

CEER

**Council of European
Energy Regulators**



**CEER hearing on
Draft Advice on Customer Data
Management for better Retail Market
Functioning – Electricity and Gas**

Customer and Retail Markets WG
Brussels, 22 September 2014

CEER Draft Advice on Data Management. Focus on better retail market functioning

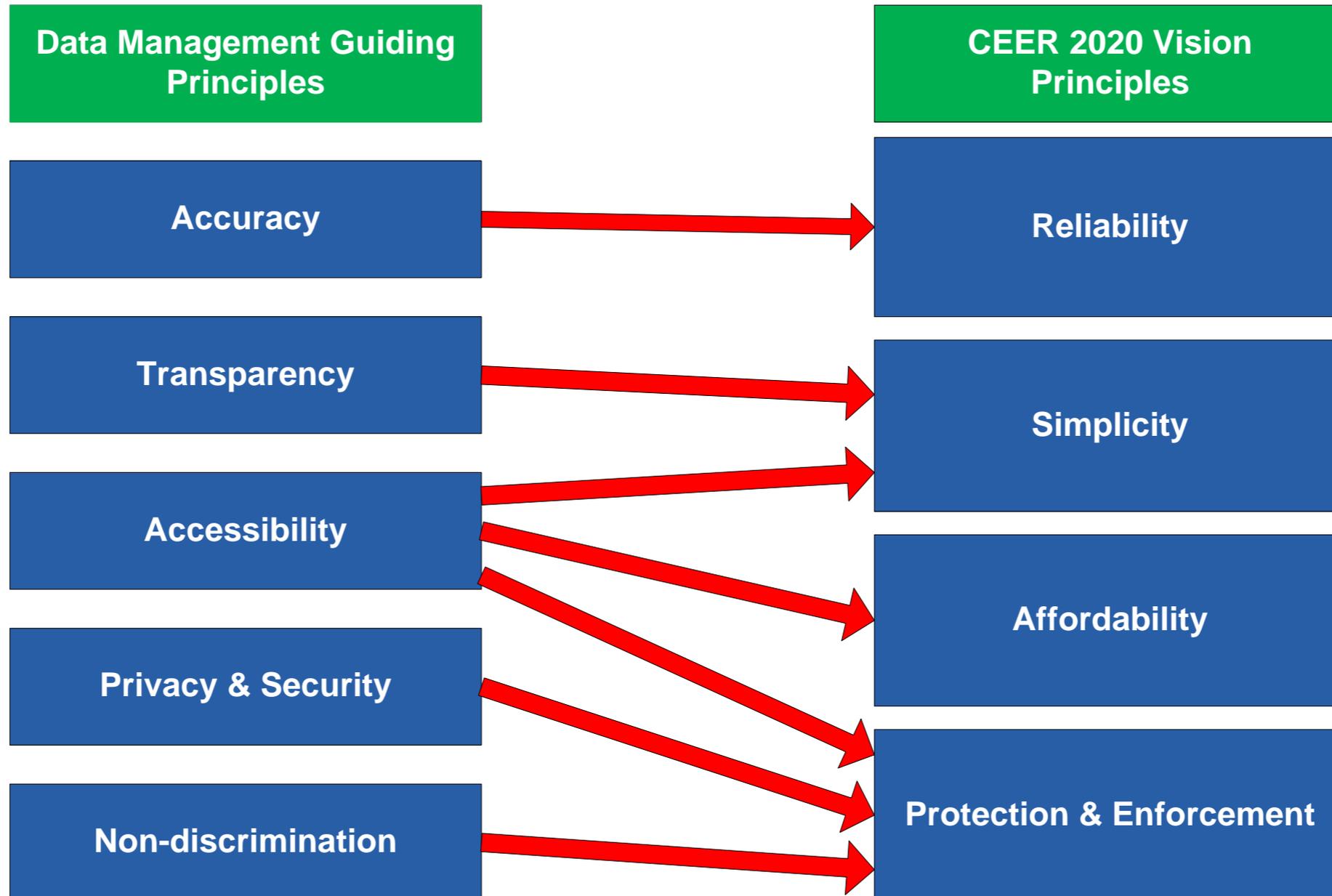
The advice discusses how data management should be developed;

- ▶ in relation to “customer meter data”;
 - point of delivery identification data;
 - user and contract data; and
 - consumption data;
- ▶ data management model – neutral from a technical point of view;
- ▶ in current time period as well as in the future, with and without smart metering and smart grids;
- ▶ same objectives for electricity and gas;
- ▶ guiding principles.





Draft Advice on data management.



Planning

• CEER Draft Advice on Data Management Focus on better retail market functioning

- ▶ Draft version for public consultation – January through March 2014
- ▶ Public consultation – From 23rd March 2014 to 23rd May 2014
- ▶ **Public hearing – 22nd September 2014**

Next steps

- ▶ Internal drafting: October – November 2014
- ▶ Planned CEER approval – 16th December 2014
- ▶ Publish Advice – 20th December 2014





Number of respondents to the public consultation

Country of origin	Number of respondents
Germany	11
EU	8
Spain	4
France	4
United Kingdom	4
Austria	4
Sweden	3
Italy	2
Norway	2
Belgium	2

Country of origin	Number of respondents
Romania	1
Poland	1
Netherland	1
Finland	1
Denmark	1
Slovenia	1
Australia	1
Switzerland	1
USA	1





Type of respondents to the public consultation

Type of respondent	Number of responses
Consumer's Associations	6
Energy Supply Companies	8
Energy Producers	1
DSOs/Network operator	10
Industry Associations	18
Authorities	2
Research and Consultancy Firms	6



Objectives of the Public Hearing

CEER believes that efficient and safe data exchange between stakeholders is vital for retail market functioning and customer protection.

In some areas, respondents to the consultation expressed mixed views. We want to explore these areas further, in particular:

- ▶ What level of standardisation?
- ▶ How can we maximise the opportunities and at the same time minimise the threats;
- ▶ Level of rules – National or EU-level?
- ▶ Legislation or regulation or specified CEER recommendations?



CEER hearing on Data Management
SESSION 1: Focus on Privacy and Security

Draft recommendations 1-2





Privacy and security

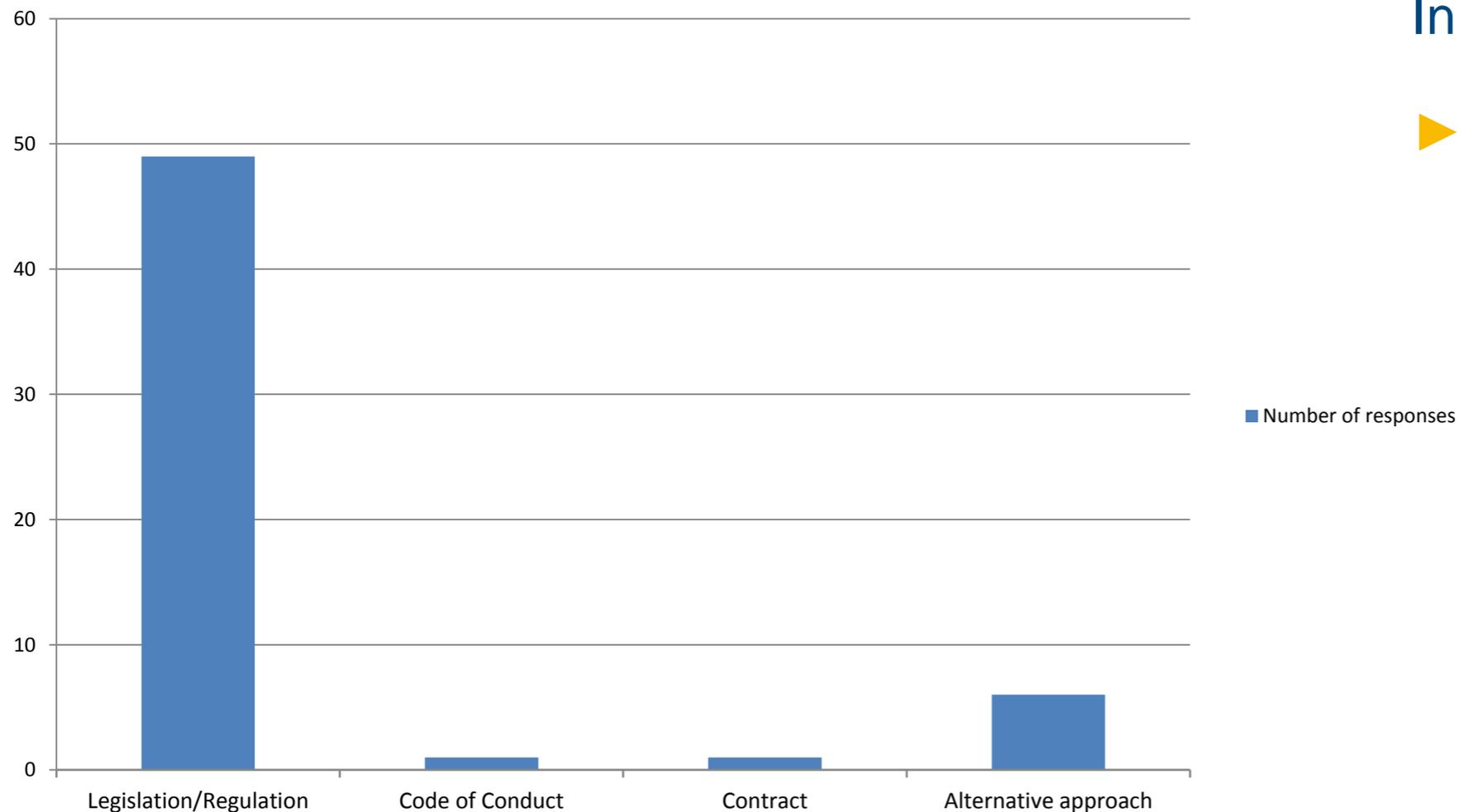
- ▶ It is important that the data management arrangements should serve to protect the privacy of private/personal data and that the customer should ultimately be able to determine how their data is used.
- ▶ It is important that the relevant bodies support the development of data management arrangements that highlight the benefits of sharing customer meter data with third parties, thereby helping customers maximise the value from their data.
 - This is even more important in the context of smart meters with a view to maximising the additional opportunities they provide.



Privacy and Security

Recommendation 1: Ensure appropriate security to prevent unauthorised access to customer meter data but allow third party access

(Q1) Customer meter data should be protected by the application of appropriate security measures that prevent unauthorised access but which allow access to parties authorised to receive it, such as DSOs/metering operators.



Initial thoughts:

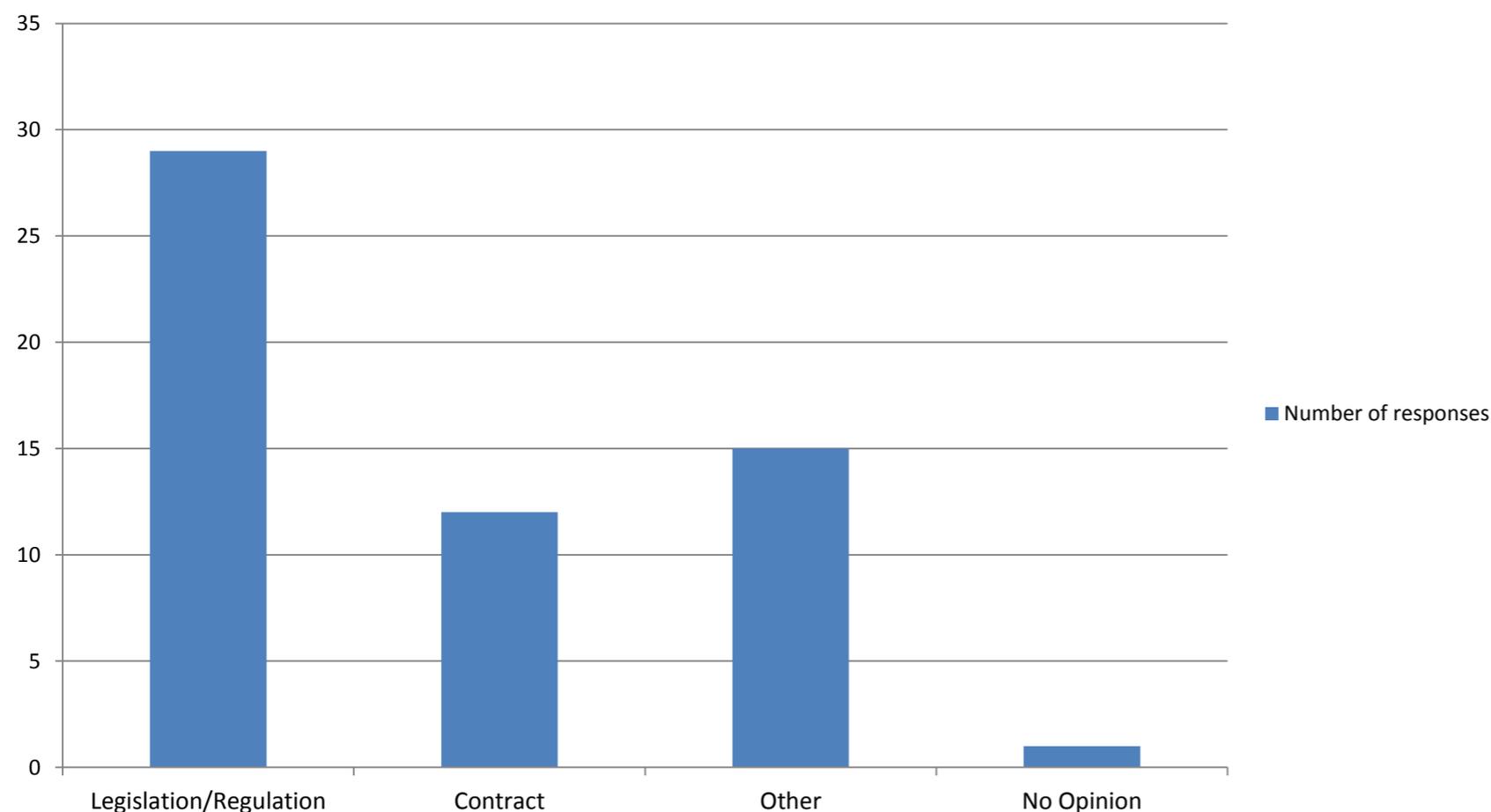
- ▶ Strong support for the use of legislation/regulation



Privacy and Security

Recommendation 2: Define measures for authorisation to access customer meter data.

(Q2) Customers retain the right to control the use of their customer meter data. Specific parties (e.g. DSOs/metering operators and suppliers) should be authorised to access that data. However, the authorisation to access that data and the terms on which that data can be used should be ensured by:



Initial thoughts:

- ▶ Support to define appropriate measures as to how and when to allow access for authorised parties through the use of legislation/regulation perhaps combined with other options



Privacy and Security

How can the customer value be maximised without breaching privacy?

The public consultation shows a strong support for legislation to ensure privacy and security for customers. What level of legislation?

- ▶ National level?
- ▶ EU level?
- ▶ Detailed CEER recommendations?

CEER hearing on Data Management

SESSION 2:

Focus on Transparency

Draft recommendations 3-10

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Transparency

- ▶ Transparency is important for building customer trust.
- ▶ A customer is more likely to have faith in meter data and the processes for data management if they can understand how their customer meter data is generated, collected and subsequently used.
- ▶ Customers also need transparency as to who is using their customer meter data and for what purpose.

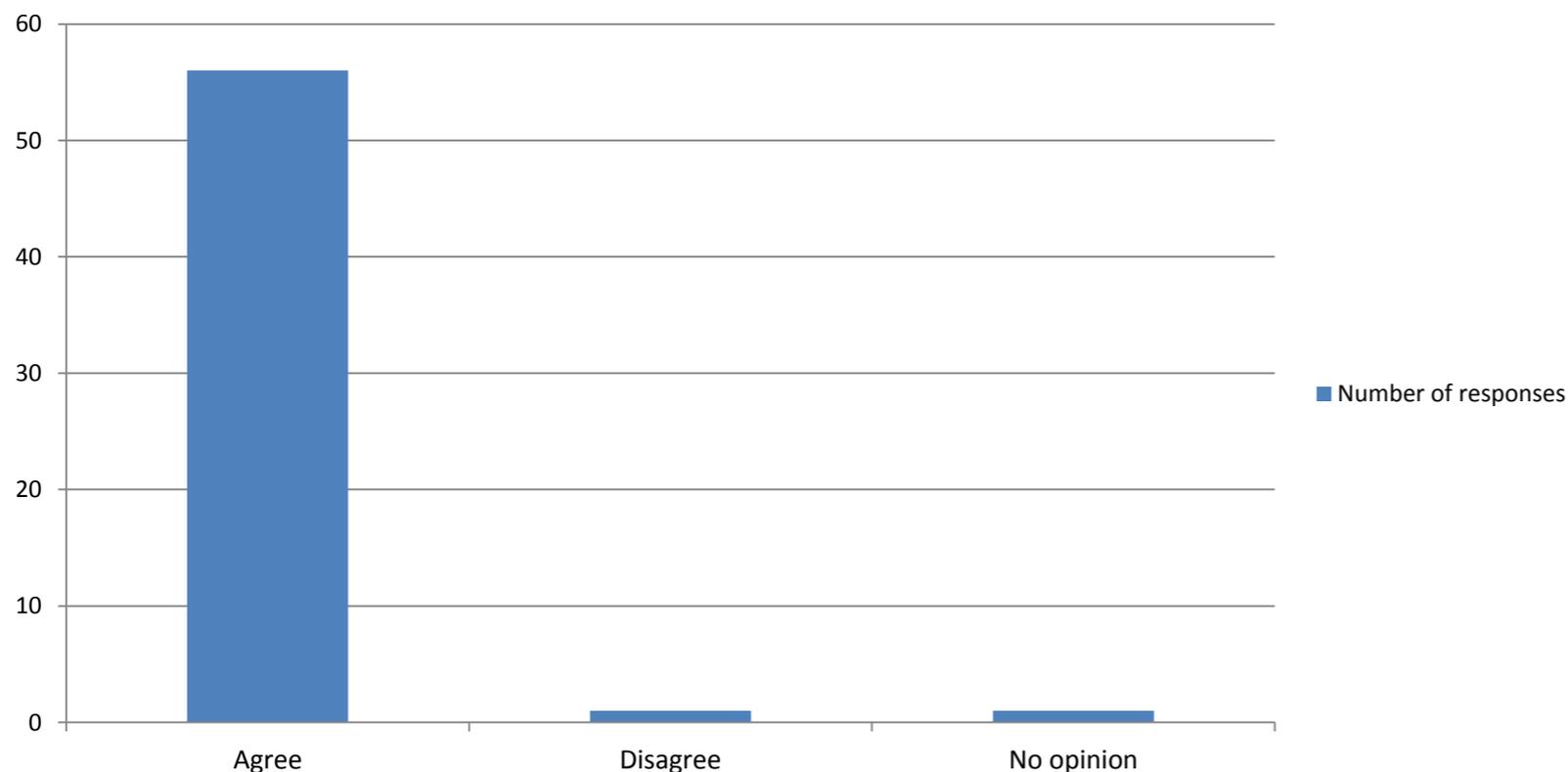


Transparency

Recommendation 3: Ensure customer knowledge of general information in meter data management

(Q3) The relevant body (NRA/DSO/metering operator/TSO/other) shall ensure that, as a minimum, the customer has knowledge of general information on meter data management:

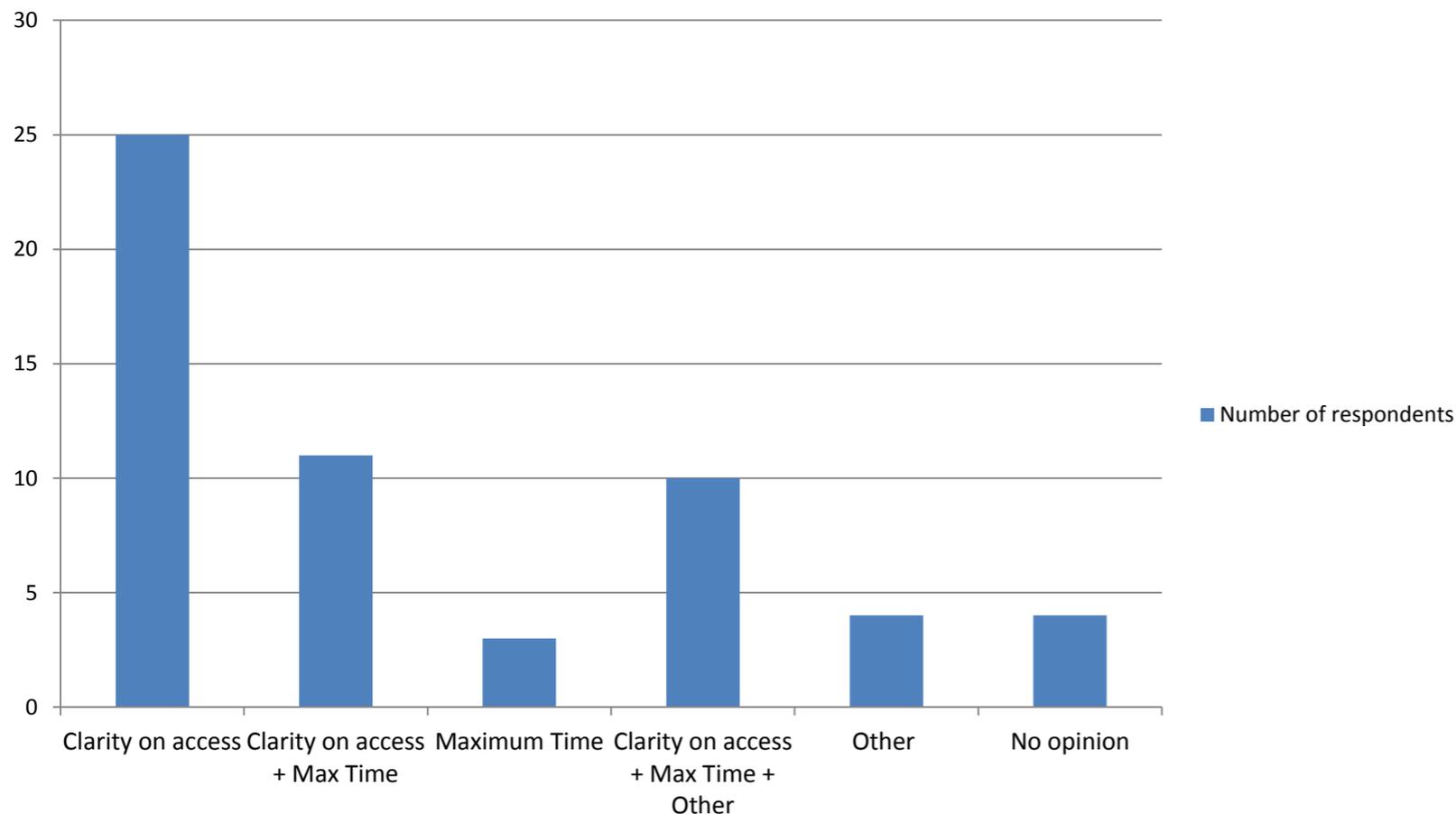
- (a) the customer's rights with regards to data management;
- (b) what type of customer meter data exists and what it is used for;
- (c) how customer meter data is stored and for how long; and
- (d) how both the customer and third parties get access to that data.



Transparency

Recommendation 4: Ensure transparency of customer meter data to customers

Q4: Transparency - customer meter data which comes out of the data management processes should be transparent to the customer. Transparency should be ensured by



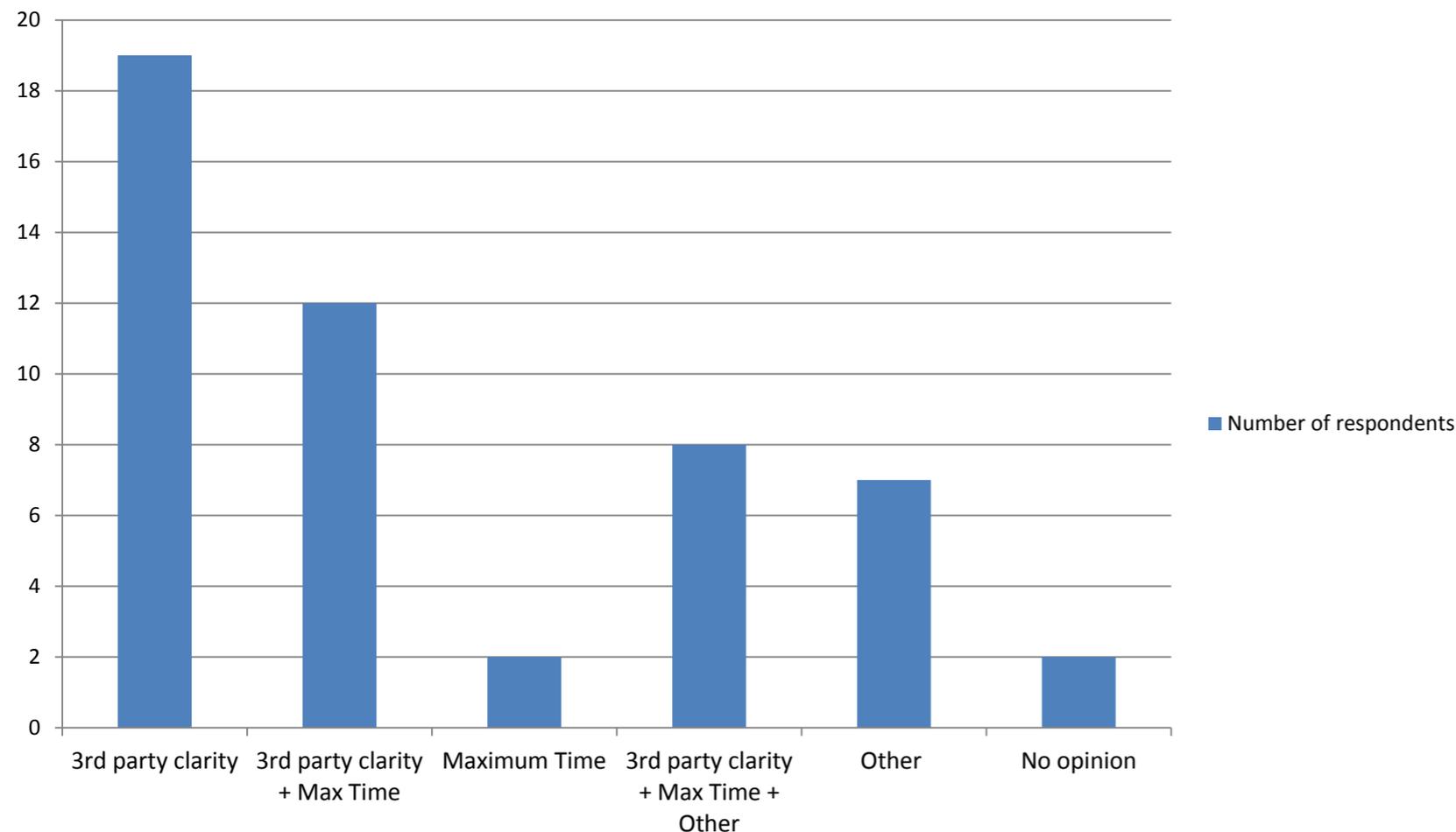
Initial thoughts:

- ▶ There is strong support for transparency to be ensured by providing clarity on how information can be accessed and some useful suggestions of alternative approaches. There is more limited support for maximum time periods during which a customer has to wait to receive that information and a general view that this needs more contexts

Transparency

Recommendation 5: Ensure transparency of customer data to third parties

Q5: Transparency - the customer meter data should be transparent to a third party, to whom a customer has provided such consent. Transparency should be ensured by



Initial thoughts:

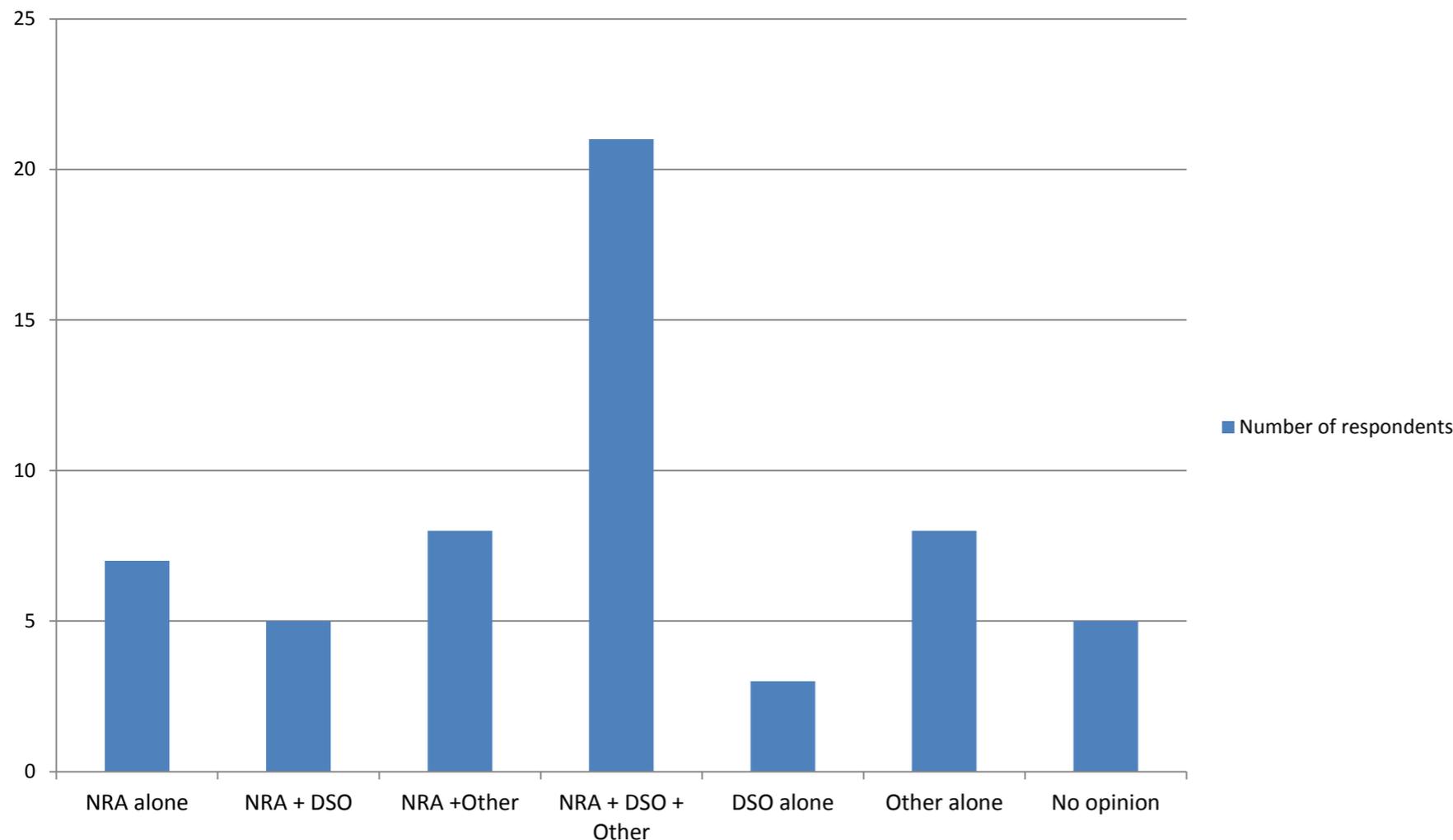
- ▶ There is support to provide third party clarity. There is less qualified support for a maximum time period

Transparency

Recommendation 6: Build customer confidence in sharing customer meter data to achieve energy efficiency benefits and other potential benefits

Q6: Transparency - the relevant bodies in each country should take active steps to build customer confidence in sharing customer meter data.

A. Body should be:



Initial thoughts:

- ▶ Most responses are in favour of a combination responsibility between the NRA and DSO/metering operator.

Transparency

Recommendation 7: There should be a common standard for data content, data formats and data exchange in the retail market

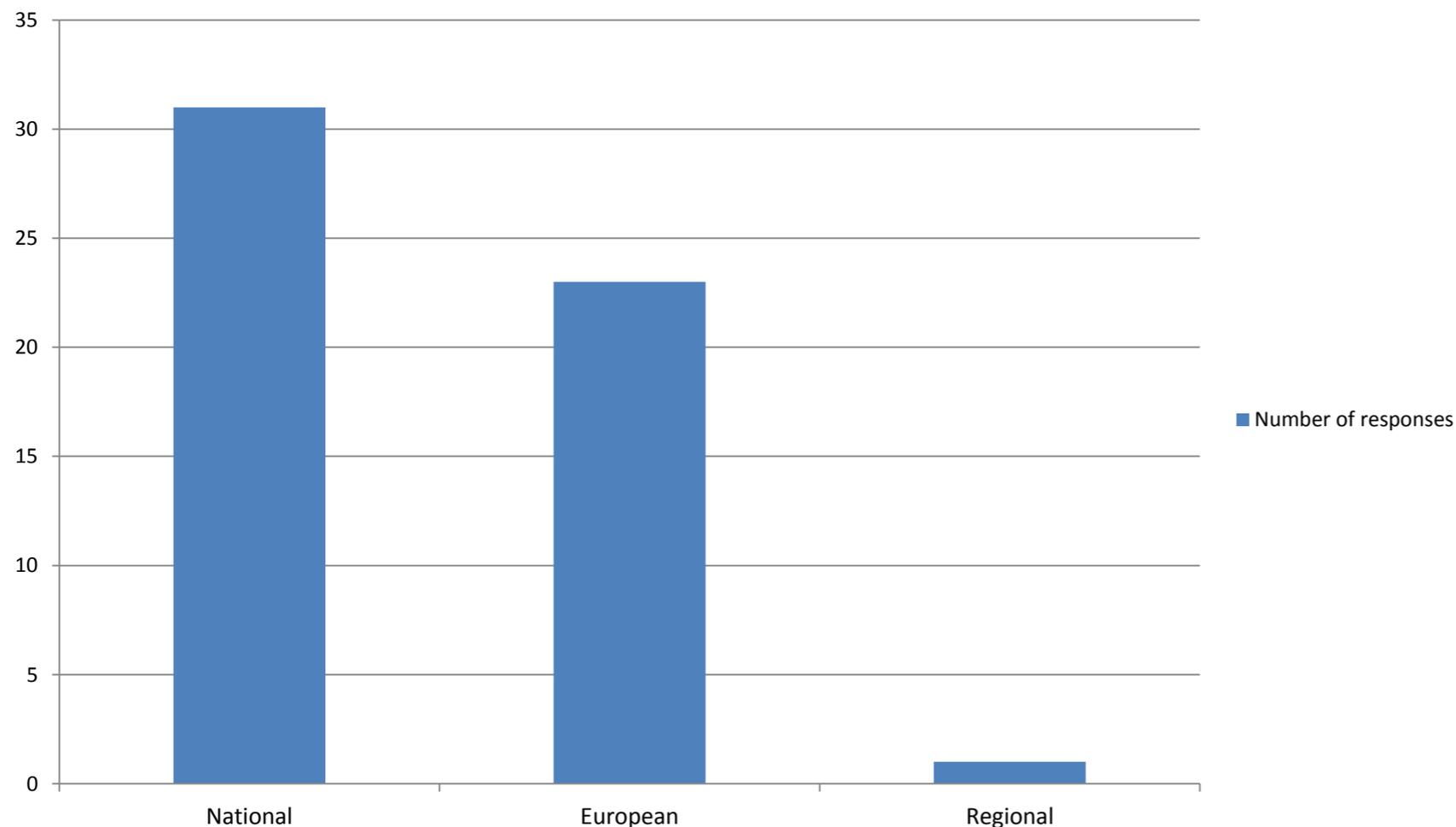
All 58 respondents agreed to this recommendation



Transparency

Recommendation 8: Use common standards validity in regard to geographical areas

Q8 The common standards for data content, data formats and data exchange in the retail market should be set on:



Initial thoughts:

- ▶ A very mixed view on the application of a common standard. There remains stronger support for a national level solution.

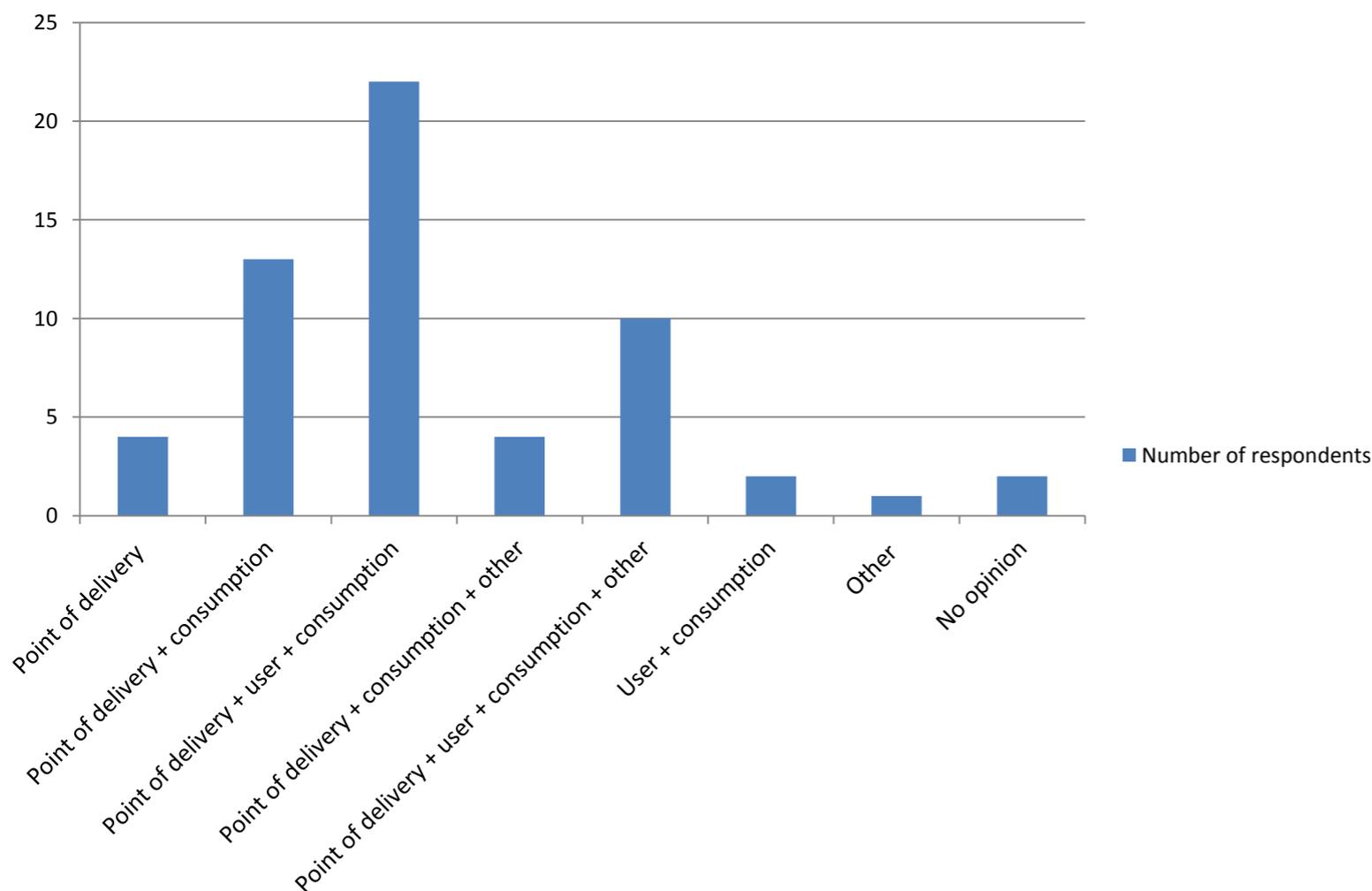




Transparency

Recommendation 9: Apply minimum standard level on customer meter data and NRA involvement

Q9 Transparency - the data that should be standardised should as a minimum/as a starting point be:



Initial thoughts:

There is almost unanimous support for

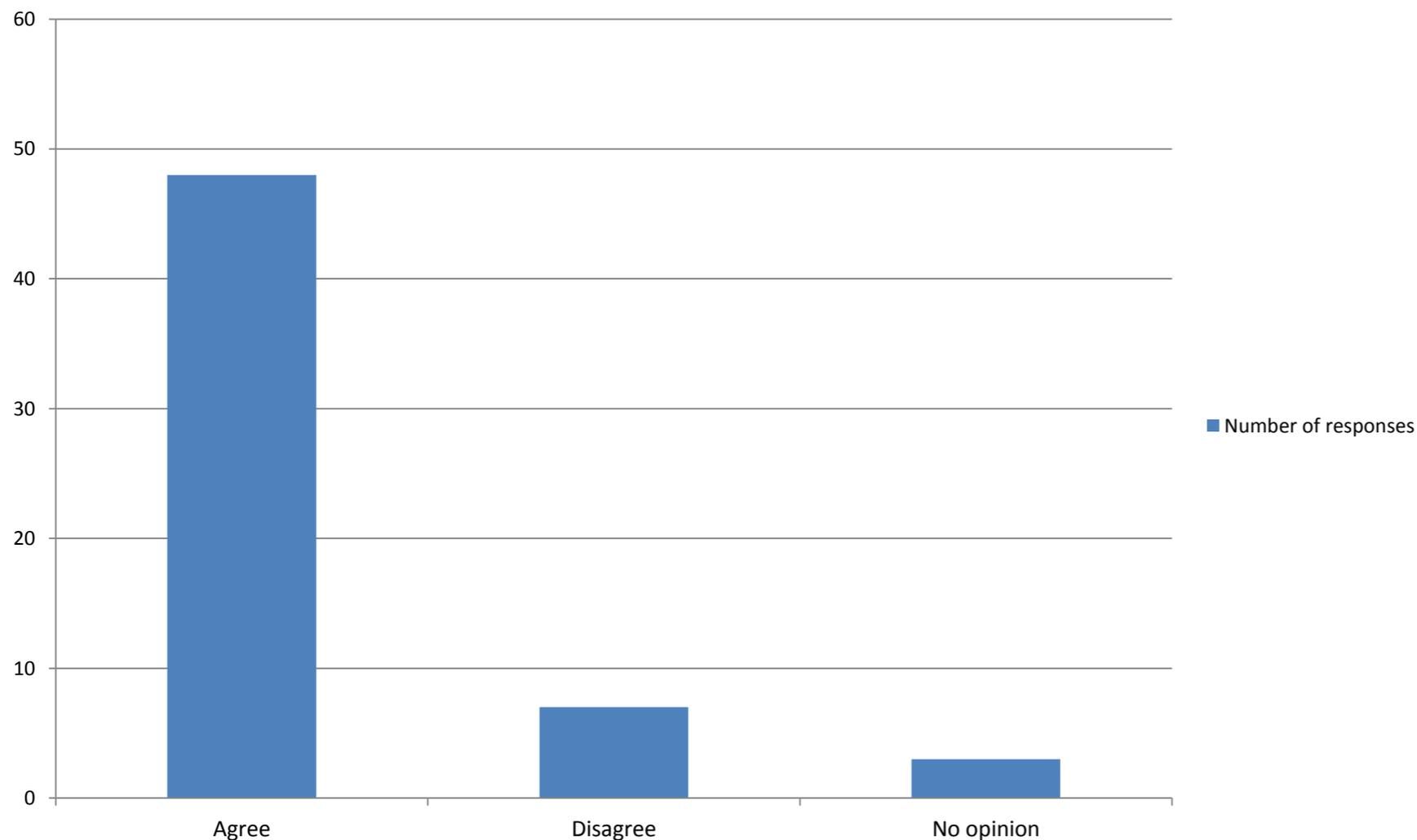
- ▶ common standards for data content, data format and data exchange and monitoring of compliance arranged by the NRAs,
- ▶ the data should as a minimum be information concerning point of delivery, the user and consumption



Transparency

Recommendation 10: Apply a minimum requirement on where to find customer-friendly information on meter data management

Q10 Transparency - the general information on meter data management should as a minimum be published on the website of the relevant body and must be presented in a customer-friendly way



Initial thoughts:

- ▶ Strong support for general information on meter data management should as a minimum be published on the website of the relevant body.



Transparency

- How shall transparency concerning how meter data is generated, collected and used be achieved?
- The public consultation shows strong support for a minimum level of standards.
 - ▶ The minimum standards are suggested to concern the point of delivery, the user and the consumption.
 - ▶ What could these minimum standards be?
 - ▶ Unclear if these should be national or on EU-level?
 - ▶ How can we ensure a higher customers awareness of the benefits through third party access to their meter data?

CEER hearing on Data Management

SESSION 3:

**Focus on Accuracy, Accessibility and
Non-Discrimination**

Draft recommendations 11 – 14





Accuracy

- ▶ Accuracy is crucial for building customer trust as well as creating accurate energy bills related to usage or to verify demand response.
- ▶ It must be assured that meter data is of robust quality, that customers receive accurate and timely bills and as a consequence that customers have confidence in the quality of their bills.
- ▶ No data management model is going to entirely remove the possibility of data inaccuracy due to technical or manual errors. Therefore, the relevant national body should have arrangements in place to identify, minimise and address inaccuracies.

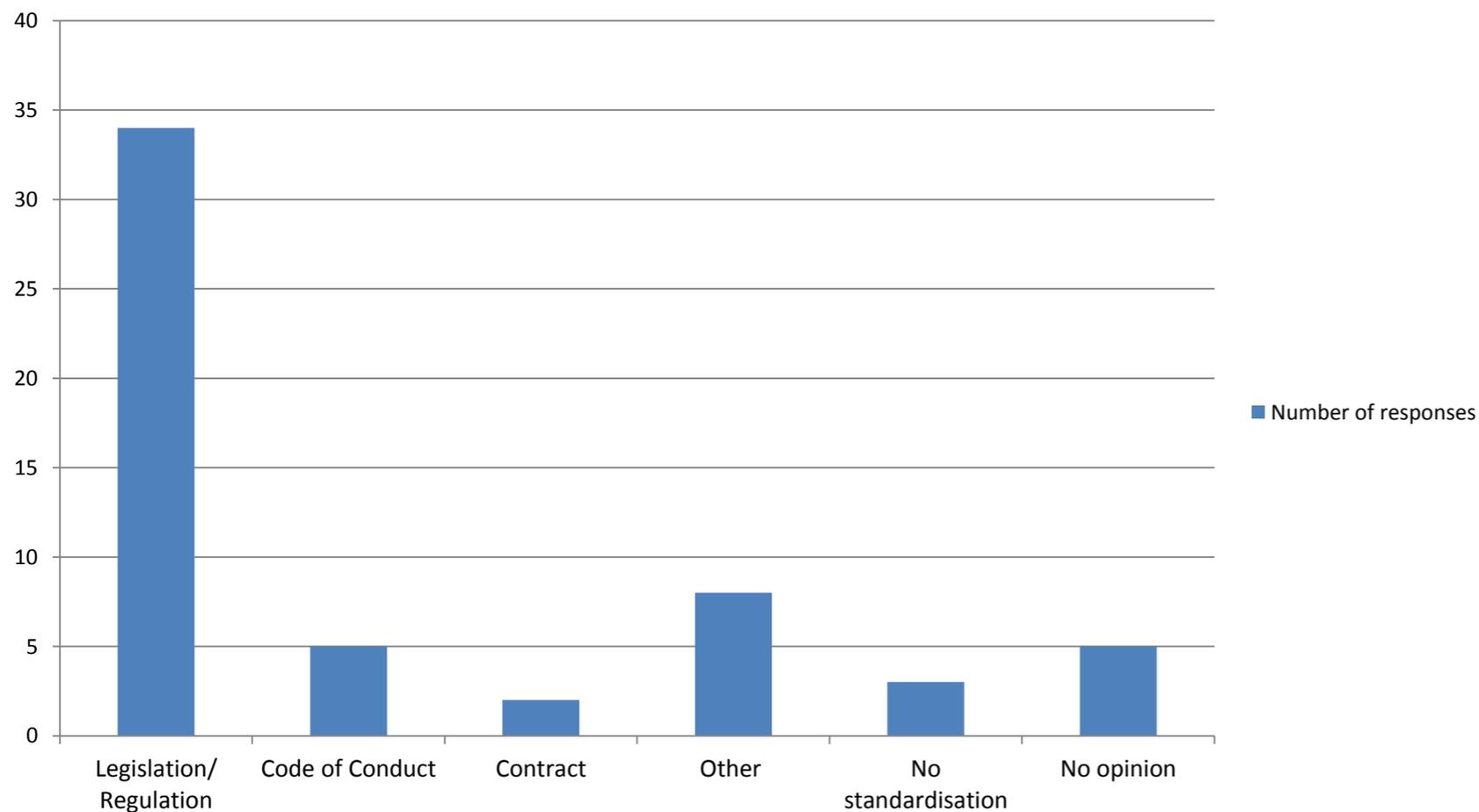




Accuracy

Recommendation 11: Make available to customers standardised measures to address inaccuracy concerning data management

Q11 Relevant bodies should have in place standardised measures to address inaccuracy. Those measures should include a timetable set out in:



Initial thoughts:

- ▶ Majority support for use of legislation/regulation.





Accessibility

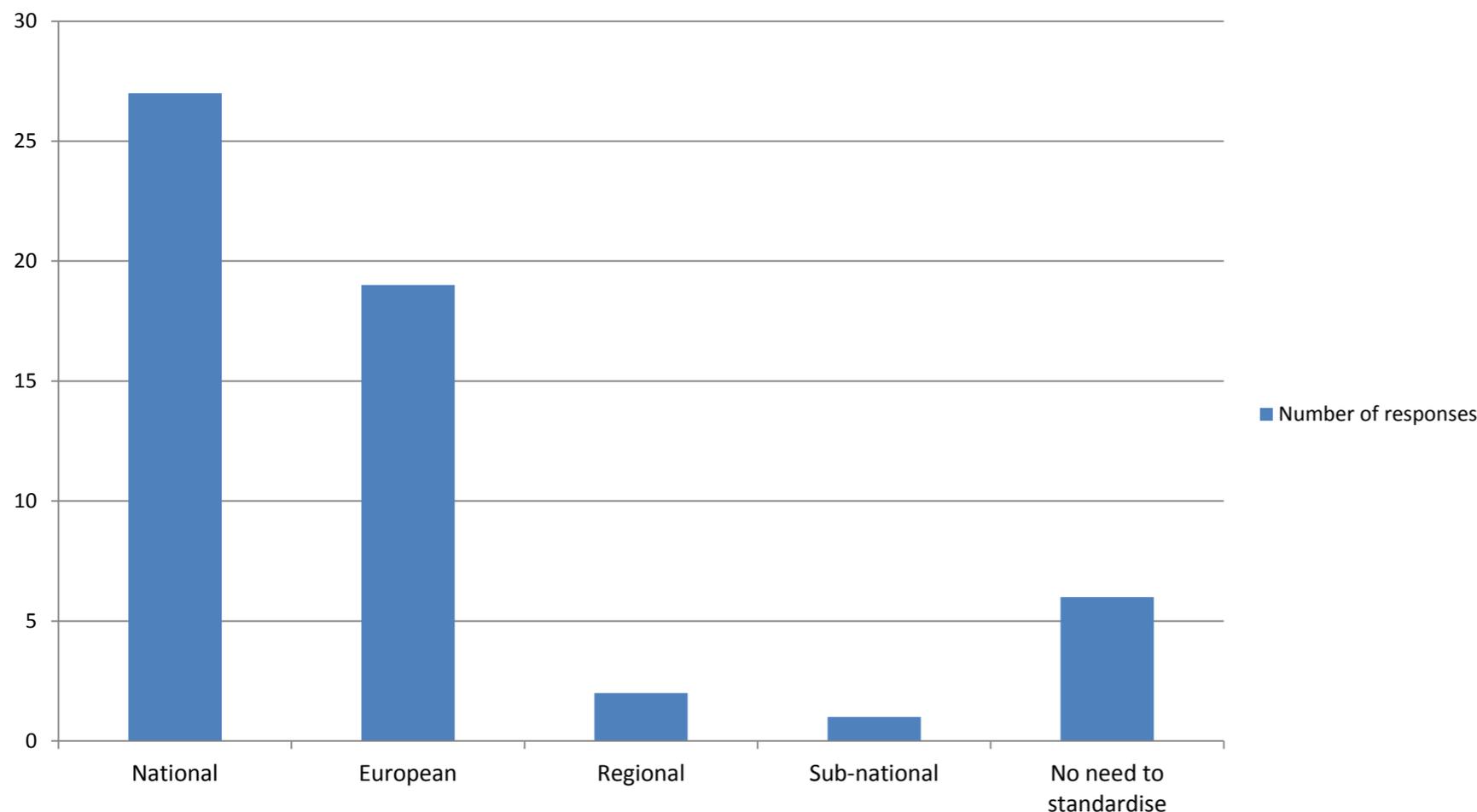
- ▶ Accessibility is a crucial area of consideration for the success of the data management arrangements. Particularly important is the interaction with the principle of privacy.
- ▶ Customers may have concerns about how much data is retrieved (“Can someone see which film I am watching?”), which parties have access to their customer meter data and what they can do with it.
 - It is therefore important customers own their customer meter data and therefore should retain the right to control the use of that data.



Accessibility

Recommendation 12: Develop common standards for meter data information to customers

Q12 The customer (or party acting on behalf of the customer) should have easy access to his/her customer meter data. This information should be made available in a way that is standardized and through a channel of the customer's choosing (web, paper, etc.). The common standards for provision to customer of meter data information should be provided at a:



Initial thoughts:

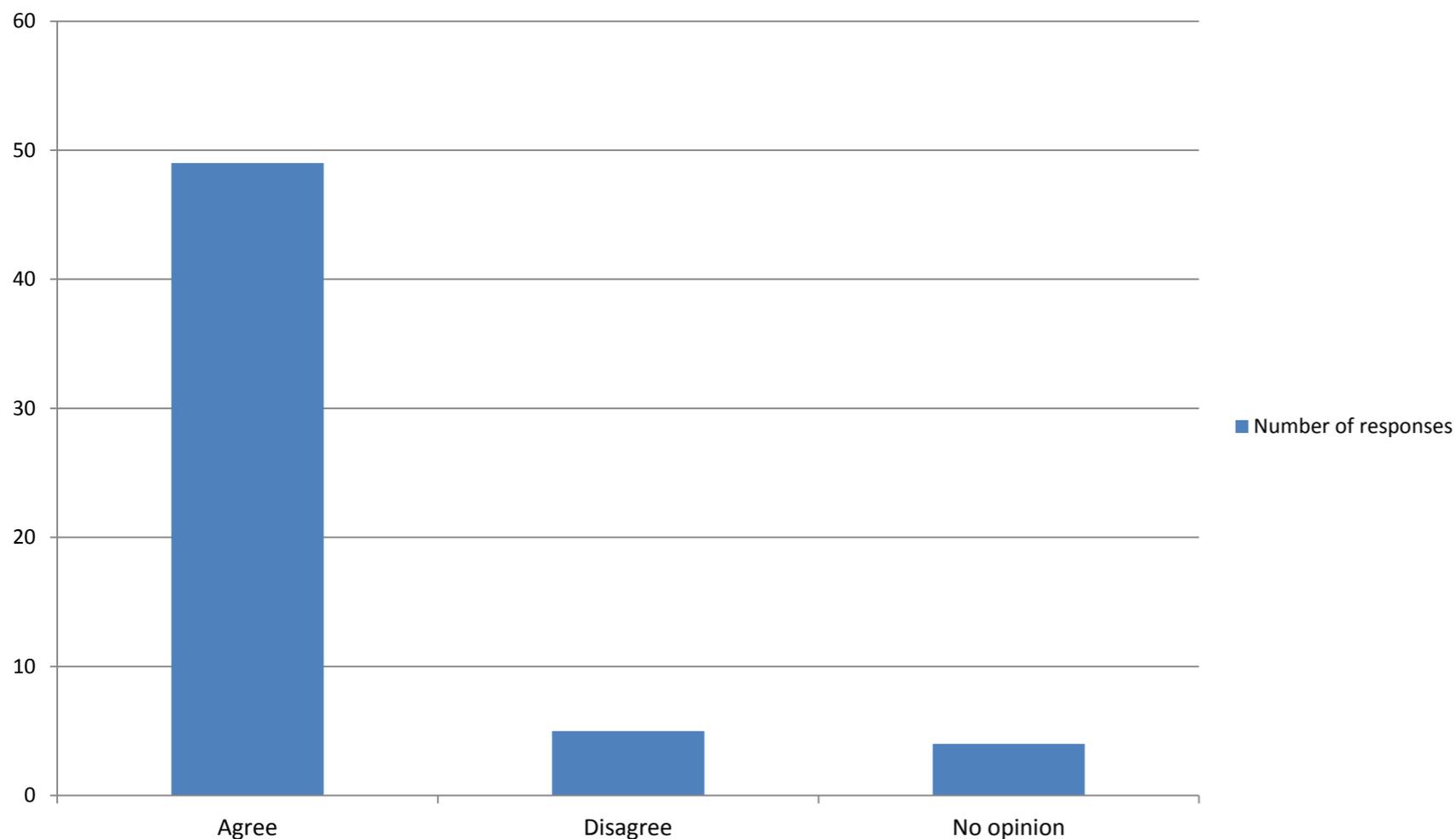
- ▶ A very mixed view between standardisation at a national or European level.



Accessibility

Recommendation 13: Apply proportionate third party access to customer meter data

Q13 Subject to customer choice, access should only be provided to a party where it requires that particular customer meter data and where they can use it to deliver wider benefits.



Initial thoughts:

- ▶ Very strong support for proportionate access to data..





Non-discrimination

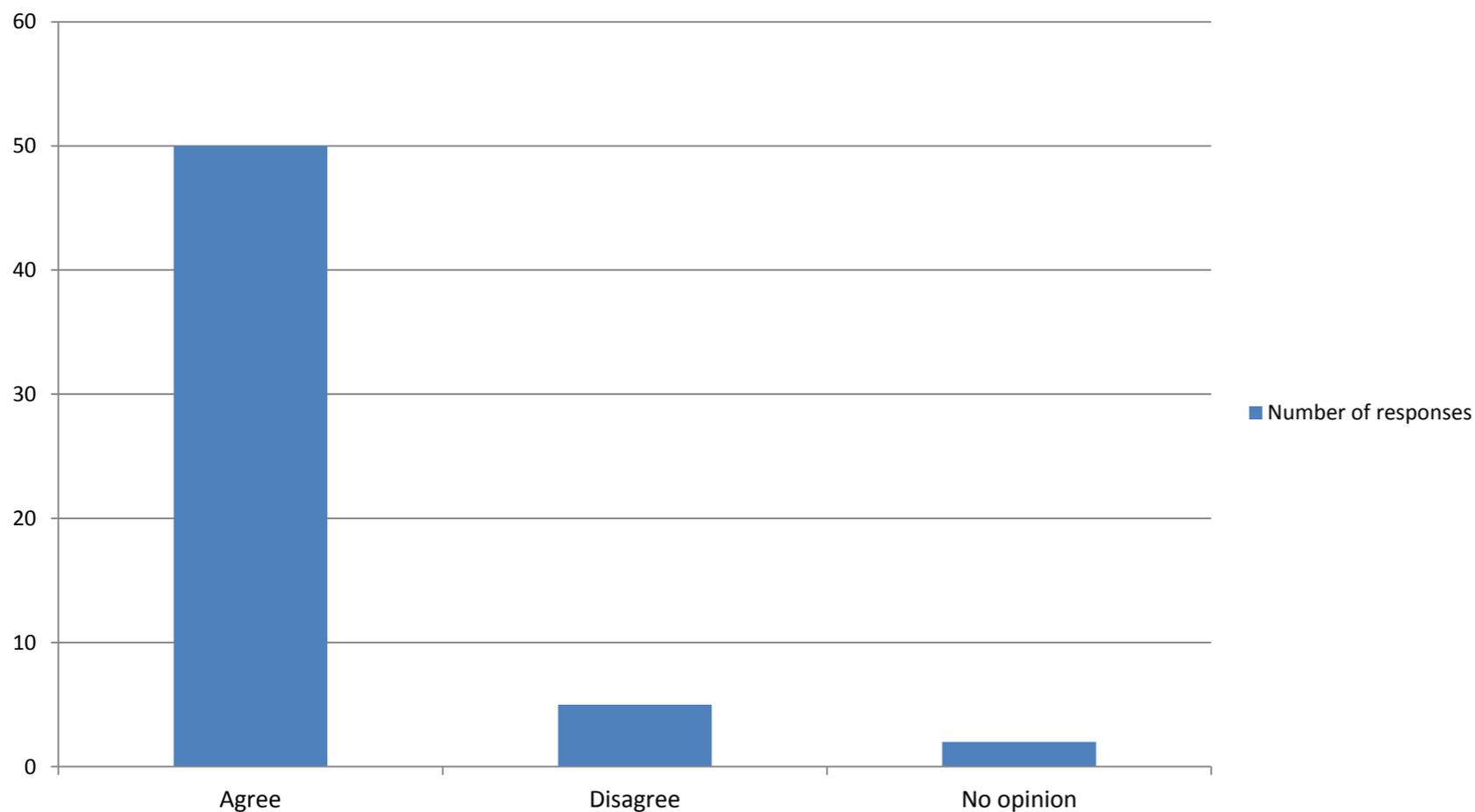
- ▶ A data management model shall not discriminate between any stakeholder.
- ▶ The aim is to create a level playing field between all stakeholders – customers, DSOs, suppliers and other potential TPIs.



Non-discrimination

Recommendation 14: Ensure non-discriminatory access to information if and where smart meters are installed

Q14 To support an effective and competitive market, the data management model should not give undue preference to one stakeholder over another. Specifically in relation to smart meters, there should be non-discriminatory access to information if and where smart meters are installed.



Initial thoughts:

- ▶ Strong support for the application of non-discriminatory access to information.

Accuracy, Accessibility and Non-Discrimination

Accuracy

- ▶ Should measures to address inaccuracies be National or European?

Accessibility is necessary for a well functioning energy market.

- ▶ How can we ensure that the relevant parties do have access to the information?
- ▶ Should standards for accessibility be ensured by NRAs?

Non-Discrimination

- ▶ Is there a need for legislation concerning non-discriminatory access to information? Should it be National or European? Should it only address areas where there are smart meters installed?

Thank you for your kind attention

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