

CEER Public Hearing on Draft Advice on Customer Data Management for Better Retail Market Functioning

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- Building customers confidence is paramount if we are to gain from the wealth of data stemming from new technologies -> the relevant body (NRA/DSO/metering operator) should publish information on data management process and meter data management: why, what, how, how long
- A balance needs to be struck between disclosing all necessary information and not overwhelming customers → remember the RASimplicityP?
- Data needs to be standardised in content, formats and exchange -> at national level
- Authorised third-parties should not get information about the contract between a customer and its supplier (“user and contract data”) -> protect commercially sensitive information

The truth is: no transparency, no party!

Thanks for your attention!

Any queries? Please visit www.eurelectric.org or get in touch with the Secretariat (glorubio@eurelectric.org)