on a price. The survey can be founded at: http://energia.fi/sites/default/files/et_raportti_kuluttajakysely_sahkonmyynti_heinakuu_2013.pdf</p> <p>The survey is only available in Finnish but if it is of your interest we could provide you with an English summary.</p> <p>II.- Electra Caldense reinforces relationship with its customers. Electra Caldense is a century old small local electricity company located in Spain, North from Barcelona. The utility Electra Caldense launched in April 2014 an online platform aiming to improve the communication with its customers and help them save energy. "Personal Energy", the Personalized Energy Management Tool for Households, an online platform designed by Enerbyte, with the goal of helping its customers to understand how they consume energy and how to improve energy efficiency to achieve cost savings and reduce environmental impact. Personal Energy is an online platform, accessible by computer, tablet and smartphone, which permits visualize consumption, consult customized saving tips according to the different consumption profiles, compare the efficiency to similar neighbours, share knowledge and compete with the whole community of users. The objective of Personal Energy is to encourage the shift towards efficient behaviours and achieve a reduction in consumption of 10%. According to Mr. Xalabarder CEO of Electra Caldense "a century-old company like us, knows that we must constantly innovate and improve. Our key to success has always been to be close to our customers and today we are moving a further step with Personal Energy, the basis for revolutionizing the relationship with them." The utility thinks that "in conditions of energy and environmental crisis, energy prices rising for citizens and new pricing structures in Spain, Personal Energy brings the electricity sector the tools to adapt to the transition in the direction of a more effective and efficient energy model, based on transparency, collaboration and usage of new technological opportunities for energy saving and renewable energy penetration." See more at: http://www.enerbyte.com/launch-electra-caldense.html</p> <p>III.- Göteborg Energi joins "price dialogue" to empower customers Göteborg Energi just has decided to enter a national "price dialogue" for a transparent setting of coming year's prices with district-heating customers. More information could be provided on the coming week. The utility has customers in the centre of their activities. With a level of reliability of gas and district-heating supply close to 100% and a maximum of 15 minutes of break down a year in electricity, Göteborg Energi has provided all their customers with smart meters. The meters are controlled remotely and the utility works continuously in improving their bills so to make them more simple and understandable to the customer.</p>
Hispa Coop (As member of Euro Coop)	<p>2014 HISPACOOP is working in a new project about "Household consumers in the electricity sector". It is a project in which we want to inform about consumer rights in the electricity market according to the last reform of the sector in Spain. From the beginning of this year, we are working in developing document for consumers about new changes in this market. We have provided information throughout website (www.hispacoop.es) about:</p>

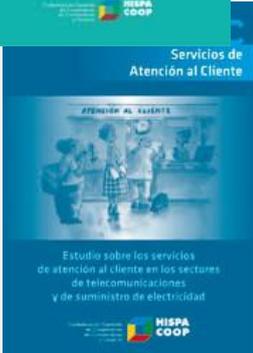
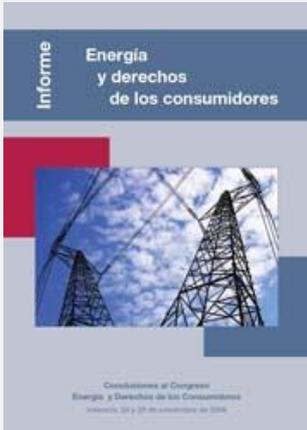


Organisation	Response
	<ul style="list-style-type: none"> - Options that consumers have in the market (new prices, tariffs, flat rate of prices, etc...) - Smart metering, mechanism to control the consumption of energy and offering data of their consumption and be more efficient. - How to manage their energy consumption through tips and information of saving energy, - etc. <p>Actions to develop in this year:</p> <ul style="list-style-type: none"> - Consumer awareness campaign about the new reform of the sector of electricity in Spain. Use the website of HISPACOOOP informing about several aspects of the reform of the sector and the involvements of the consumer rights. - Brochure about the changes of the electricity sector and consumers. - Factsheets about fix tariff, social tariff, new changes of the prices in the market of electricity, measures and tips in saving energy and be more efficient; information of new bills and concepts, complaints, vulnerable consumers, etc... - Dissemination in social networks and magazines of consumer issues, and media. - Conference in Valencia about the reform of the sector of electricity in Spain. <p>December 2008 / Nowadays</p> <p>In its representative activity, HISPACOOOP acts on behalf of household consumers in the electricity sector. HISPACOOOP has a representative of household consumers in the Advisory Council of Electricity in the National Commission of the Markets and Competence (CNMC).</p> <p>Working in the analysis of several proposals related to protection and defence of consumers in the electricity sector. We are analysed several proposals of laws and regulation to assure consumer rights and protect them in the electricity market.</p> <p>In 2013 and 2014 we have been working in the analysis of proposals related to the reform of the sector of electricity and the involvement of this reform to consumers.</p> <p>HISPACOOOP considers that the right of information to consumers in the energy sector is essential to guarantee a participation in this market of consumers and to exercise their rights. HISPACOOOP has been working in informing consumers about their rights in the energy market, ensuring access to energy supplies in a better way and choosing the best offer and tariff in the market according to the changes in the electricity sector in our country. In order to provide them better information about tariffs and offers, we are promoted the web price comparison tool for gas and electricity offers of National Energy Commission about comparability of prices in the energy sector in Spain. See in this links: http://comparadorofertasenergia.cnmc.es/comparador/index.cfm?js=1&e=N</p> <p>Also you could see in the front of the website of HISPACOOOP http://www.hispacoop.es/home/</p> <p>We are working in the protection of consumers against unfair commercial practices from the energy companies and also protection of vulnerable consumers.</p> <p>June 2009 / Nowadays</p>



Organisation	Response
	<p>HISPACOOOP has a representative of Spanish household consumers in the Subgroup on Energy of the ECCG. Actions:</p> <ul style="list-style-type: none"> ▪ Participation and attendance to the meetings of this subgroup. ▪ Intervention as an expert in different Working Groups on energy, such as: <ul style="list-style-type: none"> ○ <i>Working Group on Vulnerable Consumers. 2012-13.</i> ○ <i>Working Group on Personal Energy Data Management and e-Billing. 2013</i> ○ <i>Working Group on Transparency in EU Retail Energy Markets. 2012</i> ○ <i>Working Group on Alternative Dispute Resolution in the Energy Sector. 2011</i> <p>2011</p> <p>HISPACOOOP as a member of CCU –Spanish Counsel of Consumers and Users, had participated in the realisation of the following documents with IDEA- Instituto para la Diversificación y Ahorro de la Energía.</p> <p>These documents contain information relating to the various actions that IDEA and CCU are carrying out, specifically aimed at the citizen as an energy consumer: actions related to consumption of energy in an efficient way.</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>Practical energy guide: Efficient consumption of energy in the household.</p> </div> <div style="text-align: center;">  <p>Practical energy guide: Efficient use of car.</p> </div> </div> <p>2011.</p>



Organisation	Response
	<p>HISPACOOP launched a Project about “Contractual conditions and billing in the electricity supply”.</p> <p>Actions:</p> <ul style="list-style-type: none"> - Seminar “Contractual conditions and billing in the electricity supply”. November 2011. VALENCIA. - Technical Report “Bills in the electricity supply”. November 2011. - Legal report “Contractual conditions in the electricity supply”. November 2011. <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p>HISPACOOP also launched a Project about “Customer Services in the telecommunications and electricity sectors”.</p> <p>Actions:</p> <ul style="list-style-type: none"> - Study about the Customer Services in the sectors of telecommunications and electricity”. December 2011.  <p>2009</p> <p>HISPACOOP launched a Project about Energy and Consumer Rights.</p> <p>Actions:</p> <ul style="list-style-type: none"> - Congress “Energy and Consumers Rights”. 24- 25 Noviembre 2009. VALENCIA. - Report “Energy and Consumers Rights”. 24”. - Guide “Consumer rights in the liberalised electricity sector”. November 2009. - Brochure “As a consumer, what you know about the liberalised market of the electricity?” November 2009. - 



Organisation	Response
	<p>2006</p>  <p>HISPACOOOP realized a guide about the best energetic practices in the household.</p> <p>The aim of this guide is to provide information to consumers to be aware of the sustainable consumption, reducing environmental impact, saving energy consumption, etc..</p>
NEON	<p>NEON members have:</p> <ul style="list-style-type: none"> • Published Ad Hoc Reports and Annual Reports • Published Policy advices • Held bilateral meetings with energy companies, regulators, DSOs... • Managed to improve awareness and accessibility through the press, public hearings and conferences <p>Here is a list of actions taken by our members:</p> <ol style="list-style-type: none"> 1) The report by Ofgem on OS:E highlighted that a key barrier to consumers accessing the Ombudsman services (UK) lay in problems with the signposting provided by the energy companies, a regulatory requirement. A pilot project with several energy companies has been undertaken which has had positive results, and the Services expect this will enable a greater access to dispute resolution in the sector through consumer education. The Ombudsman services have also undertaken several measures ourselves to heighten consumer awareness, in response to the Ofgem research piece, through media events and publications. (UK) 2) The Ombudsman services (UK) have been having meetings and workshops with a specific energy company to improve the way that they process and resolve complaints. This is an activity that will be encouraged with other energy companies as the organisation grows. (UK) 3) The Belgian energy Ombudsman service played a significant role in highlighting the need to eliminate switching fees. It also called for a more transparent indexation system of prices (safety net regulation). (BE) 4) Report on Energy Poverty in Catalonia³, issued on October 2013. This report was decisive for the adoption of a law in Catalonia about the “winter truce” (prohibition to interrupt energy supply during winter months). Although the law has some shortcomings, it has to be recognised that is a first step to increase the protection of the most vulnerable consumers. It is also the only legislation in Spain (in a national and a regional level) containing this “winter truce”. (Catalonia) 5) Report on the provision of general interest services and best corporate practices⁴, issued on February 2014. This report is the result of three symposiums in which the Catalan Circle of Economics and the International Ombudsman Institute, among others, had active participation. The evolution of our society has led to an enhancement of the rights of consumers and users, especially those referred to the management of services considered to be basic or essential for people's daily life. (Catalonia) <p>An important part of these basic or essential services has evolved from its primary configuration as public services reserved for public administration to its current setup, in which they are rendered by private companies under the regulation of free market. The liberalization of the management of activities considered to be</p>

³ <http://www.sindic.cat/site/unitFiles/3530/Report%20on%20energy%20poverty%20in%20Catalonia%20def.pdf>

⁴ <http://www.sindic.cat/site/unitFiles/3606/The%20provision%20of%20general%20interest%20services%20report%20def.pdf>



Organisation	Response
	<p>essential cannot diminish the rights or guaranties of consumers. This process of liberalization and privatization of public services and activities means that the Administration is not the only entity to have public service duties, as certain economic private sectors have also these duties because of the activity they carry out. In this new framework, the activities in private sectors that entail public service duties shall be monitored directly by the ombudsman, although it should be considered whether the tools thought to oversee public administration are suitable to monitor the private sector, in which the use of the same tools could interfere with the exercise of certain fundamental rights.</p> <p>6) The French Ombudsman service has decided to publish data on supplier drops. Those data will be published by naming the supplier during the second semester 2014; as well as the number of complaint per supplier. Those data will complement the information already available on the online comparison tool. This aims at giving a more transparent overview of the suppliers' customer management. (FR)</p>

Question 4: What activities do you plan to undertake in a near future that will aim at putting consumers at the heart of the EU internal energy market?

Organisation	Response
CEDEC	<p>CEDEC Member companies are constantly creating new products and further developing their business models to not only selling energy to consumers but to be service providers to their customers. While consumer trust in the energy market has traditionally not been very high, empirical studies show that trust in local, largely publically-owned companies is much higher. Therefore, CEDEC member do have an advantage in offering innovative products and services but also services for more vulnerable consumers which do not have the means to engage actively but need special protection. This becomes even more obvious in the examples above. CEDEC will continue to promote the experience from local level (and the existing challenges and barriers) in the discussions on European level. Due to the very nature of its member companies, CEDEC has and will continue to take a consumer-centric approach and address issues of particular concern to customers, such as secure data management and protection of the most vulnerable consumers.</p>
Cooperatives Europe	<p>As mentioned before, our activities as representatives are focused on communicating with our members and representing their interests and needs under a single voice. We build a bridge between base cooperative organizations and political bodies. At the same time, we promote and encourage energy cooperative initiatives to reproduce best-practices models keeping consumers (citizens) as the main actor.</p>
EDSO for Smart Grids	<p>As indicated in the answer to Question 1, EDSO is always working on the development of smart grids. In terms of new projects under Horizon 2020, EDSO is part of a number of project proposals under the most recent ENERGY call, details of which will be shared after the selection phase. Below you will find some of the most imminent other activities that will contribute to the RASP principles.</p> <p>DSOs as consumer Data Managers</p> <p>This summer, EDSO will release a report on Data Management which lists the criteria DSO believe should be taken into account when setting up a data management system for customers' consumption data from smart metering. All of these criteria are in line with the RASP principles:</p> <ul style="list-style-type: none"> • Easy access to the information needed by each agent (Simplicity) • Robust implementation & control of data use (Protection and Empowerment) • Guarantees for non-discriminatory data storage and processing (Protection and Empowerment) • Simplicity and robustness (Reliability and Simplicity) • Lower possible cost for consumers (Affordability). <p>EDSO-ESMIG consumer information campaign</p> <p>Smart grids and meters are not easy concepts to understand from the point of view of the</p>



Organisation	Response
	<p>average consumer without appropriate and targeted information. There is a lack of easily accessible information in simple terms that is not from individual DSOs, many of whom have undergone their own consumer awareness campaigns, particularly for smart metering (eg. Endesa's telegestion info-video, or Energa Operators info-video).</p> <p>EDSO is currently working with the European Smart Metering Industry Group (ESMIG) on a project designed to provide the average household consumer in Europe with a place where they can learn more about smart metering and grids in simple and accessible language. This will initially be through a mini website that will explain what smart grids and meters are, the potential benefits for them of engaging with them, but also for society and the environment. More than that, the two associations have researched common concerns and myths associated with smart systems and will, through the site, aim to address some of these. The idea is also to provide go-to points for more information about what is happening in their member states.</p> <p>The project will therefore contribute, in first place, to the Empowerment principle, and if developed appropriately, will also contribute to the Simplicity and Affordability principles too. The main ideas for this site are to be presented for consultation at the EU Sustainable Energy Week (EUSEW). EDSO and ESMIG, believe it would be beneficial to have the opinion of the regulators and consumer organisations, with a view to ensuring the site will be fit for purpose. In the long-term (should the campaign be considered valuable, and additional financial support can be gained for its development), the idea is for it to be translated into other European languages and to contain more targeted information for different countries. Its use can then be developed, offering for example useful materials for local authorities and even national governments to make the most of the opportunity around roll-outs to help consumers understand how they can derive the best from these technologies while contributing to the community's sustainability goals.</p>
ENTSO-E	<p>ENTSO-E is actively addressing the issue of demand-side response (DSR). DSR can be a cost-effective option to contribute affordable energy for consumers and the opportunity for rewarding customers for changing their consumption behaviour. DSR is a key component in the successful evolution of the power system. It provides TSOs with flexibility to maintain security of supply, optimise the utilisation of the infrastructure and investment of the grids, system adequacy and, in many cases it can be a competitive alternative to other tools such as generation. However, DSR can only be successful at large scale if customers are appropriately empowered and trust the overall system, and if competition works well.</p> <ul style="list-style-type: none"> - It is clear that demand-side integration will facilitate greater market liquidity and competition, with a downward pressure on wholesale energy prices. These are positive long term benefits for the electricity consumer and society at large. ENTSO-E will actively contribute to the definition of technical standards and regulation to ensure measurability and allow controllability of DSR. The national regulatory authorities (NRAs) have a major facilitating role to encourage and support the cooperation and software development by TSOs and DSOs for mass usage of DSR and smart grids. - ENTSO-E will work with DSOs to define clear roles between TSO and DSOs and to increase the deployment of new services from DSR. <ul style="list-style-type: none"> • Customer data accessible to DSOs, and DSO network data, will be increasingly important for both the management of the power system and to design new smart services for customers. However, these data are quickly becoming crucial also for TSOs as a prerequisite for their successful support of the Europe-wide wholesale market, their control-area and cross-border balancing, and their management of system reliability. Because of these functions, TSOs are a key partner in designing the necessary market tools making it possible to fully utilize the physical facilities of the grids at all voltage levels. TSOs will coordinate and work in close cooperation with DSOs when making use of flexibility or DSR from DSO-connected access points. TSOs will primarily need DSR for system balancing, while DSOs will primarily need DSR for local congestion management (which can include the management of voltages).
ESMIG	<p>Smart grids and meters are not easy concepts to understand from the point of view of the average consumer without appropriate and targeted information. There is a lack of easily accessible information in simple terms that is not from individual DSOs, many of whom have undergone their own consumer awareness campaigns, particularly for smart metering (eg. Endesa's telegestion info-video, or Energa Operators info-video).</p>



Organisation	Response
	<p>ESMIG and EDSO are working together on a project designed to provide the average household consumer in Europe with a place where they can learn more about smart metering and grids in simple and accessible language. This will initially be through a mini website that will explain what smart grids and meters are, the potential benefits for them of engaging with them, but also for society and the environment. More than that, the two associations have researched common concerns and myths associated with smart systems and will, through the site, aim to address some of these. The idea is also to provide go-to points for more information about what is happening in their member states.</p> <p>The project will therefore contribute, in first place, to the Empowerment principle, and if developed appropriately, will also contribute to the Simplicity and Affordability principles too. The main ideas for this site are to be presented for consultation at the EU Sustainable Energy Week (EUSEW). EDSO and ESMIG, believe it would be beneficial to have the opinion of the regulators and consumer organisations, with a view to ensuring the site will be fit for purpose. In the long-term (should the campaign be considered valuable, and additional financial support can be gained for its development), the idea is for it to be translated into other European languages and to contain more targeted information for different countries. Its use can then be developed, offering for example useful materials for local authorities and even national governments to make the most of the opportunity around roll-outs to help consumers understand how they can derive the best from these technologies while contributing to the community's sustainability goals.</p>
EURELECTRIC	<p>Please refer to answer to Question 1.</p> <p>We also plan to update our paper "Translating the 2020 Vision for Europe's energy customers into reality" with new examples of initiatives taken by our members.</p>
Eurogas	<p>Eurogas will continue to develop its inputs to consumer related issues. Also Eurogas is increasing its bilateral contacts with BEUC to reach a better understanding on consumer concerns from the experiences and perspectives of customer associations.</p>
GEODE	<p>GEODE will continue to support the CEER Vision and the related principles to achieve the completion of the fully competitive internal energy market and make sure to be the market facilitator so new technologies will be implemented to the benefit of customers and the energy system as a whole.</p> <p>Two concrete activities are foreseen to be started in September 2014 to the end of the year as follows:</p> <ul style="list-style-type: none"> - A survey among our GEODE members on costs of smart meters deployment across Europe - A survey on cost and components of household average customer electricity and gas bill across Europe
Hispa Coop (As member of Euro Coop)	<p>HISPACOOOP OPINION:</p> <p><u>Referring to the key principles of the vision:</u></p> <p>As we mentioned before, HISPACOOOP is going to develop a new project about "Household consumers in the electricity sector". It is crucial because in the new framework of regulation in Spain, there are changes in the prices, concepts, terms of the bills and contracts, new formation of the prices of electricity, new consumer rights, a new methodology to calculate the terms fix and variable of electricity, information of metering systems that we should provide consumers, etc...</p> <p>As we have been doing it, HISPACOOOP is going to provide information to consumers about the new formation of the price of electricity that they pay, their rights and the protection of vulnerable consumers, the new regulation in force, and the procedures to settle disputes, as well as, resolving queries of energy (electricity and gas) from consumers, between others.</p> <p>In this year we want to provide information to consumers about how they could manage their own energy consumption. There is a new mythology to calculate the actual consumption of energy by consumers, and we want to inform them how they could access to this information. Then also, we are disseminating information about the smart metering and the process of setting up them in our country.</p> <p>We work strongly to guarantee the right of access to the information for consumers in order to improve their participation in the energy markets through a formed choices and</p>



Organisation	Response
	<p>knowing the different options that companies offer in terms of services, tariffs and prices. Offering them clear and simple information about new tariff and prices would help consumers to take quick and conscious decisions in the energy market. We will provide them with information about the new model of the bills in the electricity sector, as recently regulation in force, and the new contractual terms.</p> <p>We continue with the education to consumers to exercise their rights and we will work in the protection of consumer rights, especially, with vulnerable consumers. HISPACOOOP, as a consumer organisation, will try to have an important role in the protection of vulnerable consumers and to avoid the increase of the energy poverty due to the economic and social situation of crisis in Spain.</p> <p>Moreover, we want to continue with our function of representation of household consumers at different levels. As a consumer organisation, HISPACOOOP will work closely and coordinate common actions with bodies, companies, and administration in the energy sector in order to obtain a better functioning of the energy markets in Spain and, of course, and improve the defence and protection of energy consumers.</p>
NEON	<p>All members are involved in promoting further NEON to assist with the transposition of the ADR Directive and Third Energy Package, and encourage the practice of Ombudsmen and other ADR schemes in the energy sector; and share data and best practices with other members and with any other relevant stakeholder.</p> <p>Here is a list of actions taken by our members:</p> <ol style="list-style-type: none"> 1) The Ombudsman Services (UK) are intending to begin publication of complaint figures and reasons alongside the names of companies that they were lodged against in the near future. This will aid consumers in the decision-making process and further encourage energy companies to improve the way they deal with consumers, and put more effort into resolving the issues that drive complaints. (UK) 2) The Belgian Ombudsman service is calling for more transparent and readable bills towards the decision-makers. (BE) 3) A report on the right to basic services and its price is in process. The Law 22/2010, of 20 July, on the Catalan Consumer Code defines the basic services as services of an essential and necessary nature for everyday life or which have a generalised use among consumers. This includes utilities, transport, audiovisual media, communications mediums, welfare and health services, and those related to finances and insurance. (Catalonia) Increasing prices of the energy bills is questioning the principle of affordability that has to be inherent to the basic services and this situation affects the right of consumers, especially the most vulnerable, and their daily lives. (Catalonia) 4) The French Ombudsman service has made several policy proposals in order to strengthen consumers' protection, such as limiting back billing to 1 year, implementing a supplier of last resort, and an extension of its mandate to all disputes related to energy and energy transition. (FR)