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# Regulatory and Energy Assistance

## CASE STUDY

# CONCLUDING REMARKS

**Sarajevo, March 12, 2012**

## USAID/BiH REAP

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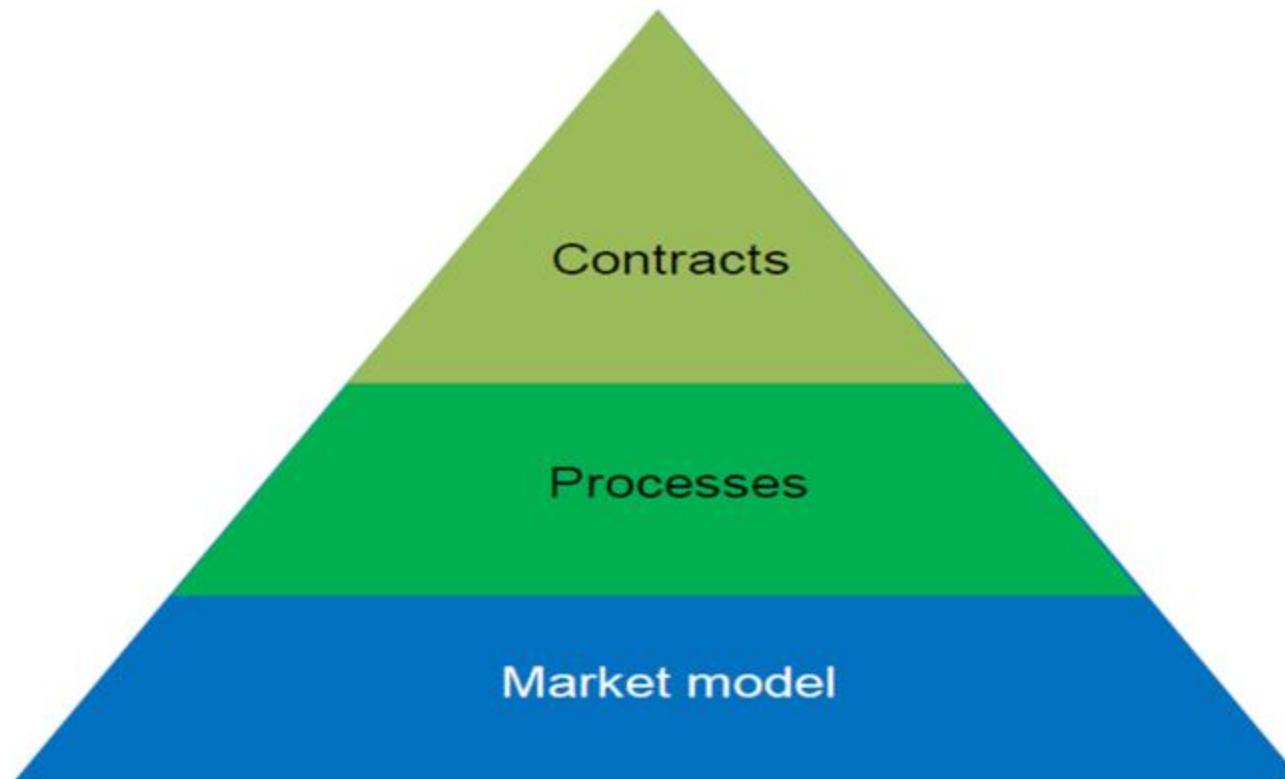
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## Case Study- Approach Framework





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## Presented processes

- **Metering**
- **Supplier Switching**
- **Billing**
- **Balance Settlement**
- **Access to customer and supplier information**



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### Key Market Actors on Retail Market

- **DSO**
  - Acts as a neutral market facilitator, should ensure a fair playing field
  - DSO generally acts as data information hub and a market facilitator given primary access to customer data
    - Meter reading responsibility
    - Database and access to consumption data
    - Share information in standardized form with market players
- **Supplier**
  - Is the main interface with the customer – Supplier-centric market model
  - First point of contact regarding switching and billing



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### Metering

**Document should be developed to determine:**

- **the data developed by the processing of measurement data and type of delivery data for recipients**
- **list of recipients**
- **time schedule**
- **format and means to deliver data to recipients**



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### Supplier Switching

- **Switching (all) processes should be regulated**
- **Strong trend toward supplier-centric model, especially for switching (and billing)**
- **Processes should make switching easy for customers**
- **Should thoroughly think through role of Default Supplier for Eligible Customers**
- **Diagrams for processes strongly recommended**



## Billing

- **Mandatory combined billing provided by the supplier**
- **Final bill received by the customer as soon as possible – as quickly as within two weeks and in any case within six weeks.**
- **Customer should be offered at least two different payment methods:**
  - **Easily accessible**
  - **At least one should be free of charge**
- **Customer should have a choice of a minimum set of different billing and payment frequencies, including monthly.**



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### **Balance Settlement**

#### **Obstacles:**

- **Absence of the balancing energy market**
- **Imperfections in the metering process**
- **Missing load profile curves for non-incrementally metered customers**
- **Method to allocate imbalances to eligible customers in the retail market, and**
- **Network Code and Market Rules consider Balancing settlement for Wholesale market only**



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# Balance Settlement

### Actions needed:

- **Design the retail market and change or update rules to reflect these changes.**
- **Rulebooks and rules should determine roles of market participants and relationships among them.**



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### **Conclusions on Access to Information**

#### **Supplier's access to customer information**

- **Suppliers need authorization from customers to access customer information**
- **DSOs provide information to suppliers**
- **Need clear rules on:**
  - **What data suppliers can access**
  - **For what purposes suppliers can use the data**
  - **What customer authorization is necessary**



## **Conclusions on Access to Information**

### **Customer Access to Supplier Information**

- **Supplier pricing should be publicly available**
- **Website providing comparable information on suppliers should be required by regulators**
- **Important that pricing information is comparable and based on similar indicators**
- **Customers should be able to compare new price offers with their existing contract price**

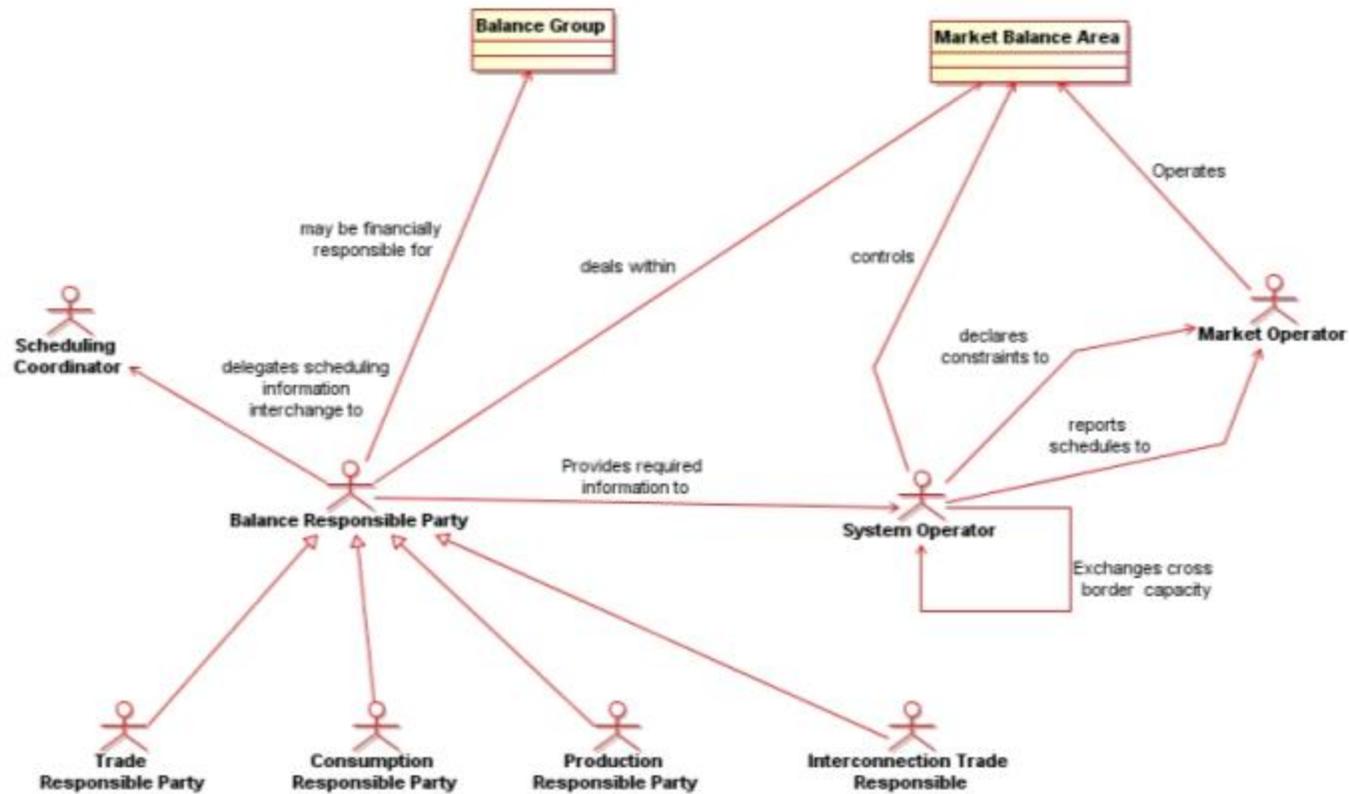


## Tasks for the Subgroup

- **Gap analysis is not the last word- it is only the base for Sub-Group's work**
- **Sub-group members should analyze the suggested gaps, revise and send revisions to all subgroup members**
- **When commenting or revising, the citation of relevant document is needed and a flow chart to illustrate the process**
- **When analyzing processes and roles in the electricity market, Flow Charts and Information exchange diagrams are the best tools.**



## THE ENTSO-E SCHEDULING SYSTEM – to illustrate

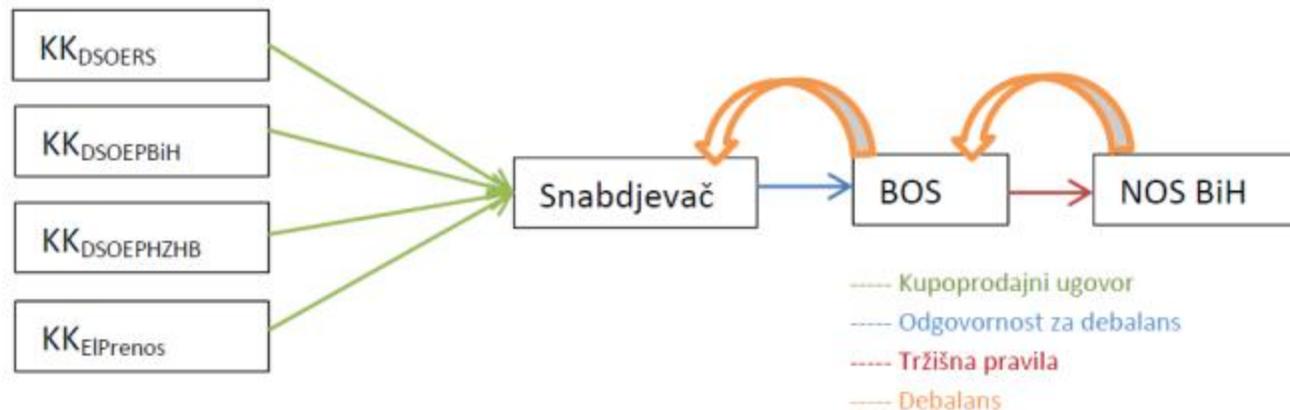




## ISO- Draft Targeted Balancing Market Model

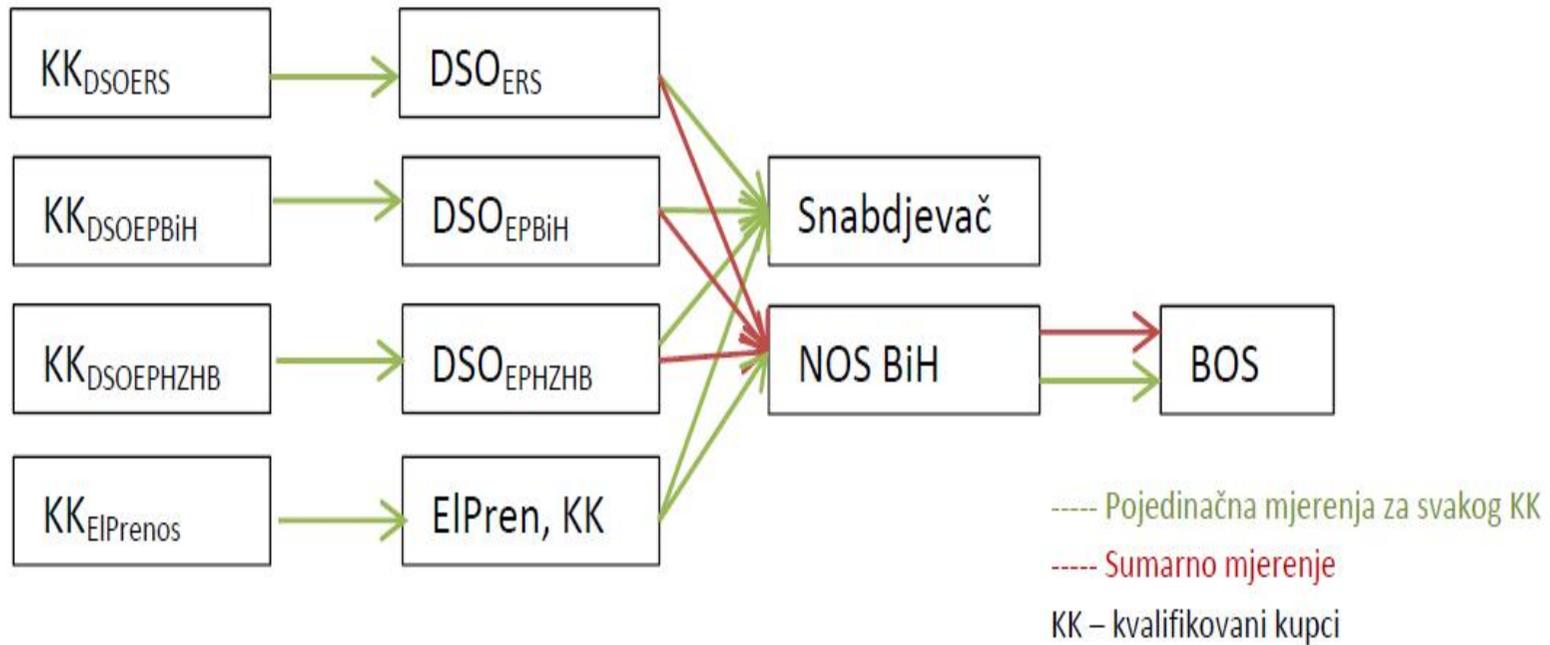
Prijedlog ciljanog modela i odnosa na tržištu:

### 1. Ugovori i debalans





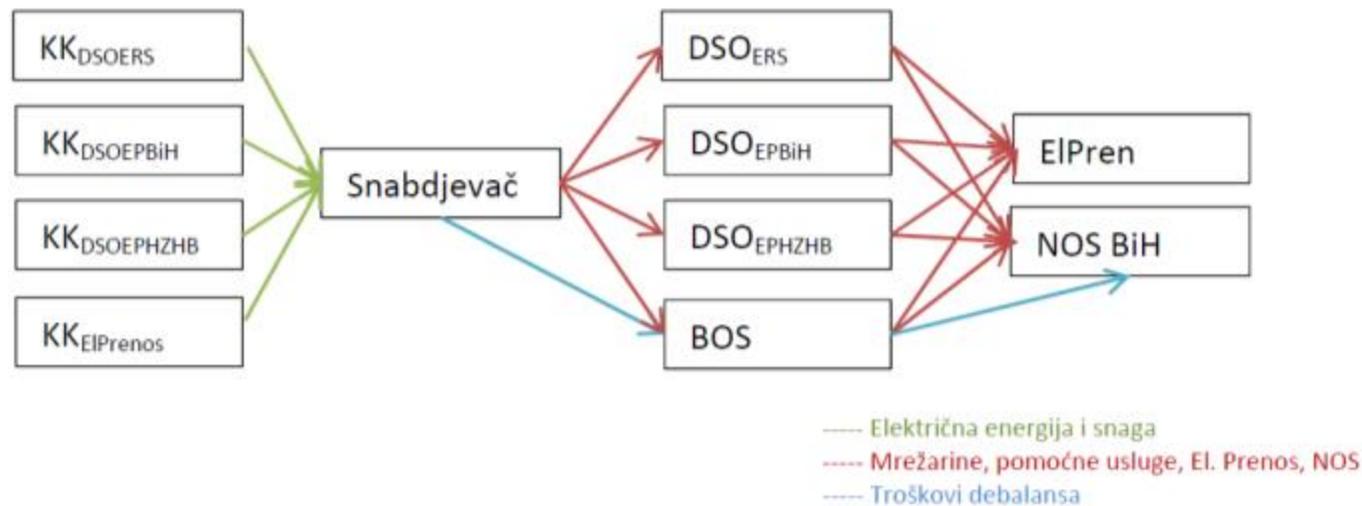
## 2. Tok mjerenja





# ISO- Draft Targeted Balancing Market Model

## 3. Tok novca





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- **Next Meeting:**
  - **Presentation of Subgroup members' homework.**
  - **Additional presentations given on:**
    - **Licensing**
    - **Making and terminating contracts**
  - **Discussion on contracts**