
Public Consultation on 2020 Work Programme

Survey response 1

Contact details and treatment of confidential responses

Contact details: [Organisation][]

MHB-Wise Consultant Services

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?

Include: "reliable/continuous energies production systems" as number one

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

Add: safety and reliability operations

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.

CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual deliverable?

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

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N/A

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Europe is now totally "interconnected" in electricity: so the global analysis is a major point

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

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What is really "a clean energy package" ?? wind/solar... all intermittent and not reliable?

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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Not important

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Not important

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GAS

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Let's not forget the impacts of "geopolitics", i.e; the origins of the LNG deliveries: when any political problem in one or several countries of production, let's make sure that Europe has alternate/fallback possibilities to keep regular/constant/sufficient LNG supplies (do not depend on one or two countries only !!)

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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N/A

c) Do you have any specific comment on this individual work item?

Survey response 2

Contact details and treatment of confidential responses

Contact details: [Organisation][<input type="checkbox"/>

Faraday Grid

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

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We support the selection of these as priority areas, however it is our view that foremost among these should be Distribution System Operation. Given the forthcoming implementation of the Clean Energy Package (in particular the creation of the new EU DSO entity), the fast-moving trend towards decentralisation of the electricity system meaning that the most dynamic part of the electricity system is the grid-edge, the pressing need for TSO-DSO cooperation, and the fact that the remit of ACER does not extend to distribution systems, the development of regulatory strategy for this area should be prioritised.
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2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

Decarbonisation of the energy system has seen the closure of many "traditional" providers of system services, such as flexibility and inertia - in the future these will increasingly be provided by non-traditional providers, often connected at distribution (rather than transmission) level. In discussing Distribution System Operation, section 2.3 of the consultation document states that CEER will be continuing its work on flexibility, but none of the draft work items in section 4 mention anything about flexibility. To support the strategy themes of decarbonisation and dynamic regulation, we would like to see the work items include some reference to reviewing the existing regulatory framework and, where necessary, developing new dynamic, consumer-benefit-focused regulatory principles relating to the roles of distribution networks, DSOs, distribution-connected market participants, and TSO-DSO cooperation in the provision flexibility services.
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QUESTIONS ON INDIVIDUAL WORK ITEMS

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CUSTOMERS AND RETAIL MARKETS

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Very important

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Yes

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We would like to see the report on innovative business models remain focused on the energy sector (the proposed scope of "energy sector and beyond" is too wide). In particular, we would like to see a focus on reducing barriers to market entry for business models focused on delivering vital systems services (e.g. flexibility and inertia) which will underpin continuous delivery of system stability and affordability as the energy system decarbonises.

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
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Very important

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Yes

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We would like to see this (or an additional) workshop looking at new intermediaries, digital platforms etc. in the provision of flexibility, inertia, balancing services etc.

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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Yes

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We would like to see the scope of this extended beyond network planning, into delivery of vital flexibility/inertia services through non-traditional/distribution-based providers.

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Survey response 3

Contact details and treatment of confidential responses

Contact details: [Organisation][]

innogy Gas Storage

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

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Regulatory framework and support schemes of power to gas should be also included as this will be the key element of the future energy networks.

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

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Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Digitalisation allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Survey response 4

Contact details and treatment of confidential responses

Contact details: [Organisation][]

GEODE

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?

GEODE shares and welcomes very much this approach. We fully support CEER focusing on these priority areas.

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

We largely agree with the priorities and their respective work items. Under Distribution System Operation, we encourage CEER to work on the DSO-consumer interface, as DSOs are well-positioned to provide consumers with the increasingly detailed and technical information that they demand. A critical area is DSO regulatory framework that should ensure DSOs are able to overcome the needed investments to make the energy transition a reality.

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.

CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual deliverable?

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

This Monitoring Report is an important exercise and we look carefully into it. It is an essential tool to assess implementation of current EU legislation in place.

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

This is a very important area of work as digitalization of grids is a crucial task that our members are engaged with at the moment.

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Tools allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

GEODE always look with interest into this report which helps to identify best practices across Europe of innovative regulation.

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Gas has to play a key role in the decarbonization of the energy system as well as to provide flexibility. Gas is an essential energy source to take into account for system integration.

GEODE would like to actively interact with and support CEER's activities in this area.

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

This topic is key priority for GEODE members as well and European DSOs associations are already working together with ENTSO-E through the TSO-DSO cooperation platform, until the new EU DSO entity is established. GEODE would like to actively contribute to CEER's work on this area.

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

This is a key topic for GEODE members.

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

We support CEER's initiative but this topic is not a priority for GEODE.

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Survey response 5

Contact details and treatment of confidential responses

Contact details: [Organisation][[]]

Elinorr

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?

Elinorr supports the priority areas proposed by CEER in the workprogramme

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

Elinorr definitely supports the mentioned work items. Especially concerning the role of gas, Elinorr appreciates the necessary attention given to gas within the decarbonisation element of the 3D strategy. In Elinorr's opinion the current approach to "sector coupling" is too restrictive and should not only link electricity and gas but also mobility. It is however unclear for Elinorr how "dynamic regulation" should be developed, while guaranteeing equally stability of the regulatory and legislative framework that must ensure visibility and a reliable framework for (long term) smart grid investments.

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.

CUSTOMERS AND RETAIL MARKETS

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual deliverable?

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
According to Elinorrs opinion monitoring different dimensions of empowerment and protection mechanisms should result in determining the extent to which market functioning and possible progress are "inclusive" - i.e. benefits to all consumers (including vulnerable customers) - or benefits to specific customer segments. It should focus on which market players can achieve this (grid operators) and which definitely not have Incentives to protect customers like suppliers.

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?

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Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
The position paper should also evaluate in how far the market functioning and possible progress linked to digitalisation is "inclusive" (i.e. benefits to all consumers, specifically considering vulnerable consumers), or benefits only to specific (quantified) customer segments.

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on ComparisoDigitalisation allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Elinorr Believes that sector coupling between electricity and gas is of major interest for the entire EU Community and should therefore be granted more priority in the work programme 2020.

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Survey response 6

Contact details and treatment of confidential responses

Contact details: [Organisation][[]]

CEDEC

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?

CEDEC supports the priority areas proposed by CEER.

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

CEDEC supports the mentioned work items. Regarding the role of gas, we appreciate the deserved attention given to gas within the decarbonisation element of the 3D strategy. When it comes to synergies across sectors, we believe that the approach to "sector coupling" is too restrictive and should not only link electricity and gas but also heating/cooling and mobility. It is unclear how "dynamic regulation" should be developed, while guaranteeing equally stability of the regulatory and legislative framework that must ensure visibility and a reliable framework for (long term) smart grid investments.

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.

CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual deliverable?

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

CEDEC believes that, when monitoring different dimensions of empowerment and protection mechanisms, it is also important to determine the extent to which market functioning and possible progress are "inclusive" - i.e. benefits to all consumers (including vulnerable customers) - or benefits to specific customer segments.

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

The position paper should also evaluate in how far the market functioning and possible progress linked to digitalisation is "inclusive" (i.e. benefits to all consumers, specifically considering vulnerable consumers), or benefits only to specific (quantified) customer segments.

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Tools allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

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c) Do you have any specific comment on this individual work item?

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

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Yes

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ELECTRICITY

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Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

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Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

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Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

The work on sector coupling should ideally be extended to heating/cooling and mobility (sectoral integration).

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

CEDEC fully supports the need to address the ongoing and even accelerating challenge of decentralisation and as a consequence the role of DSOs when developing network plans (including TYNDPs).

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

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N/A

c) Do you have any specific comment on this individual work item?

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Survey response 8

Contact details and treatment of confidential responses

Contact details: [Organisation][[]]

EDF and EDISON

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?
--

EDF agrees with CEER's priorities for 2020 and its overall 3D Strategy.

Any regulatory developments in the field of energy should contribute to the EU objectives of decarbonisation at least cost, security of supply and well-functioning of the market. Beyond the customer-centric approach, EDF would like to recall that (i) the role of the regulatory framework is to provide for the fair allocation of charges and benefits and (ii) any improvement in the rules that can benefit the energy system as a whole will also benefit the final customer's bill or satisfaction.
--

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

-

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.
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CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
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Yes

c) Do you have any specific comment on this individual deliverable?

EDF considers that, in the frame of such a report, it would be interesting to assess the following aspects: (i) to what extent the various models really meet customer expectations as well as the EU decarbonization objectives ; (ii) the impact of the various business models on the whole electricity system and framework of rules, as this could in the end impact the final customer's bill ; and (iii) the profitability of the various business models, considering the context of enduring depressed electricity wholesale prices and considering the very diverse maturity of the models considered.

EDF also considers that the role of the regulatory framework is to provide for the fair allocation of charges and benefits. Therefore, with respect to new business models and with view to a robust, fair and simple regulatory framework, some basic and essential principles must be ensured and enforced:

- consumer rights and responsibilities whatever the business model (customers for example be well informed about the offers/products and their potential risks and benefits so that they are able to make the right choice for them ; customers' rights preserved whatever the supply model) ;
- a level-playing field between all market players in the energy market by enforcing the same rights and obligations for those having the same kind of activity;
- a fair contribution of all to network charges for covering network costs is key (fairness meaning cost reflectiveness by setting network charges coherent with the use of the network or the fact of relying on the grid for security of supply). It is important to ensure fairness, not to exonerate some types of market participants from network charges and leave all the others bear the burden. It is also important that network tariffs are designed to get network costs recovered. If some new services can expect to be remunerated or incentivized, they should be remunerated via a specific remuneration schemes (as far as possible based on a market mechanism) but not through distorted network tariffs.

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

On both items 2 and 3, EDF considers that these regular reports are valuable inputs to assess the well-functioning of the European retail energy markets and the effectiveness of customer empowerment and protection. EDF suggests the following criteria/elements to also be monitored in the future to get a more complete picture of customer experience in evolving energy markets:

- the number of complaints (the kind of data published by the national energy ombudsman in France - MNE). Surrounded by a great variety of offers, there is a risk that customers get confused. Therefore, there should be an adequate level of transparency and regulatory oversight of abusive offers, notably with view to the development of unfair business practices. It can be recalled that CEER in 2010 tackled the wider issue of complaint handling and classification through guidelines of good practices. The complaint indicator, being part of the overall customer satisfaction, could also be monitored through the monitoring reports.
- the CO2 content of the energy consumption (electricity, gas, heat, etc.), which could help foster customer awareness on their role on the path towards decarbonisation.
- Compliance of the comparison tools to the requirements set out in the article 14 of the electricity Directive. It is indeed essential for the well-functioning of the retail market that customers get clear, unbiased, comprehensive and up-to-date information regarding the offers on the market, from tools independent from market participants. This data could come from the monitoring of national tool from local NRA, as enabled by the directive.
- the state of play of the roll-out of smart meters in the EU, as it is not effective in all countries;
- the impacts/benefits of digitalization for consumers notably in countries where smart meters have been rolled-out compared to those where there has been no roll-out.

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

On both items 2 and 3, EDF considers that these regular reports are valuable inputs to assess the well-functioning of the European retail energy markets and the effectiveness of customer empowerment and protection. EDF suggests the following criteria/elements to also be monitored in the future to get a more complete picture of customer experience in evolving energy markets:

- the number of complaints (the kind of data published by the national energy ombudsman in France - MNE). Surrounded by a great variety of offers, there is a risk that customers get confused. Therefore, there should be an adequate level of transparency and regulatory oversight of abusive offers, notably with view to the development of unfair business practices. It can be recalled that CEER in 2010 tackled the wider issue of complaint handling and classification through guidelines of good practices. The complaint indicator, being part of the overall customer satisfaction, could also be monitored through the monitoring reports.
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- the state of play of the roll-out of smart meters in the EU, as it is not effective in all countries;
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Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

The Clean Energy Package provides for additional provisions related to billing and contractual information. Bills are now becoming a very regulated document at European level. However, EDF would like to underline that the bill should not be considered as the unique communication document with the customer. The bill should only bring some basic and clear information to the customer related to supply of energy or services and not be overloaded with information... Customers should be free to choose the best suited communication channel (fostered notably by digitalization) for him among those proposed by their supplier and energy services company for more detailed information. The implementation of billing and billing information provisions should not impede suppliers' ability to innovate and develop new ways to reach and interact with customers and experience from our activity shows that overloading bills with information to increase transparency generates the opposite effect, discouraging customer from reading and understanding their invoices.

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

It is difficult to say whether digitalization will be a driver for better retail market functioning. For sure, it may be a driver for increased competition with innovative solutions to be developed by all kinds of players, on the one side, and for increased customer awareness and participation on the other.

Digitalisation is already today a driver for improved customer experience. Indeed, suppliers are already taking advantage of digitalization to offer customers new and innovative services, improve their customer relationships, simplify their processes, develop e-billing, etc. Regarding the great diversity of operators and innovative offers, products and services it may bring, it is important to ensure transparency and obligations to provide consumers with adequate information concerning products and services, which is a prerequisite for raising their awareness and for empowering and protecting them. Also, as previously underlined, a level playing field must be ensured with respect to the regulation on consumer protection and all operators, be they new or historical players of the energy system, should comply with the same framework.

Digitalisation can indeed facilitate consumers' participation in energy market but it is not the unique driver for such a move. It may also foster the activity of intermediaries that could act on their behalf and support some part of the involved risk. EDF would also like to mention digital illiteracy potentially concerning millions in the EU, that has yet to be tackled to prevent large parts of the population from being put aside of the benefits of the digitalization.

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Digitalisation allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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Yes

c) Do you have any specific comment on this individual work item?

Dynamic prices are addressed by the Clean Energy Package. Their implementation will probably be fostered by the roll-out of smart meters, though some dynamic tariffs already exist without smart meters.

Such tariffs as defined in the CEP based on the variation of spot prices may not have customers' favor as they entail a certain degree of risk. Recent studies in some countries where such tariffs have been introduced show that residential customers want foreseeable or stable prices in the first place, their aversion to risk being rather high. Other forms of dynamic offers such as time of use tariff or peak / off peak hours offers already proposed by suppliers already enable customers to adjust their consumption to price variations.

In any case, customers, if interested by such products / offers, should be well informed about their potential risks and benefits so that they are able to make the right choice for them.

The workshop should also address the questions surrounding the activity of the comparison tools in order to assess whether they meet the requirements set out in article 14 of the electricity Directive. It is indeed essential for the well-functioning of the retail market that customers get clear, unbiased, comprehensive and up-to-date information regarding the offers on the market, from tools independent from market participants.

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

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Yes

c) Do you have any specific comment on this individual work item?

EDF supports the RASP principles. Customers' rights and obligations must be ensured and enforced.

- Reliability of the supply is key though it should be kept in mind that reliability has a price.
- Affordability is even more essential notably in a context of energy transition towards carbon neutrality which should be reached at best cost (therefore this deliverable should also be related to the Decarbonisation part of the 3D strategy).
- Simplicity is necessary to trigger customer involvement in a complex energy market.
- Empowerment and Customers Protection are also key and should be safeguarded though they might sometimes appear in contradiction. Engaging in the market might sometimes require to take a risk.

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

-

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

This report is very valuable providing an interesting benchmark. EDF suggests to also provide a benchmark of the missions granted to DSO with respect to the objectives of energy efficiency and decarbonation in usages.

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

The report provides a valuable overview of support schemes and their evolution. It could be enriched by an analysis of RES development from the perspective of avoided CO2 emissions' costs.

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

EDF would like to underline that the offer of green gases should be coherently considered in the light of the expected usages for decarbonized gases. It is also very important that network tariffs are cost reflective in order to provide the right economic signals. Moreover, EDF considers that the network tariff is not the right vehicle to encourage the development of renewable gas and it is better to put in place direct subsidies to investments.

EDF would like to also remind that the promotion of gas or renewable gas by operators of gas networks should be forbidden. This role should be endorsed by gas suppliers and not by a regulated operator in order to avoid interaction between the regulated and the competitive activities.

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

As a preliminary comment, EDF considers that achieving the 2050 decarbonisation objectives implies low carbon electricity and renewable heat to become the main energy carriers, and relevant competitive solutions are already available in this perspective. More generally, any relevant, efficient and competitive solution should be considered as long as it contributes to effective decarbonisation at an affordable cost. Indeed, electricity will not be able to cover all usages for technical or cost efficiency reasons.

Renewable gases' and renewable and/or low carbon hydrogen use should therefore be considered where it is the most cost-effective for decarbonisation. The effective green and renewable gas production potential should nevertheless turn out to be limited in terms of volume and due the costs burden. It would therefore not be reasonable to base the achievement of the carbon neutrality objective on a strong development of decarbonized gas. Indeed, in case of disappointing decarbonized gas production, Europe would then have to import fossil gas and miss its objective. In case of a strong development of RES, Power to Gas could appear as an interesting tool to manage the RES surplus over the long term. However, different studies, notably a study from European Commission (METIS Study 2016 – The role and need of flexibility in 2030: focus on energy storage), highlighted that the RES surplus should remain low in the short and mid-term.

When tackling the sector coupling issue, it is essential to keep in mind that long term considerations should prevail other short term considerations. Indeed long term consideration in this case is the objective of carbon neutrality. In this regard, rules and mechanisms to be defined should aim at reaching the objective at best cost. Therefore, it would be more valuable to start by focusing on coordinated planning for electricity, gas and heat networks because there will be differences in the use of these networks in the future. This requires anticipation today in order to avoid sunk costs. Focusing on short term considerations (e.g. imbalance settlement periods, etc.) can only contribute to either miss the transition towards the objectives or reach it at a very high cost.

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

EDF welcomes CEER's future analysis on the adequacy of the regulatory framework of LNG terminals. Regarding the role of LNG in the future, over the short and mid-term, fossil gas will be needed to balance supply and demand. LNG will have a key role to help diversify the gas supply. Contrary to gas pipeline, European LNG buyers are in competition with Asian LNG buyers and it is essential that network tariffs and access are designed taking into account this problem.

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

EDF agrees that increased cooperation between TSO and DSO is necessary to avoid inefficiencies. Coordinated planning for electricity, gas and heat networks (as already mentioned for item is a major challenge on the path towards decarbonisation.

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

As mentioned in item 2 and 3, the roll-out of smart meters has not been effective in all EU countries, it would therefore be very valuable to have a benchmark of the roll-out and of the benefits of digitalization for consumers in countries where smart meters have been rolled-out compared to those where there have been no roll-out.

With regard to citizens energy communities (CEC) and independent aggregators, we refer to the principles mentioned in item 1, that should be ensured and enforced in the regulatory framework (customer protection, level-playing field and cost reflectiveness of network charges).

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

CEER should be aware that algorithmic and high frequency traders are already regulated under MiFID II, so an involvement of energy regulators in this field should be closely coordinated with ESMA and national financial regulators. Overlapping or conflicting obligations should be carefully avoided. Moreover, the development of such trading tools should not be stifled as they are crucial to the operation of energy markets particularly in trading nearer to real time.

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

EDF welcomes the insight given by CEER through its reports on the independence of energy regulators.

Survey response 10

Contact details and treatment of confidential responses

Contact details: [Organisation][]

MHB-Wise consultant services

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?

International work is essential, as Europe is importing most of its energy sources: so let's not forget the very touchy "geopolitics " subject

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

Digitalisation & dynamic regulation first, by far !!!

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.

CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual deliverable?

no

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Digitalisation allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
No

c) Do you have any specific comment on this individual work item?

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
N/A

c) Do you have any specific comment on this individual work item?

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
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ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
N/A

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Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
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GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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Very important

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N/A

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Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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DISTRIBUTION SYSTEMS

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N/A

c) Do you have any specific comment on this individual work item?

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

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N/A

c) Do you have any specific comment on this individual work item?

Survey response 11

Contact details and treatment of confidential responses

Contact details: [Organisation][[]]

GD4S

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?
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Yes, GD4S supports the priority areas; particularly since decentralised renewable gas production and customer empowerment require special attention at the local level, with Distribution System Operators being placed as a cornerstone of the gas network and wider energy system.
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2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

Yes, the Work Programme focuses on the right work items. Nevertheless, there is still room for further investigations on: - the role of digitalization as an enabler for the injection of synthetic gases and for an effective sector coupling (actions n° 11 and 12) and the need for a specific regulatory scheme to support investments in the field; - possible regulatory provisions to tackle energy poverty, a growing phenomenon to counter, which at present DSOs have no regulatory incentive today. - Increase gas penetration in non-methanized regions by knocking down entry barriers
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GD4S remains fully available to support the CEER especially in relation to the follow-up work on the 2019 CEER Consultation on the Regulatory Challenges for a Sustainable Gas sector.
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QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.
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CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
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Yes

c) Do you have any specific comment on this individual deliverable?
Gas DSOs should be part of the business model assessment, in so far as their activity and responsibility are involved.

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
N/A

c) Do you have any specific comment on this individual work item?

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
N/A

c) Do you have any specific comment on this individual work item?

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
The CEER should consider the benefits of smart metering to improve billing information. Smart meters allow the retailer to provide clearer billing information to consumers.

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
Digitalisation includes the installation of smart meters. This technology empowers consumers in terms of efficient energy consumption. This is a dimension that should be included in the drivers for better retail market functioning.

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Digitalisation allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
To unlock the benefits of smart meters, the data collected by the technology must be accompanied by digital platforms enabling translation of energy data in a comprehensible way for customers. For example, the consumption in kWh must be translated into euro equivalents.

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

The benefits of smart meters for consumers follow the RASP principles.

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

ELECTRICITY

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?
 This is an excellent topic to examine. The work proposal underlines that it will have “a particular view to existing arrangements regarding the injection of synthetic gases (including H2)”. It is important to examine the integration of hydrogen into the gas grid. However, GD4S considers it to be equally, if not more, important as focus on the injection of biomethane into the gas grid. Thus, we would suggest putting synthetic gases (including H2) and biomethane on an equal foot in the survey and in associated recommendations.

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
 Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
 Yes

c) Do you have any specific comment on this individual work item?
 This is an excellent topic to look at. It would be worthwhile to have a focus on Power-to-X. The regulatory challenges should not only look at the Power-to-H2 technology, but also at the Power-to-CH4 technology (methanation), where CO2 from direct air capture, biogas upgrading or industrial processes is associated with renewable H2. The related regulatory challenges around the use/distribution/transport of CO2 could be detailed.

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
 N/A

c) Do you have any specific comment on this individual work item?

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
 Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
 Yes

c) Do you have any specific comment on this individual work item?
 GD4S believes that it would be useful to have a better understanding on how DSOs could be involved in the TYNDP process between ENTSOG and ENTSO-E. DSO involvement could potentially be via the upcoming EU electricity DSO entity and the possible EU gas DSO entity (to be confirmed). In the meantime, the main gas DSO associations (GD4S, Eurogas, CEDEC, and Geode) could be involved. Mechanisms of DSO involvement should be assessed and determined, in order to ensure effective participation and outcomes.

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
 Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
 Yes

c) Do you have any specific comment on this individual work item?
 In this deliverable, the benefits of smart meters for consumers and the gas value chain should be incorporated. Smart meters empower consumers, by enabling them to have a better understanding of their energy consumption, thereby optimising their energy usage.

CROSS-SECTORIAL

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
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N/A

c) Do you have any specific comment on this individual work item?

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
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N/A

c) Do you have any specific comment on this individual work item?

Survey response 13

Contact details and treatment of confidential responses

Contact details: [Organisation][]

ESADE Law School (Ramon Llull University)

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?

I do support these priorities.

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

I think they are the right work items. Even so, let me highlight that dealing with the increasingly active involvement of customers in retail markets justifies to study some interlinked questions about the distribution system operation. I mean that the only way that the energy produced in small and medium production plants (1 MW) become economically competitive when sell it (not just for self-consumer use) in front of big plants, is putting a price to their contribution to losses' reduction, to less investment in grids, and to energy security. To assess the economic contribution of these items to the overall reduction of system costs, and translate it in different grid charges and some advantages on public procurement, will let distributed production to compete with centralized one, otherwise we will change the mix (from CO2 emitter to renewable) but we will leave mostly unchanged our generation structure.

QUESTIONS ON INDIVIDUAL WORK ITEMS

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CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual deliverable?

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Digitalisation allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
N/A

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Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
N/A

c) Do you have any specific comment on this individual work item?

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
N/A

c) Do you have any specific comment on this individual work item?

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
N/A

c) Do you have any specific comment on this individual work item?

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
N/A

c) Do you have any specific comment on this individual work item?

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Gas operators insists that they will assure the transition from coal and oil to renewables. Even less CO2 pollutant, gas is not a clean energy. I guess that the innovative focus (and the regulatory framework update) should be on green gases and hydrogen using the existing infrastructure more than giving and extra-time to burn gas as usual.

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

There are studies on the negative effects of high frequency trading in the financial sector. The liquidity that they add is, for different commentators, useless. Other negative outcomes highlighted are the anti-competitive advantages gained by those actors with enough capital to invest in the tools needed to operate in this way. To learn from these studies to avoid the same mistakes would be a good way ahead.

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

The relationship between governments and independent regulators it is not easy. Both have different mandates to fulfill, so they have also different priorities. Governments have on their side the democratic legitimization and this should be weighted on when they argue with independent regulators. To upgrade the accountability and transparency of decisions from both (governments and independent regulators) is, probably, one of the best ways to protect regulators independence in front of adverse opinions from governments. To build up a regulatory framework that force governments to justify their decisions against the regulators point of view fulfilling its mandate, will help citizens (customers or not) to assess and grade them.

Survey response 14

Contact details and treatment of confidential responses

Contact details: [Organisation][<input type="checkbox"/>

Eurogas

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?

Eurogas agrees that CEER should place the emphasis on continuity in its work programme priorities building on results achieved in previous years and assessing how these may be appropriately developed to contribute to the challenges of a fast-evolving energy market. Technological developments will bring more market solutions, and potentially a more complex energy market. This will not only involve changing business models for many market actors but new opportunities for customers to which different customers will likely respond differently, with differing levels of interest and involvement

All customers should benefit from market developments, and therefore CEER's work should support a framework that delivers on this objective, not only delivering benefits to prosumers, but ensuring a fair distribution of system costs. This will require tailored solutions for customers, among whom categories of vulnerable customers. Managing and setting a regulatory framework will face greater challenges.

Of the four priorities proposed by CEER Eurogas supports in particular the first three. Customers and retail markets, new legislative and policy developments and distribution system operation are closely linked, and a coherent approach will be essential supported by the pragmatic approach embedded in the 3 D strategy.

Eurogas stresses the continuing need to work through the various work streams towards an affordable and reliable energy market delivering a just energy transition.

Eurogas welcomes the work of CEER on low-carbon gases and sector integration ahead of the expected legislative package impacting gas. Eurogas is keen on participating in the follow-up work to the Future Role of Gas (FROG) study.

- Building on the previous work carried out by CEER, on the (FROG) Eurogas would welcome further work on several aspects (eg. clarifying the terminology of renewable gases), and particularly the clarification of the roles of and responsibilities of the market actors to enable them to harness the full potential of technological developments in the gas market.
- An emphasis on digitalisation and in particular the role of DSOs as well as aspects which can facilitate the energy transition at the local level would be welcome. These evolutions would eventually have an impact on customers too, this link should be analysed.
- As decentralisation of energy production becomes increasingly relevant on the gas side, but also considering the evolutions regarding decentralisation of electricity production, an assessment of the evolving role and dynamics of distribution at the local level could be useful.

Eurogas also highlights its support for revisiting the CEER/BEUC' Vision on Customers. Reliability, affordability, simplicity and protection and empowerment should remain bedrock principles, but it is timely to evaluate if approaches need updated to reflect the ways in which the energy market have changed since 2012. Eurogas looks forward to engaging with CEER and other stakeholders on this exercise.

Eurogas also welcomes the focus on the implementation of the existing and recently adopted legislation. In this regard, Eurogas sees the monitoring activities of CEER in cooperation with ACER are essential. In this context, Eurogas welcomes CEER's encouragement to share good practices, which is in line with the aim of dynamic regulation. Related to the latter objective, which aims to ensure the resilience of the energy system to evolutions such as decentralisation and demand response, we wish to recall that any proposal in this regard should take into account the impact on the work of DSOs and keep at its heart the objective of safe and secure supply which lies at the core of DSOs public service mission.

Eurogas continues to support the PEER initiative and to advocate for the suppliers to be more involved.

Eurogas recognises that CEER's proposed fourth priority, international work, will bring value to countries ready to learn from European energy regulatory experience and dialogue will be useful. This work should certainly continue, subject to CEER's resource availability.

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

Eurogas welcomes that the 2020 Work Programme tackles the challenge of decarbonisation through two specific angles:

- From a perspective of sector coupling that looks beyond the siloed gas/electricity system-based approach. Consideration of opportunities for convergence and innovative holistic approaches should build on FROG work that focused on infrastructure system interests and considerations. End-user relevant questions should be addressed, including the impact on competitive market structures of penetration of new types of gases.
- From a bottom-up perspective, looking at the next steps relevant to consumers in the efforts to decarbonise, especially their heating systems. The idea of cost-efficiency of solutions and ensuring an energy transition at least cost by building on existing infrastructure should also be at the core of any work undertaken by the CEER.

Digitalisation in the context of gas is an increasingly important challenge that the sector is facing, and digitalisation of the sector has already occurred to some level. Significant potential is there for smarter system operation and in the home. There is still room for further investigation on the role of digitalisation as an enabler for the injection of renewable and decarbonised gases and for an effective sector coupling. Eurogas supports any initiative by CEER that will look at the potential of digital solutions in gas, particularly with regard to customers' empowerment, affordability and competition. Cyber security should not be overlooked for gas and the development of legislation to this end should keep this in mind, all the while ensuring that the specificities of each system are taken into account.

On dynamic regulation, Eurogas is in line with CEER's focus on dynamic regulation; In a competitive and fast-moving energy world, regulation should not be prescriptive unduly rigid or incur cost burdens, as these could have adverse consequences for the market and inhibit innovation. A balanced approach is essential, allowing also for the importance of stability and predictability of the regulatory framework.

Eurogas supports continuing exploration of sandbox solutions determined according to transparent and coherent criteria. These could also help identify risks and opportunities from allowing certain activities to be performed by regulated entities and the conditions under which sandbox solutions would be accepted.

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.

CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual deliverable?

Peer to peer trading and aggregation are more relevant for electricity. We could highlight issues for gas Citizens Energy Communities could be empowered and facilitated by innovative business models and projects developed by DSOs – the synergies could be showcased here.

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurogas would support more monitoring of bundled products.
The work could explore whether some key metrics from the 2018 Roadmap to a well-functioning market.
The report should also look at the New Deal for Consumers Package.

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Both deliverables should provide continuity with previous CEER work and should emphasise customer empowerment, which is part of CEER's National Indicators.

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

As Eurogas considers billing and billing information are commercial tools in a competitive market, we avoid an over-prescriptive regulatory approach, creating a rigid framework (eg detailed template) on billing practices.

We consider the benefits of smart metering in improving consumption and billing information to consumers.

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

As digitalisation is a trend in the gas sector, we welcome a comprehensive approach, looking at it from the perspective of the consumer's interest.
Digitalisation includes the installation of smart meters. The rollout of smart meters for gas faces is subject to different conditions than in the electricity sector. Eurogas emphasises on the importance of conducting an assessment of the costs and benefits of deploying smart meters for gas. If the conditions for such a deployment are in place, this technology can empower consumers and allow them to better manage their energy consumption.

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Digitalisation allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

The issue of dynamic pricing is relevant for gas in certain regions, depending on the balancing system. Eurogas agrees that from an energy retail market perspective, how dynamic prices are implemented as well as their impact on customer welfare and use of energy is very important.
We welcome the organisation of a workshop open to industry stakeholders and would like to see more involvement of external parties into the PEER initiative.
The decentralisation of energy production may also have an impact on balancing and therefore requires assessment related to the idea of dynamic pricing in gas.

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurogas has signed up to the RASP principles and welcomes the initiative to review the principles in the light of the development of markets since 2012, Digitalisation also brings new considerations. Eurogas looks forward to cooperating in this process.

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurogas would like to see a focus on the gas market in the conference. This would be relevant to expected work in line with the upcoming gas package.

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurogas welcomes this planned report; we believe it will be useful to highlight regulatory frameworks related to renewable and decarbonised gas developments. The balancing aspect mentioned in item 6 could also usefully be addressed here.

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurogas will be happy to get involved in this work. Facilitating sector coupling will help the realisation of a least cost energy transition for consumers; innovative solutions to integrate gas and electricity system will be a cornerstone of this.

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurogas has consistently advocated for a joint TYNDP work between electricity and gas to ensure optimal planning and least cost solutions. Ensuring this planning includes the DSO level considering the decentralisation of energy production will be crucial.

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

We would welcome clarification on this item and the issues that will be looked at specifically. Digitalisation supports the development of new services and products in the gas sector as well as the electricity sector. It affects the demand and the price elasticity in the gas market, and it can, if the conditions are in place, empower customers and improve energy efficiency and demand response. It also raises the same concerns in terms of exclusion of the "digitally poor", data privacy and cyber security.

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurogas welcomes this work.

Survey response 15

Contact details and treatment of confidential responses

Contact details: [Organisation][]

Enagas S.A.

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?

Yes. Nevertheless, the public consultation does not include any specific work item related to "International work beyond the borders of EU", if this is finally the case, it might be advisable to delete this priority.

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

CEER should clarify the way forward of the works related to the public consultation launched in March 2019 "Regulatory Challenges for a Sustainable Gas Sector".

According CEER's 2019 work program and the information provided during the specific workshop held on 30th April, the final report is expected in Q2019. Nevertheless, way forward after the publication of the final report should be detailed, and also if more interaction about the topic are expected for 2020.

Besides, in this context, the interaction with ACER's public consultation on "The Bridge beyond 2025" should be detailed; overlapping between both initiatives should be avoided as far as possible.

In case that the legislative proposal formerly known as "Gas Package 2020" was delayed, CEER should clarify whether additional works would be activated in the meantime.

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.

CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual deliverable?

The EU dimension of this task should be clarified

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

While an EU view on this topic is useful, this is mainly a task for individual regulators, and CEER should focus more on wholesale markets and their degree of convergence.

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

More important for electricity than for gas.

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Tools allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Previous reports included both electricity and gas networks. This approach should be maintained, gas networks should also be included in the 2020 report. It is not clear why this topic is included in the "electricity" section only.

The new format adopted in 2019, providing a "Compact Description of the Regulatory Framework" per country, fails to provide a transversal comparison of practices summarising in one table the practice for each of the relevant parameters. E.g. the 2019 does not provide anymore a comparison of standardised betas. ACER should aim at providing the full information already included in the 2017 report, and do it in the most user-friendly manner, if required in an annex.

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

A review of renewable support schemes in Europe should be a transversal effort (and not for electricity only) and should include, at least, information on support schemes for renewable and decarbonised gases

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Green gases production facilities may be connected to transmission grids as well, and not only to gas distribution grids. The scope of this work item should be broadened. Tackling distribution and transmission separately might give raise to inconsistencies.

This inconsistency has already been highlighted by the CNMC (NRA) in Spain, where the ministry (by then still responsible for access tariffs) approved in January 2019 a zero tariff for biomethane injected into gas distribution grids, but did not foresee the same for the gas transmission grid. The CNMC in December 2018 proposed to give the same treatment to all biomethane injection points.

CEER must not forget about gas transmission tariffs, and should also seriously study the welfare and market integration effect that lowering or eliminating tariffs in intra-EU IPs could have.

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

This work is very much linked to the CEER's work on the "Future Regulatory Challenges for the Gas Sector". Building on that work, as well as on the Frontier Economics report prepared for DG ENER, CEER could provide valuable information about the regulatory challenges and new business models which must be overcome/implemented in order to enable an effective sector coupling.

The Power-to-Gas plants, together with the injection into the gas system, the storage and further use of hydrogen deserve deep and sound regulatory analysis. Promoting Sector Coupling might also imply the development of specific hydrogen pipelines/systems which most probably will be regulated. CEER could also reflect on all these elements and elaborate his views about recommendations and next steps to be done in this field.

Moreover, CEER could work on further coordination and joint planning between gas and electricity network operators in order to find the most cost-efficient investments to deliver the energy transition and ensure a resilient, robust and secure energy system.

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Enagás fully supports this work item; however, coordination with the EC's study "LNG market in the EU" would be desirable in order to avoid overlapping.

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

It is not clear whether this item is focus on electricity only, or also in gas.

The relationship between gas (and not only electricity) transmission and distribution grids should also be considered, taking into account the new flow patterns that might emerge with the development of renewable and decarbonised gases which can be either injected into transmission or distribution grids.

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

More relevant for individual NRAs

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Not important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

This item is of utmost relevance, being one of the pillars of the Third Package, but would be better addressed by the EC, and should provide a rating to NRAs. CEER has an obvious conflict of interest and its analysis and conclusions might lack credibility.

Survey response 16

Contact details and treatment of confidential responses

Contact details: [Organisation][<input type="checkbox"/>

Eurelectric

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?
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We welcome that the new 2020 Work Programme defines customers and retail markets as a key priority of the regulators strategy. The new role given to consumers in the Clean Energy Package will have a regulatory impact on retail markets and lead to an increased role for NRAs on various subjects. In that sense, it is essential the new Work Program proposal allow them to have a detailed and clear overview of the topics on which they'll have to be active.

This year Eurelectric has launched its "Supplier Declaration" process, through the organisation of several workshops in different European countries, gathering inputs of different stakeholders (NRAs, electricity and automotive industries, technology companies, policymakers, NGOs and consumer associations) on the main barriers and solutions to empower consumers and their expectation towards energy suppliers. The objective is to identify what is needed to increase consumer's engagement in 3 main areas: energy efficiency, demand response and e-mobility. Based on those discussions, Eurelectric will publish a conclusion report by Q1 2020.

Enabling a fair energy transition for all consumers is also at the core of the Eurelectric strategy for 2019-2021. In this regard, we will be launching an in-depth study on the distributional effects of climate policies across society, developing recommendations to achieve carbon neutrality in the most socially acceptable way. This priority given to consumers and citizens is one of the cornerstones of the new Eurelectric Presidency Manifesto 2019-2021, and we therefore welcome the different initiatives announced by CEER in the draft 2020 WP in the fields of consumer's engagement and protection, as well as digitalisation; on which we plan to actively contribute.

Eurelectric is also currently working to analyse the consequences of the new roles of Distribution System Operators in a decentralised electricity system. The main objective of this strategy is to promote the role of DSOs as neutral market facilitators and incentivise them to innovate and use flexibility through upgraded, fair and efficient network pricing and market platforms. In addition to the "Vision for DSO : From Pipes to platform", and based on the EY Report on "The new role of DSO", Eurelectric published in June 2019 a new report on "The Value of the Grid", highlighting the key role of DSO in the decarbonisation of power system. As explained in the report, the increasing use of the distribution grid require substantial additional investments in the grid and a review of regulatory principles. NRAs will therefore play an essential role in the building of the new regulation supporting the changing role of the DSO. We therefore welcome the special focus given by CEER on this topic, particularly on the issue of innovative investments in distribution networks – how to facilitate financial flows into OPEX and the development of regulatory sandboxes as well as on DSO/TSO coordination.

More generally, Eurelectric is also very willing to contribute to the work of CEER on the new legislative and policy developments, particularly regarding the Future Role of Gas and the Gas/Decarbonisation package. We are strongly committed to harnessing the benefits of an efficiently promoted sector coupling and would be interested in contributing to CEER work on this topic.

Eurelectric welcomes the initiative for the Partnership for the Enforcement of Energy Rights (PEER), aimed at promoting cross-sectoral cooperation at an EU level between NRAs, consumer protection agencies and other involved actors. Engaging with other European Regulatory Bodies in disciplines such as financial regulation, competition law and telecommunications regulation seems key going forward as the boundaries between sectors become more and more porous.

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

Eurelectric regrets that the issue of the weight of taxes and levies on the energy bill are not given a more prominent place in CEER's priority. Since 2008, the share of taxes and levies in the retail price have increased by 73%; and, in 2017, energy-related taxes and levies represented up to 40% of the retail energy prices. This question was not mentioned in the CEP whereas it is a crucial determinant of consumer's empowerment as well for the attractiveness for consumers on decarbonisation/electrification technologies and, last but not least, energy poverty.

Whilst the reform of Energy taxation provides a very good opportunity to tackle this question, Eurelectric calls on CEER to address this question as a transversal dimension of its 3D Strategy, for example by providing MS best practices in this area.

On top of all these issues, Eurelectric would also welcome that wholesale electricity markets are also included within the WP proposal. CEER should indeed become more actively involved in the definition of the framework for market participation, specifically regarding the implementation or the review of network codes (with transparency). The Clean energy package also raised several issues related to cross-border capacity allocation, trade on day-ahead and intraday market which we believe also deserve CEER attention.

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.

CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual deliverable?

Eurelectric supports the objective of CEER to launch concrete case-studies on new business models and services benefiting consumers Besides looking at existing examples, this work should also look to assess the different regulatory frameworks within the EU and identify any existing barriers. This could also include a reaction to the European Commission's EG3 (Smart Grids Task Force Expert Group 3) report on Demand Side Flexibility.

It also needs to be made with a special focus on the respect of existing customer rights by all market actors, which is crucial for both customer protection and trust in the market as well as for maintaining a level playing field in the market.

CEER should also promote the discussion on creating proper frameworks for regulatory sandboxes, that foster innovation and allows to learn and adjust the regulatory frame in a more precise and agile way.

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
We highly value the report dedicated to consumer related issues in the Market Monitoring Report. In the context of the implementation of the relevant texts of the Clean Energy Package, this document provides a very useful input for evidence-based discussion on major issues related to consumers such as complaint handling, switching and billing processes, customer information and protection schemes for vulnerable consumers.

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
Eurelectric welcomes the work done by CEER in its "Roadmap to 2025 Well-Functioning Retail Energy Markets" published in February 2018 as a very useful dataset. The impact of regulated tariffs on customer's perception and satisfaction could be an interesting perspective to add.

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
Eurelectric has been closely following the development of the billing related articles in the CEP, and considers the text as a missed opportunity for maximising consumer's empowerment. Although industry and regulators have raised the negative impact of the current regulatory framework on billing on consumer involvement and supplier innovation opportunities, the framework defined in the Electricity Directive is even heavier and more restrictive. The new provisions define very detailed provisions on these topics and thus risk creating information overload for consumers.
In this regards, we will closely follow the works of CEER on this topic and look forward to contributing to the discussion. We believe CEER should ensure that implementation of respective provisions should not result in additional burden for market participants and confusion for customers.

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?

Eurelectric has defined digitalisation as a cornerstone of the new Presidency Priorities for 2019-2021.

Digitalisation and the development of new energy services are indeed key for market functioning and for consumer's empowerment. In line with our previous positions on these topics, we think that digitalisation should be promoted on the basis of the following principles:

- Digitalisation should not be considered as a target in itself but as a catalyst to facilitate new businesses opportunities, cost savings and consumer empowerment.

- As digitalisation is ongoing in various sectors (energy, telecoms), regulators should aim at developing a cross-sectoral approach

- Regulators should avoid the definition of unilateral standards responding to political considerations rather than technical feasibility.

Eurelectric has been closely following the different work streams mentioned by CEER (EG1 report on digitalisation and EC study on digitalisation). We will therefore be very interested in participating to this work stream, and providing input based on the conclusions of the "Supplier Declaration" workshops that are being organised in 2019 in several Member States.

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Tools. Digitalisation allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurelectric would be very interested in taking part in this workshop, which should also be taken as an opportunity to discuss other linked considerations such as smart grids, smart meters and rules on data exchange compliant with GDPR.

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurelectric has been a strong supporter of CEER/BEUC 2020 Vision for Europe's energy customers and its four "RASP" principles (reliability, affordability, simplicity, protection and empowerment) since its launch in 2012. These principles indeed provide a good regulatory basis allowing an increase in customer awareness and trust in the market. While the recent negotiations have defined specific provisions for improving simplicity (access to comparison tools...), as well as for protection and empowerment, we however think that a special focus should now be made on the effective application of the affordability principle. Indeed, all customers should benefit from fair energy prices, and the issue of social acceptance of the energy transition should therefore be directly tackled. Committed to increasing societal acceptance and involvement of citizens in the energy transition, Eurelectric will be very interested in contributing to CEER's work, on the basis of our study on the social impacts and distributional effects of climate policies.

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Strongly attached to customer protection and empowerment, Eurelectric will be interested in contributing to the discussions on these topics with other stakeholders.

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurelectric regards the annual CEER report on regulatory regimes of European energy networks as a valuable source of empirical information and would welcome its continuation. We firmly believe that the starting point of the transformation towards flexibility markets for system services will be a change of incentive structures to encourage DSOs to procure flexibility as an alternative to network reinforcements. A consequent adjustment of incentive structures from CAPEX to a TOTEX-based approach is therefore critical.

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Renewable support schemes have been through important changes since the adoption of the 2009 Renewables Directive. EU Member States have been progressively adapting their schemes to comply with the 2014 Guidelines on State Aid for Environmental Protection and Energy (EEAG). The key principles of the EEAG have been embedded in the revised Renewables Directive adopted in November 2018 and will become standard for RES support after 2021. It would be timely to assess where Member States stand in this transition as well as the evolution of the level of support and the differences between Member States and technologies.

Regarding renewable gases, we call for more clarity in term of terminology and potential of these gases. Any support schemes should be allocated to the development of competitive carbon-neutral industrial solutions and power-to-gas technologies, such as green hydrogen and synthetic methane generation to accelerate the transition in hard-to-abate sectors.

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

As a general comment, Eurelectric would like to underline that renewable and decarbonised gases should be supplied and traded on a level playing field with natural gas as part of the European global gas market. Possible barriers for entry (e.g. in the form of undue technical requirements) should be eliminated and fair tariffs policies and taxation regimes should be implemented or upgraded to prepare the deployment of power-to-gas technologies and support future very high shares of RES in the electricity mix.

Therefore, power-to-gas technologies are without any doubt contestable market activities which cannot be carried out by regulated entities. Policy makers and regulators should focus on how to create the right market conditions and a regulatory framework that recognizes the value of the greenest solutions and of other benefits brought about such as those from sector coupling, i.e. flexibility provision to the power system. This will establish a level playing field in which fair competition can take place and deliver the most efficient outcomes. However, in a first phase, public funding for financially supporting R&D for power-to-gas technologies (eg. green hydrogen or synthetic methane generation) should be envisaged to develop the technology, make it commercially available and enable business cases for investors.

Moreover, tariff structures should be tailored so that each grid user pays a price covering the costs they induce on the grid. Eurelectric does not support the implementation of specific electricity and gas tariff reductions exemptions to support the development of power-to-gas production units, as it may hamper the principle of cost-reflectiveness. However, retroactive changes on existing schemes should be avoided until the transition towards sector integration and the implementation of a level playing field are completed in order not to worsen the assets' economic situation in the market introduction phase.

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Direct electrification based on renewable and carbon-neutral electricity supply will make a major contribution to help Europe meet its climate targets. Eurelectric members are committed to delivering a renewable-based and carbon-neutral power supply in Europe well before 2050.

The coupling of electricity and gas systems, notably through power-to-gas, will be a key link in the transition to a carbon-neutral economy. As a facilitator of renewable energies penetration, power-to-gas and non-emitting gas is needed to complement direct electrification, where direct use of electricity is not appropriate.. Moreover, in a high-renewable future, sector coupling through e.g. power-to-gas assets could also support the electricity system to balance the networks and ensure security of supply. The flexible production and storage of electrolysed fuels such as hydrogen and synthetic methane can complement the provision of carbon-neutral firm/flexible capacity delivered by competing sources (i.e. hydro, nuclear, gas(e)s-fired power plants, DSM and storage).

Therefore, Europe should strive to develop its leadership in key emerging energy areas such as sustainable hydrogen and renewable power-to-gas.

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

LNG is an important component of the European gas market and contributes to its liquidity. The purpose of CEER work on LNG should primarily be focussed on access regimes to LNG regasification terminals (ex regulated, exempted) and on regasification tariffs applied to each LNG terminal in Europe.

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

While the electricity system is increasingly becoming more decentralised and interactive, DSOs are the linchpin of the future energy world where they will undertake key roles and responsibilities. Our association is indeed convinced of the high value of the grid for all its users, since accessing the grid provides customers with a range of services that go beyond the mere delivery of electricity. Moreover, the development of new grid users at a local level (eg. Active customers) should not mean we forget that using off-grid solutions will continue to be overall more costly than being connected to the grid. Eurelectric is strongly committed to promoting the new enhanced role of DSOs, and intends to launch a specific workstream on the definition of investments needed on the grids to underpin further electrification. Our association has also provided an in-depth analysis to identify an appropriate framework for TSO/DSO cooperation. Further and deeper involvement of DSOs in the elaboration of the Ten Year Network Development Plan (TYNDP) is pivotal to identify the areas where investments are the most needed not only at transmission but also at distribution level- and therefore also facilitate DSO access to EU financing mechanisms enabled by the 'Project of Common Interest' (PCI) label.

The growing interdependencies between the gas and electricity sectors in Europe will require more integrated infrastructure planning, a co-ordinated risk preparedness approach and further coordination to system operations across the sectors. In this context, sector integration, sector coupling and the cost-efficient use of existing infrastructure should be seen as key principles. Moreover, Eurelectric believes that ACER and NRAs should play an important role in ensuring that ENTSOs' TYNDP scenarios reflect the new reality and include long-term projects for gas demand that are compliant with the Paris agreement. The TYNDPs should be in line with the most recent analysis and take into account the maturity of promising technologies such as power-to-gas.

In this context, we strongly encourage CEER to work on this report on Network planning and dimensioning as a key tool for an efficient regulation. Eurelectric is eager to follow-up how the further articulation between biennial network planning developments plans foreseen by the Clean Energy Package and the TYNDP will develop. We would therefore be very interested to contribute to the proposed workshop.

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurelectric welcomes the willingness of CEER to tackle the issue of data management and smart metering as key prerequisites to consumer's engagement. As underlined in the paper, the topic is however very transversal and should be tackled in a way that takes into account the impact on the overall regulatory framework, looking both to retail and grid perspective. In this regard, and regarding the provided example of CEC, Eurelectric has already published a report on Citizens Energy Communities addressing the issue from both a Retail and DSO perspective.

Moreover, a cross-sectoral coordination regarding the issue of data management should also be favoured as a way to achieve a proper balance between GDPR compliance and providing the necessary tools to enable consumer engagement.

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurelectric has been following closely the topic of energy trading, and considers the new technological developments in this field, such as blockchain, may have important impacts (such as the possible reduction of transaction costs). We also follow developments in the usage of so-called algorithmic trading in the energy sector and we will therefore contribute with a high degree of interest to new initiatives by CEER on this topic.

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Eurelectric has highlighted several times the essential role of regulators in the global functioning of the markets, which can only be achieved if: (1) it is ensured an effective independence of the role and intervention of regulators vis-à-vis the government and (2) regulatory frameworks are established in a fair and non-discriminatory manner, thus assuring a level-playing field for all market participants.

In that sense, we welcome the new report on the safeguarding of the independence of regulators as an important element of CEER's new work programme.

Survey response 17

Contact details and treatment of confidential responses

Contact details: [Organisation][]

Enel SpA

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?

Enel Group supports the areas proposed by CEER to work on 2020, and encourage CEER to continue holding up Europe's efforts in fully embrace the decarbonization agenda proposed for 2030, continue promoting sustainable development and bringing to reality the energy transition, confirming the EU as a global leader in a green economy.

We welcome CEER suggestion on prioritizing DSOs as nowadays they may need to integrate more activities as, to procure and activate themselves non-frequency ancillary services from distributed generation in order to satisfy their needs.

We warmly received CEER's aim of activating consumers through CEC; to complement this objective we would suggest CEER to take also into consideration the appropriateness of the different network tariffs (reflective or not of any use of the distribution grid) and the possible occurrence of networks duplication, prohibited in the Clean Energy Package, that could lead to the creation of low-cost grids not respecting the common standards of design, operation and security.

We really appreciate CEER's fourth priority area on international work beyond EU borders and would like to remark here the great job done by NGOs and entities dedicated for the cooperation and development of emerging economies. In this regard, we would like to remark that Africa's market and businesses opportunities for sustainable energy investments are potentially massive. There has never been a better case for renewable/sustainable energy investments, and we would like CEER's involvement in the recognized need of replacing Aid by investments that will provide clear signals to other players, namely DFI's, because we believe that this huge task can only be achieved with a major intervention of the private sector.

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

As enabling a fair energy transition for all consumers is also a priority for Enel, we strongly welcome that CEER gave the first priority area, "customers and retail markets" the majority of next year working items (8 from 17). We support CEER's working initiatives on consumer empowerment and protection and would like to count also with CEER's valuable contribution on NCEPs oversight to track new flexibility services effective deployment.

Despite the very broad scope of the draft 2020 Work Programme, Enel considers that future's CEER work should be also focused on ensuring an efficient deployment of distributed renewable energy sources, by studying a new smart design for network tariff structures and self-consumption schemes. Where possible, electricity bill should be as much as possible freed from unrelated policy costs, which should rather be recovered via general taxation.

CEER's role on creating new legislative and policy developments to achieve decarbonization and digitalization goals is extremely valuable for market players as Enel, as it helps to boost and modernize the energy markets. In this regard, for the development of smart grids, it is paramount to improve efficiency and performance incentives in network regulation.

We would like to point out the strong link between electrification and decarbonization. Electrification of final uses will be a mean to gain energy savings and transfer downstream to end use sectors the benefits of the decarbonization of the power sector. The potential for electrification is substantial across energy-using sectors and it will underpin a deep decarbonization of the economy. Switching from the direct use of fossil fuels to renewable based electricity enables an efficient pollution control of emissions: it eliminates distributed and highly fragmented emission sources in the building and transport sectors

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.

CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual deliverable?

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Continue protecting consumers and fairer harmonization between Member States, with particular attention on cross-border cases will be paramount. We consider also relevant to share our views on the impact of one of the metrics used in the Road Map to Well-Functioning Retail Energy Markets "Percentage of consumers with regulated energy prices". Regulating prices will not tackle citizen's poverty and inhibits the empowerment of consumers; energy poverty could be better addressed from general income of the state, i.e. through general taxation. Stepping up renovation of buildings and supporting the replacement of outdated heating systems will benefit all EU citizens, especially the most vulnerable.

Attending to CEER's draft guide to protect consumers who buy bundled products, we would like to remark their importance in a complex and digitalized world, helping consumers to make choices when connectivity or compatibility technicalities could difficult customer's election. We understand that the heterogeneous character of the product bundling could raise a number of questions as in the case of any type of new commercial activity. Enel strongly believes that as the bundle is formed by existing or future products and services, all existing legislation on consumer rights and protection should apply to bundled products like any other product to avoid overregulate or to interfere with existing Member States regulation.

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
Enel considers very important CEER's role on monitoring the performance of EU retail markets, starting from correcting possible past market deficiencies until assessing their future well-functioning.

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
The current regulatory framework on billing regarding consumer involvement and supplier innovation opportunities is restrictive and risks to create information overload for consumers. In this regard, we will appreciate CEER's work on billing holding ease and simplicity as values for the sake of customer clarity.

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
The Enel Group strongly supports CEER's work item number 5 and fully agrees that digitalization will allow the customer to play a more active role within the electricity system. We consider that smart grids will be the driving force of the transformation of the business caused by digitalization, and enabling their infrastructure should be at the center of EU regulatory incentive and funding plans (e.g. the European CEF fund or access to financial instruments granted by the EIB).

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Digitalisation allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".
Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?
Yes

c) Do you have any specific comment on this individual work item?
Nowadays, one of the main barriers for reaping the benefits of dynamic pricing is that more than half of the total energy price is made of components not related to the energy supply. This barrier also affects the comparison of innovative services that include energy supply; indeed, in most of the cases it is impossible to convert the price of a service in €/kWh, In order to deploy an efficient and fair energy market, digitization can also play a key role in the development of new tools to combat thefts and free riding, a phenomenon that discourages investments and is a major obstacle to competitiveness development.
In this context, CEER and NRAs could enhance the data management hubs already operating in some European countries to counteract the so-called energy tourism of end customers, evaluating the possibility to implement the "supplier objection" in cases of confirmed and significant arrears of the customer or the consultation of databases to provide information on the "solvency" of end customers.

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

We highly appreciate CEER's annual report on Regulatory Frameworks of European Energy Networks, as the energy system is under a sound evolution mainly due to DRES integration and digitalization, it will be very helpful to analyze the economic and regulatory challenges of this evolution.

As Enel Group, we stand for transforming the energy system to make it more accesible, resilient and efficient. For this purpose, we ask CEER to consider in their evaluation the necessity to re-think tariff setting for each Member State, in order to strike the right balance between different and often counteracting objectives, namely:

ensuring economic and financial equilibrium of DSOs

fairly allocating network and policy costs among customers, avoiding to artificially incentivize grid defection

establishing a level playing field among different energy carriers, supporting electrification of other sectors, namely transportation, heating and cooling, etc.

not hampering efficient consumption behaviors

We firmly believe that the starting point of the transformation towards flexibility markets for system services will be a change of incentive structures to encourage DSOs to procure flexibility as an alternative to network reinforcements. A consequent adjustment of incentive structures from CAPEX to a TOTEX-based approach is therefore critical.

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Self-consumption, when powered by renewables, can contribute to reach Europe's decarbonization and RES targets; moreover, it can bring about costs and benefits in the wider energy system. These effects must be taken into account for the design of efficient schemes for self-consumption and RES development. In particular, when designing such schemes, shall ensure the financial sustainability of the electricity system and that self-consumers contribute in a balanced and adequate way to the overall system cost-sharing.

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Policy makers and regulators should focus on how to create the right market conditions and a regulatory framework that recognizes the value of the greenest solutions and of other benefits brought about such as those from sector coupling, i.e. flexibility provision to the power system. This will establish a level playing field in which fair competition can take place and deliver the most efficient outcomes. In a first phase and in order to develop the technology and make it commercially available, public funding for financially supporting R&D for green hydrogen or synthetic methane generation could be envisaged.

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Sector integration and sector coupling, such as of electricity, gas, heating and cooling as well as transport infrastructure, supported by digitalization, are key to contribute to the decarbonization of the energy system in a cost-effective manner. Power-to-Gas could allow large amounts of renewable electricity to be channeled into the industry, heating, cooling, and transport sectors complementing direct electrification to tackle emissions in "harder to abate" sectors. Enel supports that the carbon neutral/negative solutions shall be fostered.

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

As the energy landscape is changing, challenges and opportunities are arising. Enel welcomes the proposed work item number 14 and would appreciate future rules for efficient TSO-DSO coordination on the basis of cost-benefit analyses, enhancing the technological development already carried out by distributors.

Moreover, a proper communication framework among TSOs, DSOs, platform and distributed resources has to be put in place, avoiding direct communication between the TSO and DERs bypassing the DSO

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Enel really appreciates the work item number 16 proposed by CEER as artificial intelligence or blockchain technologies have been central to many projects of the Group along its entire supply chain.

We strongly believe that future EU policy frameworks could ensure individuals understand the capabilities, limitations and impacts of new technologies; protect them from any harm; and provide them with the necessary skills to use and benefit from them. To facilitate these efforts legislation should recognize the value of data protection as a fundamental right and as a way to allow a safe and fast free flow of data.

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Survey response 18

Contact details and treatment of confidential responses

Contact details: [Organisation][<input type="checkbox"/>

Enedis

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?
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Enedis supports these priority areas as they have a significant impact on the whole energy system. We underline the necessity to keep in mind that the distribution network operates at a global level. In acting on each topic, it is important to think about all the consequences on the distribution organisation.

DSOs play an active role in the consumer's protection as a neutral market facilitator. Regarding energy communities and decentralisation, the place of the DSO can be defined in order to guarantee consumer's rights, like the one to change their supplier. For consumer's protection, Enedis is aware of guaranteeing data protection and privacy while ensuring the data accessibility to develop new services and products. Furthermore, it is essential to stress out the importance of cybersecurity in each single aspect of the energy market. It is crucial for both network security and consumer protection and Enedis is deeply involved in this issue.

Enedis shares CEER's view of a necessary work with international actors, but we should not forget the role of local authorities for the development and optimisation of energy resources of their territory and the development of energy efficiency and decarbonation.

Enedis also reminds that these priorities have to be led in order to facilitate the energy transition, in which DSO has a key role in providing reliable, sustainable and affordable energy.

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

Decarbonisation, digitalisation and dynamic regulation are three key actions to reach priorities above. However, it would be valuable to focus on the experimentation of these tools. A deep necessity is to encourage innovation towards groundbreaking solutions. This needs a regulatory framework, like sandboxes or smart grid innovation hubs.

Digitalisation is a means to empower and involve consumers. Enedis is committed to facilitate consumer's active involvement in the energy sector to ensure consumer rights protection, to guarantee non-discrimination and to support consumers' interests.

The dynamic regulation relies on the flexibility. As it is written in the document, "CEER will develop proposals for the dynamic regulation of investments in distribution networks in the light of greater decentralisation and the growing interaction between TSO and DSO investments". Enedis is strongly engaged to promote flexibility and to innovate in this field (Enedis is involved in several projects related to this issue). Nevertheless, it is fundamental for network operators to keep the control of their investments and not be dependent on a simple measure cost/efficiency.

Finally, the decarbonisation is mentioned here but is not supported by any tool to make it real. A clean and sustainable mobility (like e-mobility) should be examined. The impact of electrical vehicles loads on networks investments and operations is not marginal and a review of the different national EV integration schemes would be relevant to identify and share the good practices.

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.

CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual deliverable?

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Both consumer empowerment and data protection are major issues for energy transition. Enedis is involved in data protection strengthening and in data access / sharing, in relation with individual consent.

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Enedis strongly supports the creation of new digital services but it is necessary to increase the interoperability between services from all stakeholders. Without it, non-European actors could impose their solutions already tested on their own territory. Enedis took actively part to the European Commission's EG1 and expects good results from this task force. The report have already compiled some solutions but an action from regulators is required to implement them.

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Digitalisation allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Enedis underlines the important role of the DSO as market enabler and trustworthy operator dealing with energy data.

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Enedis would be deeply interested in participating in this event to discuss on how RASP principles are applied so far.

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

This report should address regulatory sandboxes.

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

GAS

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

As a DSO we support sectors coupling. As neutral market facilitator we could play a key role in this new challenge.

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

This report should include Information System and transparency issues.
Regarding the network development plan, it is essential to take into account flexibilities in the planning, as foreseen in the Clean Energy Package.

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

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Yes

c) Do you have any specific comment on this individual work item?

DSOs have a key role in the data collection, protection and accessibility, which is an important responsibility in the provision of new products and services to protect consumer's rights. It is also essential, specifically in this area, to properly anticipate and manage cyber risks.

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

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Yes

c) Do you have any specific comment on this individual work item?

Survey response 20

Contact details and treatment of confidential responses

Contact details: [Organisation][]

BEUC, The European Consumer Organisation

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?

BEUC, The European Consumer Organisation, welcomes the opportunity to provide feedback on CEER's 2020 Work Programme. We particularly welcome that consumers continue to be among CEER's strategic priorities, and we generally support the priority areas outlined in the draft programme. We are looking forward to exploring opportunities to collaborate and discuss whether current markets work for energy consumers, how the benefits of the Clean Energy for All Europeans package could be maximized for consumers and what other rules are necessary to ensure a decarbonised, flexible energy system that is fair for consumers.

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

BEUC generally agrees with activities envisaged under CEER's priority areas. In our response, we provide recommendations and additional ideas on some work items such as new business models and offers to ensure better implementation of the Clean Energy for All Europeans package as well as CEER's 3D strategy.

QUESTIONS ON INDIVIDUAL WORK ITEMS

In total, there are 17 work items proposed in the draft CEER 2020 Work Programme divided into several areas: Customers and retail markets, Electricity, Gas, Distribution systems and Cross-sectorial.

CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

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c) Do you have any specific comment on this individual deliverable?

We believe this workstream is particularly important for consumers. BEUC recently published a report 'Fit for the consumer? Do's and don'ts of flexible electricity contracts'[1] analysing dynamic tariffs and aggregation offers. We found out that some companies have good, although sometimes complex, information available on their pricing policies but others make very unclear references to the market price and fail to specify what it is. We also observed some rather old-fashioned contract terms and conditions, including clauses that could lock consumers in and which included unclear information and disproportionate termination fees. Also, none of the contracts had data protection policies that would be fully acceptable from a consumer perspective. Several of them contained very worrying clauses, that are non-compliant with the General Data Protection Regulation (GDPR).

BEUC analysis covered only offers by 6 companies in 5 countries. As the Clean Energy for All Europeans package aims to open the door to innovative services and new business models, offers such as demand response are expected to become a reality for many consumers in the coming years. Therefore, this area should be among priorities of energy regulators who should closely monitor all available offers and introduce protections where needed. BEUC analysis includes a set of recommendations for regulators so that consumers choosing demand response offers are sufficiently protected, can make informed choice and easily exercise their rights. Among others, authorities should ensure consumers can easily understand new offers, adapt consumer protections where needed, ensure vulnerable consumers are well protected, make sure that offers are understandable, transparent and comparable and monitor the impact of demand response offers and the occurrence of bill shocks. More needs to be done also in terms of full compliance and enforcement of relevant legislation (e.g. GDPR) and strengthened cooperation among regulators, ADR bodies and other relevant authorities.

With regards to other business models such as peer-to-peer trading and energy communities which can bring many benefits to consumers and the market, energy regulators should ensure that these parties are adequately regulated and that consumers are protected and keep their rights as consumers. Regulators should pay particular attention to consumer outcomes across different models, actors and automated systems. For more details, please, see BEUC response to CEER Consultation on Dynamic Regulation to Enable Digitalisation of the Energy System.

It is important to recognise all consumers should be protected, not just those who decide to try new business models. When considering this work, CEER should reflect on the protections and rights of those who need help to engage with various offers and those who may be inadvertently affected due to their inability to engage. Our UK member, Citizens Advice recently published a report identifying perceptions of and barriers to a range of future retail market offers [2]. The highest barriers affecting the most people in the UK included insufficient savings, digital exclusion or disengagement as well as lack of trust and motivation.

[1] 'Fit for the consumer? Do's and don'ts of flexible electricity contracts' available at https://www.beuc.eu/publications/beuc-x-2019-016_flexible_electricity_contracts_report.pdf

[2] Future for all: Making a future retail energy market work for everyone, 2019, Citizens Advice

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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BEUC welcomes ACER's and CEER's drive to enlarge the scope of their market monitoring and include topics addressed in the Clean Energy for All Europeans package. ACER/CEER monitoring reports provide important evidence for better policy making as well as for consumer organisations. ACER/CEER monitoring should particularly elaborate on consumer engagement in energy markets (eg. as prosumers) and how new business models and offers benefit consumers.

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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National Regulatory Authorities (NRAs) should closely monitor the evolution of households' electricity bills and whether costs of the energy transition are fairly shared among all consumers (eg. residential and industry customers) – while energy transformation requires significant investments, energy services should be affordable to all.

BEUC believes regulators' monitoring should go beyond the Roadmap and include behavioral insights as well as companies' behavior, for instance with regards to consumer switching or opting for new services and what could be effective nudges.

Regulators should also monitor arising new business models, opportunities for consumers to produce electricity, the impact of smart technologies and dynamic electricity price contracts on household consumers. It will be important that regulators can fully assess what consumer outcomes are as these products and services become increasingly automated. More attention should be paid also to consumer awareness – consumers often perceive current energy market as complex and new offers may create further gap discouraging consumers to engage. For instance, ACER/CEER could step up its monitoring of consumer awareness with regards to new offers.

Finally, while BEUC welcomes CEER's effort to develop its retail market monitoring, we call on regulators to step up their effort in enforcing consumer rights.

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

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Yes

c) Do you have any specific comment on this individual work item?

BEUC welcomes CEER's plans to work on consumer information and related provisions in the Clean Energy for All Europeans package. The energy bill is currently the main communication tool between an energy supplier and a consumer. However, consumers still find their energy bills confusing and bills remain the main reason for consumer complaints.

Considering new business models and new offers which are increasingly available to consumers, CEER's analysis should also include new market players and assess information consumers receive when choosing new, innovative services. For instance, while the Clean Energy package specifies what information should be provided on the bill by energy supplier, similar provisions are missing for aggregators. It is also important to bear in mind that there may be other means of communication which may be more effective than bills.

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

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Yes

c) Do you have any specific comment on this individual work item?

Digitalisation of the energy sector is among BEUC's main priorities and we welcome the work of CEER in this area. The process of digitalisation encompasses nearly all aspects of our modern society. Digital technologies and Internet of Things can bring exciting times and many benefits in the energy sector but they can represent also greater challenges and new risks for consumers. For instance, smart technologies and consumer data-driven products and services can have a negative impact and undermine consumers' fundamental rights to privacy and data protection, if consumers are not in control of their data. There are also challenges in terms of security - connected devices available in the EU are designed and manufactured without the most basic security features embedded in their software and therefore, manufacturers of internet of things devices should implement security by design and by default principles. Following BEUC's response to CEER Consultation on Dynamic Regulation to Enable Digitalisation of the Energy System, we will continue providing input to CEER on this important workstream to ensure that policy makers and regulators put the consumers interest at the centre of digitalisation so that it facilitates the shift towards sustainable, greener energy system.

At the same time, it would be useful to clarify CEER's involvement in the Smart Grid Task Force as this platform will play an important role in the development of further rules on demand side flexibility. While the work of Expert Group 1 is certainly relevant, Expert Group 3 will be involved in the development of further rules on data access in the energy sector and therefore may also require CEER's participation.

For digitalisation to drive better retail market functioning, consumers must have access to their own data quickly, consistently and be able to share it with third parties conveniently. It also must be clear how data is defined as personal or non-personal, and what rights and controls consumers may have on the latter. CEER's upcoming position paper should give due regard to this aspect of digitalisation as well as the design of a future retail market.

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Digitalisation allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

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Yes

c) Do you have any specific comment on this individual work item?

With new intermediaries entering the market and new offers being available, consumers must be able to easily compare all offers (including by aggregators). While the revised Electricity Directive sets rules on how comparison tools should operate, it does not guarantee that consumers will be able to compare all new offers via these tools.

This workshop should examine the technical and market challenges that comparison tools face with respect to the inclusion of dynamic price contracts, aggregator's offers and bundled offers. It should seek to discuss how consumers might compare dynamic price contracts, given the true cost may be dependent on energy use as well as behavioural change. The former may require access to current usage data whilst the latter may be difficult to predict. If current usage data is used to estimate the overall costs of a dynamic price contract, the access to this data must be timely.

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

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Yes

c) Do you have any specific comment on this individual work item?

BEUC will be keen to collaborate with CEER on the evaluation of the CEER-BEUC Vision and preparation of the workshop. As next step, CEER and BEUC could build on its 2020 Vision, brainstorm jointly how energy markets should look like for consumers, prepare a roadmap and update the Vision for energy customer for the coming decade and beyond.

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

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Yes

c) Do you have any specific comment on this individual work item?

BEUC is keen to assist CEER in the process of selecting topics for the 2020 customer conference.

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

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N/A

c) Do you have any specific comment on this individual work item?

NRAs should ensure network tariffs are cost reflective and account for the benefits and costs that specific consumers bring into the network, whilst avoiding those in vulnerable situations bearing the burden of the costs. While BEUC is currently focusing on electricity network tariffs, gas tariffs have been among our monitoring topics. This may however change, depending on policy initiatives on the future of gas and further decarbonisation of the energy system.

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

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N/A

c) Do you have any specific comment on this individual work item?

Although BEUC does not have a position on sector coupling, we would like to share with CEER a few thoughts from a consumer perspective.

Europe's biggest CO₂-emitting sectors are still energy (including gas and fuel oils for ambient heat) and transport. If the EU wants to meet its target of a decarbonised economy by 2050, a systemic transition must be undertaken to ensure energy supply and consumption becomes more sustainable. There is no question on whether this transition should take place, but there are many questions about the 'how' from a consumer perspective. Further actions to decarbonise the energy system in Europe must be cost-efficient and affordable for consumers and consumers should not be the only ones paying for the transition.

End-use sector coupling is considered as one of the core strategies in the decarbonisation process. The whole system approach should include not only electricity and gas networks but also other aspects, including the electrification of heat and the use of electric cars and natural gas vehicles. It is not clear why CEER seems to narrow its work to power-to-gas only. A whole system approach is highly important to ensure future decisions are most efficient for consumers and society as a whole. There are many question marks about sector coupling, maturity of business models, their sustainability and need for subsidies, the role and cost-efficiency of different technologies (including uncertainty related to power-to-gas technologies) as well as infrastructure investments. For instance, expanding and reinforcing the network should be a last resort option once other options have been explored and discounted. BEUC strongly recommends that regulators as well as policy makers thoroughly analyse the impact of sector coupling on consumers (including the distributional impact) to ensure that further actions to decarbonise the energy system do not put an extra burden on consumers' bills.

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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N/A

c) Do you have any specific comment on this individual work item?

Consumer organisations should be also engaged in this debate which should consider not only energy security and energy economics, but also sustainability (environmental concern).

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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Yes

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Distribution System Operators (DSOs) are central to the success of the energy transition and need to be strongly regulated to fulfil the role of a neutral market facilitator, procuring services according to transparent, non-discriminatory and market-based procedures.

NRAs should incentivize DSOs to improve efficiencies in the operation and development of the distribution system, reform the network to facilitate the growth of low carbon energy generation as well as changes in demand eg. heat pumps and electric vehicles and ensure accountability that investments deliver value for money. DSOs should report to the NRA every year, and on request, transparently on revenue and performance targets and on incentives, including with respect to the cost and benefit for final customers. This is important as we have recently seen for instance in the UK that consumers were overcharged due to errors in setting price controls for energy networks. In contributing to the design of the next price control period, our UK member, Citizens Advice, also called for innovation frameworks to reward trial projects which have whole system benefits and promote cross-collaboration amongst a variety of third parties. Outputs should benefit all consumers as we transition to a more flexible energy system.

DSOs should be required to ensure the efficient reliable and secure operation of the distribution system and safeguard consumers' control over their data. At the same time, DSOs should demonstrate within the network development plan how the use of demand response has been built around the requirements and behavior of consumers as well as the steps that were taken to guard against unfair discrimination within network charges. DSOs also play a role in building systems so that no person is left behind, including customers that may have barriers to participate due to vulnerabilities or low income.

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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Yes

c) Do you have any specific comment on this individual work item?

We believe this topic would be better placed under customers and retail markets. While it is certainly important for distribution system, the scope of such analysis seems to be broader (and rightly so) and expected to include new services. For more details about BEUC views on data management and new technologies, please, see BEUC response to CEER Consultation on Dynamic Regulation to Enable Digitalisation of the Energy System.

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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Yes

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NRAs should be fully independent and BEUC welcomes CEER's plans to report on the independence of regulators.

Regulators should however closely cooperate with other authorities from different sectors as well as with consumer organisations. Active cooperation among relevant authorities across sectors is essential and requires better coordination and information sharing among NRAs, consumer authorities and other relevant authorities especially where cross-cutting issues arise. Among others, each regulator should have a clear scope and remit and the consumer should be assisted in identifying the right interlocutor (eg. by a one stop shop).

Survey response 22

Contact details and treatment of confidential responses

Contact details: [Organisation][]

KEPKA - Consumers Protection Center

Please, mark the box if you wish your response to be treated as confidential. [If you wish your response to be treated as confidential]

PRIORITY AREAS

1. CEER proposes that the 2020 Work Programme should focus on these priority areas: Customers and retail markets; New legislative/policy developments; Distribution System Operation; and International work beyond the borders of EU. Do you support that these areas should be the priorities or should some areas be deleted and others included?

KEPKA welcomes the opportunity to provide feedback on CEER's 2020 Work Programme. We particularly welcome that consumers continue to be among CEER's strategic priorities, and we generally support the priority areas outlined in the draft programme. We are looking forward to exploring opportunities to collaborate and discuss whether current markets work for energy consumers, how the benefits of the Clean Energy for All Europeans package could be maximized for consumers and what other rules are necessary to ensure a decarbonised, flexible energy system that is fair for consumers

2. Within each priority area, do you think the Work Programme focuses on the right work items or should some be deleted or added, in particular to address properly the 3D Strategy themes of decarbonisation, digitalisation and dynamic regulation?

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CUSTOMERS AND RETAIL MARKETS

Work item 1: Title: Report on Innovative Business Models and Consumer Protection Description: CEER will prepare a case study report on innovative business models looking at examples of aggregation, peer-to-peer trade and other innovative business models emerging in the energy sector and beyond. The challenges which may arise for consumer rights will be especially highlighted. 3D Strategy: Dynamic Regulation, Decarbonisation and Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

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We believe this workstream is particularly important for consumers. BEUC recently published a report 'Fit for the consumer? Do's and don'ts of flexible electricity contracts'[1] analysing dynamic tariffs and aggregation offers. We found out that some companies have good, although sometimes complex, information available on their pricing policies but others make very unclear references to the market price and fail to specify what it is. We also observed some rather old-fashioned contract terms and conditions, including clauses that could lock consumers in and which included unclear information and disproportionate termination fees. Also, none of the contracts had data protection policies that would be fully acceptable from a consumer perspective. Several of them contained very worrying clauses, that are non-compliant with the General Data Protection Regulation (GDPR).

BEUC analysis covered only offers by 6 companies in 5 countries. As the Clean Energy for All Europeans package aims to open the door to innovative services and new business models, offers such as demand response are expected to become a reality for many consumers in the coming years. Therefore, this area should be among priorities of energy regulators who should closely monitor all available offers and introduce protections where needed. BEUC analysis includes a set of recommendations for regulators so that consumers choosing demand response offers are sufficiently protected, can make informed choice and easily exercise their rights. Among others, authorities should ensure consumers can easily understand new offers, adapt consumer protections where needed, ensure vulnerable consumers are well protected, make sure that offers are understandable, transparent and comparable and monitor the impact of demand response offers and the occurrence of bill shocks. More needs to be done also in terms of full compliance and enforcement of relevant legislation (e.g. GDPR) and strengthened cooperation among regulators, ADR bodies and other relevant authorities.

With regards to other business models such as peer-to-peer trading and energy communities which can bring many benefits to consumers and the market, energy regulators should ensure that these parties are adequately regulated and that consumers are protected and keep their rights as consumers. Regulators should pay particular attention to consumer outcomes across different models, actors and automated systems. For more details, please, see BEUC response to CEER Consultation on Dynamic Regulation to Enable Digitalisation of the Energy System.

It is important to recognise all consumers should be protected, not just those who decide to try new business models. When considering this work, CEER should reflect on the protections and rights of those who need help to engage with various offers and those who may be inadvertently affected due to their inability to engage. Our UK member, Citizens Advice recently published a report identifying perceptions of and barriers to a range of future retail market offers [2]. The highest barriers affecting the most people in the UK included insufficient savings, digital exclusion or disengagement as well as lack of trust and motivation.

[1] 'Fit for the consumer? Do's and don'ts of flexible electricity contracts' available at https://www.beuc.eu/publications/beuc-x-2019-016_flexible_electricity_contracts_report.pdf

[2] Future for all: Making a future retail energy market work for everyone, 2019, Citizens Advice

Work item 2: ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection in 2019 Description: The ACER/CEER Market Monitoring Report on Consumer Empowerment and Protection is an annual report which describes policies and measures applied in European energy markets. Based on 2019 data, the report will also monitor new developments in consumer empowerment and protection issues, providing a first European perspective on national transposition of the Clean Energy Package. Furthermore, the report aims to provide new detailed insights into European energy markets by exploring additional dimensions such as those identified in the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets, or by investigating more closely the relationship between consumer empowerment and retail market properties, including the emergence of bundled products. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

KEPKA welcomes ACER's and CEER's drive to enlarge the scope of their market monitoring and include topics addressed in the Clean Energy for All Europeans package. ACER/CEER monitoring reports provide important evidence for better policy making as well as for consumer organisations. ACER/CEER monitoring should particularly elaborate on consumer engagement in energy markets (eg. as prosumers) and how new business models and offers benefit consumers.

Work item 3: CEER Monitoring Report on the Performance of European Retail Markets in 2019 Description: CEER will continue to develop its activities relating to the monitoring of the performance of retail markets on the basis of CEER National Indicators. The report analyses some of the most important aspects of retail markets, allowing a more in-depth and comprehensive understanding of their performance and evolution. It will take into account the results of work on indicators and metrics from the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets as well as monitoring-related developments at European level (e.g. the various volumes of the ACER-CEER Market Monitoring Reports). 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

National Regulatory Authorities (NRAs) should closely monitor the evolution of households' electricity bills and whether costs of the energy transition are fairly shared among all consumers (eg. residential and industry customers) – while energy transformation requires significant investments, energy services should be affordable to all.

KEPKA believes regulators' monitoring should go beyond the Roadmap and include behavioral insights as well as companies' behavior, for instance with regards to consumer switching or opting for new services and what could be effective nudges.

Regulators should also monitor arising new business models, opportunities for consumers to produce electricity, the impact of smart technologies and dynamic electricity price contracts on household consumers. It will be important that regulators can fully assess what consumer outcomes are as these products and services become increasingly automated. More attention should be paid also to consumer awareness – consumers often perceive current energy market as complex and new offers may create further gap discouraging consumers to engage. For instance, ACER/CEER could step up its monitoring of consumer awareness with regards to new offers.

Finally, while KEPKA welcomes CEER's effort to develop its retail market monitoring, we call on regulators to step up their effort in enforcing consumer rights.

Work item 4: Billing - Contractual and Customer Information Following the Clean Energy Package Description: CEER will work on billing in the context of the revised provisions in the Clean Energy Package and also cross-check changes in billing processes and billing information with the legislative provisions in the "New Deal for Consumers" legislative package. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

KEPKA welcomes CEER's plans to work on consumer information and related provisions in the Clean Energy for All Europeans package. The energy bill is currently the main communication tool between an energy supplier and a consumer. However, consumers still find their energy bills confusing and bills remain the main reason for consumer complaints.

Considering new business models and new offers which are increasingly available to consumers, CEER's analysis should also include new market players and assess information consumers receive when choosing new, innovative services. For instance, while the Clean Energy package specifies what information should be provided on the bill by energy supplier, similar provisions are missing for aggregators. It is also important to bear in mind that there may be other means of communication which may be more effective than bills.

Work item 5: Digitalisation as a Driver for Better Retail Market Functioning Description: CEER will develop a position paper on digitalisation as a driver for better retail market functioning. This will include a reaction to the European Commission's EG1 (Smart Grids Task Force Expert Group 1) report on digitalisation and the EC study on digitalisation, as well as building on the results of CEER's 2019 Report on Digitalisation in the Consumer Interest. 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Digitalisation of the energy sector is among BEUC's main priorities and we welcome the work of CEER in this area. The process of digitalisation encompasses nearly all aspects of our modern society. Digital technologies and Internet of Things can bring exciting times and many benefits in the energy sector but they can represent also greater challenges and new risks for consumers. For instance, smart technologies and consumer data-driven products and services can have a negative impact and undermine consumers' fundamental rights to privacy and data protection, if consumers are not in control of their data. There are also challenges in terms of security - connected devices available in the EU are designed and manufactured without the most basic security features embedded in their software and therefore, manufacturers of internet of things devices should implement security by design and by default principles. Following BEUC's response to CEER Consultation on Dynamic Regulation to Enable Digitalisation of the Energy System, we will continue providing input to CEER on this important workstream to ensure that policy makers and regulators put the consumers interest at the centre of digitalisation so that it facilitates the shift towards sustainable, greener energy system.

At the same time, it would be useful to clarify CEER's involvement in the Smart Grid Task Force as this platform will play an important role in the development of further rules on demand side flexibility. While the work of Expert Group 1 is certainly relevant, Expert Group 3 will be involved in the development of further rules on data access in the energy sector and therefore may also require CEER's participation.

For digitalisation to drive better retail market functioning, consumers must have access to their own data quickly, consistently and be able to share it with third parties conveniently. It also must be clear how data is defined as personal or non-personal, and what rights and controls consumers may have on the latter. CEER's upcoming position paper should give due regard to this aspect of digitalisation as well as the design of a future retail market.

Work item 6: CEER Workshop on Comparison Tools, New intermediaries and Dynamic Prices Description: CEER workshop on Comparison Tools allows dynamic price setting for energy to be applied to the smallest energy customers. New intermediaries are emerging using digital platforms and algorithms, impacting the choices energy consumers take. CEER will arrange a workshop to facilitate exchange experiences with other sectors on the impact of new intermediaries and dynamic prices on consumers and regulation. This work will be a part of the ongoing cooperation with other regulatory bodies (PEER). 3D Strategy: Dynamic regulation & Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

With new intermediaries entering the market and new offers being available, consumers must be able to easily compare all offers (including by aggregators). While the revised Electricity Directive sets rules on how comparison tools should operate, it does not guarantee that consumers will be able to compare all new offers via these tools.

This workshop should examine the technical and market challenges that comparison tools face with respect to the inclusion of dynamic price contracts, aggregator's offers and bundled offers. It should seek to discuss how consumers might compare dynamic price contracts, given the true cost may be dependent on energy use as well as behavioural change. The former may require access to current usage data whilst the latter may be difficult to predict. If current usage data is used to estimate the overall costs of a dynamic price contract, the access to this data must be timely.

Work item 7: Delivering the CEER-BEUC 2020 Vision for Europe's Energy Customers Description: In 2012, CEER and BEUC launched their 2020 Vision for Europe's Energy Customers. This vision, supported by 17 major EU energy organisations, can be characterised by four principles governing the relationship between the energy sector and its variety of customers: reliability, affordability, simplicity, protection and empowerment (the so-called RASP principles). In 2020, CEER plans to launch a renewed reflection on delivering the principles in the Vision and will organise an event to discuss how the principles agreed in 2012 are being applied, and whether they should be reviewed in the light of the energy transition and major changes occurring (and expected) in the energy sector. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

KEPKA will be keen to collaborate with CEER on the evaluation of the CEER-BEUC Vision and preparation of the workshop. As next step, CEER and BEUC could build on its 2020 Vision, brainstorm jointly how energy markets should look like for consumers, prepare a roadmap and update the Vision for energy customer for the coming decade and beyond.

Work item 8: CEER Annual Customer Conference Description: CEER will organise its Annual Customer Conference. This serves as a forum for consumers, regulators, industry and policy makers to discuss EU policy issues related to customer protection and empowerment. 3D Strategy: Dynamic Regulation, Digitalisation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

KEPKA is keen to assist CEER in the process of selecting topics for the 2020 customer conference.

ELECTRICITY

Work item 9: Regulatory Frameworks Report of European Energy Networks Description: This CEER annual report, previously known as the Investment Conditions Report, delivers a general survey about the implemented regulatory regimes, the demanded efficiency developments and analyses the overall determination of capital costs. In 2020, it will be the 8th edition of the report. The investment conditions report was for the first time made available to the public in 2016. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Work item 10: Biennial RES Status Review of Renewable Support Schemes in Europe Description: CEER will make a status report that will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type). The 2020 RES Status Review will build on the previous editions published every other year. 3D Strategy: Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

GAS

Work item 11: Gas Distribution Access and Tariffs Description: With the development of green gases, gas distribution is playing a new role in welcoming production facilities. This evolution is modifying the functioning of networks and will have to be translated within access rules and tariffs. The work will consist of a survey of distribution regulation in the EU with a particular view to existing arrangements regarding the injection of synthetic gases (including hydrogen). It will allow a comparison of the different orientations chosen and draw potential recommendations in line with the activities carried out on the future role of gas within a regulatory perspective. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

NRAs should ensure network tariffs are cost reflective and account for the benefits and costs that specific consumers bring into the network, whilst avoiding those in vulnerable situations bearing the burden of the costs. While KEPKA is currently focusing on electricity network tariffs, gas tariffs have been among our monitoring topics. This may however change, depending on policy initiatives on the future of gas and further decarbonisation of the energy system.

Work item 12: Regulatory Innovations for Electricity and Gas Sectors Coupling Description: CEER will explore which areas that would benefit from greater alignment/consistency towards an effective sector coupling between electricity and gas. Gas and electricity can converge on specific services for example energy storage and transmission in an innovative way where one could substitute to the other. The purpose is to investigate areas of convergence and associated regulatory challenges. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Although BEUC does not have a position on sector coupling, we would like to share with CEER a few thoughts from a consumer perspective.

Europe's biggest CO₂-emitting sectors are still energy (including gas and fuel oils for ambient heat) and transport. If the EU wants to meet its target of a decarbonised economy by 2050, a systemic transition must be undertaken to ensure energy supply and consumption becomes more sustainable. There is no question on whether this transition should take place, but there are many questions about the 'how' from a consumer perspective. Further actions to decarbonise the energy system in Europe must be cost-efficient and affordable for consumers and consumers should not be the only ones paying for the transition.

End-use sector coupling is considered as one of the core strategies in the decarbonisation process. The whole system approach should include not only electricity and gas networks but also other aspects, including the electrification of heat and the use of electric cars and natural gas vehicles. It is not clear why CEER seems to narrow its work to power-to-gas only. A whole system approach is highly important to ensure future decisions are most efficient for consumers and society as a whole. There are many question marks about sector coupling, maturity of business models, their sustainability and need for subsidies, the role and cost-efficiency of different technologies (including uncertainty related to power-to-gas technologies) as well as infrastructure investments. For instance, expanding and reinforcing the network should be a last resort option once other options have been explored and discounted. BEUC strongly recommends that regulators as well as policy makers thoroughly analyse the impact of sector coupling on consumers (including the distributional impact) to ensure that further actions to decarbonise the energy system do not put an extra burden on consumers' bills.

Work item 13: Future Role of LNG in Europe Description: CEER will engage, internally and with other stakeholders (mainly GLE, Eurogas, EFET), in a broader discussion about the future role of LNG in Europe. We will analyse the suitability of the regulatory framework in the context of an evolving LNG market, the implications of the competition between LNG terminals, with different regulatory regimes, the possible LNG market opportunities and threats, or the need for further coordination/cooperation among NRAs. CEER will also actively take into account relevant studies or regulatory development related to LNG, in particular in the gas package revision and in the EC study on LNG. 3D Strategy: Dynamic Regulation & Decarbonisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

N/A

c) Do you have any specific comment on this individual work item?

Consumer organisations should be also engaged in this debate which should consider not only energy security and energy economics, but also sustainability (environmental concern).

DISTRIBUTION SYSTEMS

Work item 14: Network Planning/Coordination Description: Following the Clean Energy Package, this CEER report could encompass how network plans may look like, including developments towards a more decentralised system and the TSO/DSO relationship. The deliverable may include a public workshop. 3D Strategy: Dynamic Regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

Distribution System Operators (DSOs) are central to the success of the energy transition and need to be strongly regulated to fulfil the role of a neutral market facilitator, procuring services according to transparent, non-discriminatory and market-based procedures.

NRAs should incentivize DSOs to improve efficiencies in the operation and development of the distribution system, reform the network to facilitate the growth of low carbon energy generation as well as changes in demand eg. heat pumps and electric vehicles and ensure accountability that investments deliver value for money. DSOs should report to the NRA every year, and on request, transparently on revenue and performance targets and on incentives, including with respect to the cost and benefit for final customers. This is important as we have recently seen for instance in the UK that consumers were overcharged due to errors in setting price controls for energy networks. In contributing to the design of the next price control period, our UK member, Citizens Advice, also called for innovation frameworks to reward trial projects which have whole system benefits and promote cross-collaboration amongst a variety of third parties. Outputs should benefit all consumers as we transition to a more flexible energy system.

DSOs should be required to ensure the efficient reliable and secure operation of the distribution system and safeguard consumers' control over their data. At the same time, DSOs should demonstrate within the network development plan how the use of demand response has been built around the requirements and behavior of consumers as well as the steps that were taken to guard against unfair discrimination within network charges. DSOs also play a role in building systems so that no person is left behind, including customers that may have barriers to participate due to vulnerabilities or low income.

Work item 15: Data Management and Smart Metering Description: The Clean Energy Package seeks to activate consumers through, for example, the right to form citizens energy communities and choose an independent aggregator. As of such, regulators will further explore how new products and services affect current regulation. Additionally, this deliverable may cover relevant topics from the CEER Digitalisation Conclusions Paper. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

We believe this topic would be better placed under customers and retail markets. While it is certainly important for distribution system, the scope of such analysis seems to be broader (and rightly so) and expected to include new services. For more details about BEUC views on data management and new technologies, please, see BEUC response to CEER Consultation on Dynamic Regulation to Enable Digitalisation of the Energy System.

CROSS-SECTORIAL

Work item 16: Monitoring Technological Trends in Energy Trading Description: CEER will monitor technological trends in energy trading to assess the extent to which new technologies are already reshaping, or might reshape in the near future, wholesale energy trading. Indeed, algorithmic or high frequency trading is already a reality in financial trading and has triggered regulatory action from financial regulators. Algorithmic and high frequency trading can also already be encountered in energy trading and NRAs with MPs and stakeholders should engage in discussions about the right way to monitor such trading, in particular from the REMIT obligations point of view. Moreover, recent developments in blockchain may enable in the near future new forms of peer-to-peer trading and the proposed deliverable and associated workshop may also give the opportunity to analyse the status quo and address the upcoming regulatory challenges of these technologies. 3D Strategy: Digitalisation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

No

c) Do you have any specific comment on this individual work item?

Work item 17: Report - Safeguarding the Independence of Regulators Description: The CEER Report on the Independence of Regulators will give insights from the European energy regulators on powers, resources, independence, accountability and transparency. The report will be an update of the 2016 Report on Safeguarding the Independence of Regulators. 3D Strategy: Dynamic regulation a) Please indicate if you consider this deliverable as "Very important", "Important" or "Not important".

Very important

b) Do you intend to actively participate in a consultation, hearing, workshop, etc. if organised for this work item?

Yes

c) Do you have any specific comment on this individual work item?

NRAs should be fully independent and BEUC welcomes CEER's plans to report on the independence of regulators. Regulators should however closely cooperate with other authorities from different sectors as well as with consumer organisations. Active cooperation among relevant authorities across sectors is essential and requires better coordination and information sharing among NRAs, consumer authorities and other relevant authorities especially where cross-cutting issues arise. Among others, each regulator should have a clear scope and remit and the consumer should be assisted in identifying the right interlocutor (eg. by a one stop shop).