

## Citizens' Q&A

### Review of Current and Future Data Management Models

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#### **1 What is CEER Review of Current and Future Data Management Models?**

This paper reviews current and future data management models in eight National Regulatory Authorities (NRAs) in the context of the CEER Advice on Customer Data Management for Better Retail Market Functioning (electricity and gas) (C14-RMF-68-03) published in 2015. It aims to answer the following questions:

- How are current and future data management models designed?
- How are the recommendations from the Advice met?
- What strengths, weaknesses and lessons learned on market entry barriers and customer empowerment do the participating national regulators have to share?

#### **2 What does the report propose in respect to Data Management Models?**

The National Regulatory authorities (NRAs) that have participated in this review have a variety of data management models.

As a general trend, the review has observed that all countries will have some form of smart metering in their future models and that most participating countries are moving to centralised or partially centralised solutions. A typical centralised model would be a data hub, where all data is retrieved, validated, stored, protected, processed, distributed and accessed. A partially centralised model involves centralisation of one of the key aspects of data management, typically distribution and access to data.

The review shows relatively high degree of fulfilment on the guiding principles and recommendations of the Advice on privacy and security, customer right and information, consumer confidence, cases of data inaccuracies and non-discrimination. The degree to which customers have technical access to data is unfortunately seen as low. Few NRAs have reported on the ability of consumers to have direct technical access to their data in the data management model. In terms of harmonisation of data management standards in a regional or European perspective, the review has also found a low degree of fulfilment.

### 3 How does it work?

The data is collected from the eight participating NRAs aiming to answer the three main questions presented under “What is CEER Review of Current and Future Data Management Models?”

We use the definitions on data management defined in the Advice. Data management is the process by which data is sourced, validated, stored, protected and processed, and by which it can be accessed. The data falling under the term “customer meter data” includes:

- **Point of delivery identification data.** Data used to identify the meter itself and the point where the meter is installed)
- **User and contract data.** Data on the user of the meter (name and address of the user) and the user’s contract data (e.g. supplier identification data, first day of supply for each supplier serving that user/point of delivery).
- **Consumption data.** Data on the usage associated with the meter eg. real-time energy usage, current and historic consumption and the energy efficiency information when available and micro-generated input data.

Based on this scope, the CEER Advice established guiding principles and recommendations for customer data management summarised below

- **Privacy and Security.** Customer meter data should be protected and customers should control access to their customer meter data.
- **Transparency.** Information on meter data management should be publically available in a customer-friendly way and active steps should be taken to build customer confidence in sharing customer meter data. Costs and benefits of harmonising standards regional and/or European level should be explored.
- **Accuracy.** Inaccuracies in customer meter data and how these have been addressed should be communicated to the customer
- **Accessibility.** The customer (or someone acting on behalf of the customer) should have easy access to customer meter data.
- **Non-discrimination.** There should be non-discriminatory access to information between market actors.

### 4 Why is this important for energy customers? What is the impact on energy customers?

Proper data management is key to ensuring appropriate privacy and integrity of customers as well as a well-functioning competition. A high level of competition may lead to better offers in terms of lower prices and a wider variety of offers meeting the customers need.