

## **Break-out B – Simplicity and affordability**

### ***Switching and billing: contact with customers***

Gunilla Eng Åbrandt – Chair of the CEER Retail Market Functioning Task Force

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# Switching and billing

- CEER Deliverable 2012
- **Electricity and Gas Retail Market Design, with a focus on supplier switching and billing. Guidelines of good practice (C11-RMF-39-03)** (Status review foreseen in 2014)
- The guidelines present thirteen recommendations, in the following areas:
  - Retail market design (3)
  - Information (3)
  - **Switching (3)**
  - **Billing (4)**

# Switching

- A switch should be executed as quickly as possible. This could be as quickly as within 24 hours and in any case within three weeks.
- A supplier switch should be possible any day of the week.
- No market actor should be able to stop an initiated switch except for limited cases foreseen in the regulatory framework.

# Billing

- Combined billing, to be provided by the supplier, should be mandatory.
- The final bill should be received by the customer as soon as possible. This could be as quickly as within two weeks and in any case within six weeks.
- The customer should be offered at least two different payment methods, which are easily accessible and at least one of them should be free of charge.
- The customer should have a choice of a minimum set of different billing and payment frequencies, including the possibility of a monthly frequency.

The background of the slide is a light blue gradient. On the left side, there is a faint, semi-transparent image of a high-voltage electricity pylon. On the right side, there is a faint, semi-transparent image of a gas burner with blue flames.

Thank you for your attention!

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# Panel

Moderator: **Ms Gunilla Eng Åbrandt, CEER**

- **Mr Jean-Baptiste Galland, ERDF**
- **Ms Cristina Sogas López, Gas Natural**
- **Mr Michiel Karskens, Dutch consumer association**