



Customers & Retail Markets WG Activities

Edin Zametica, ECRB CRM WG Chair
Secretary (BIH-SERC)

Approved via ECRB Written Approval Procedure:

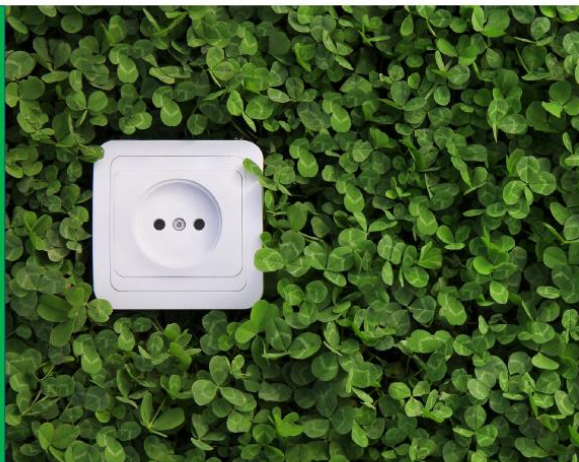
NEXT GENERATION OF CUSTOMERS AND DIGITAL CHANNELS OF COMMUNICATIONS IN THE ENERGY COMMUNITY

- Approved on 5 February 2021

SURVEY ON LEGAL, REGULATORY, TECHNICAL AND ECONOMIC ASPECTS OF E-MOBILITY

- Approved on 7 June 2021





Energy Community Regulatory Board

Work Program 2021

2021 CRM WG Meetings

- 48th meeting, online, 26 January 2021
- 49th meeting, online, 25 May 2021
- 50th meeting, Vienna(?), 28 October 2021

CRM WG Deputy Chair

Mrs Anastasija Stefanovska Angelovski

2021 Task Forces

TF1 – Retail Market Monitoring

Co-Leaders: Mr Igor Telebak, Mr Aca Vučković

TF2 – Customer Protection

Leader: Mr Florian Pichler

TF3 – Quality of Supply

Co-Leaders: Stefanovska Angelovski, N. Dubajić, R. Koval

TF4 – District Heating

Leader: Mr Petrit Haziri



WS1: Market Monitoring Report on the functioning of gas and electricity retail markets in EnC CPs

- Three detailed questionnaires prepared in the previous years for data collection used again (electricity, gas and customer protection)
- Data collected, clarification provided
- Report drafting in its final stage

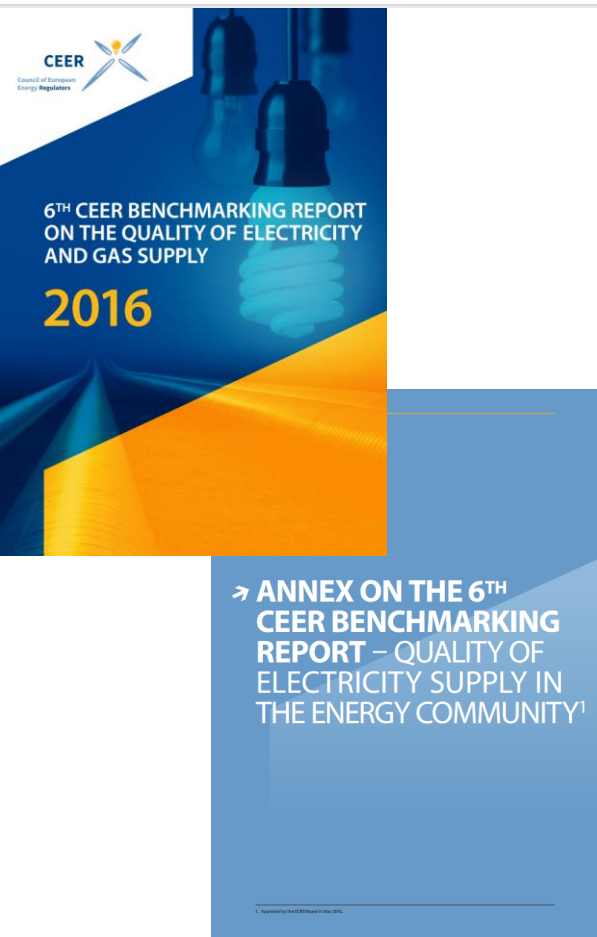
WS2: Input to the annual market monitoring report of ACER-CEER on retail market developments

- NRAs completed questionnaire on electricity and gas offer breakdowns of household prices
- ECRB Section shares additional data with ACER and CEER needed for MMR 2020 (number of suppliers, price regulation, billing, SoLR, vulnerable customers etc.)



3rd Trilateral CEER-ECRB-MEDREG Workshop (online, 26 and 27 May 2021)

- European and Mediterranean regulators continue to encourage greater consumer engagement in markets
- Strengthening regulatory dialogue across Europe and the Mediterranean region to support consumers in becoming active energy market participants in the context of the COVID-19 pandemic and recovery
 - Opening remarks: Ms. Groebel - CEER, Mr. Marko Bislimoski - ECRB, Mr. Besseghini - MEDREG
 - Panels: Retail market developments, Commercial quality in energy service provisions, Advances in implementation: Clean Energy for all Europeans
 - Breakout sessions: Prosumers, Billing, Digitalization



WS1: Joint CEER-ECRB benchmarking report on QoS

- Special TF established (Commercial quality, Voltage quality & Continuity of supply, Gas quality)
- Close contact with CEER (joint sessions of ECRB CRM WG and CEER QoS TF)
- The drafting of the 7th Benchmark Report on Quality of Electricity and Gas Supply is ongoing

WS2: Input to quality of supply related deliverables of ECDSO-E

- The group of Energy Community Electricity Distribution System Operators (ECDSO-E) presented its Report on Quality of Supply in 2020 to CRM WG
- Providing regulatory input to related deliverables (e.g. Policy Guidelines, position papers or similar) upon request or launch of public consultation



Regulatory contribution to the Energy Community Heating & Cooling Network activities

- Participating NRAs: ERO, ANRE, ERC and NEURC (NRAs having competences in district heating sector)
- Joint activity with ECS to develop best practice recommendations, based also on international practice
- NRAs completed questionnaire investigating the regulatory district heating tariff setting methodologies
- Paper on methodologies for district heating tariff setting in the Energy Community presented during the EnC Webinar on Tariff setting in district heating (27 April 2021)
 - NRAs have granted access to the various groups established under the Network – registration at <http://enc-heating-cooling.org/groups/>

The background is a dark blue globe with a grid of latitude and longitude lines. Overlaid on the globe are numerous glowing blue lines and circular nodes, representing a global network or energy grid. The lines are bright and have a slight motion blur effect.

*Thank you
for your attention!*

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