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Regulatory and Energy Assistance

CASE STUDY

ACCESS TO CUSTOMER AND SUPPLIER INFORMATION

presented by

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ACCESS TO CUSTOMER AND SUPPLIER INFORMATION

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INFORMATION – EU DIRECTIVE

- **Supply terms and conditions are fair and well-known in advance of the conclusion or confirmation of the contract**
- **Service providers notify customers directly of any increase in charges, at an appropriate time no later than one normal billing period after the increase comes into effect**
 - **Customers are free to withdraw from contracts if they do not accept the new conditions**
- **Information is given in clear and comprehensible language**
- **Customers are informed about their rights regarding universal service**



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INFORMATION – EU DIRECTIVE

- **Customers should have access to their consumption data, and are able to, by explicit agreement and free of charge, give any registered supply undertaking access to their metering data**
 - **The party responsible for data management is obliged to give this data to the customer or supplier**
 - **Member States shall define a format for the data and a procedure for suppliers and consumers to have access to the data**



ERGEG Recommended Practices

- **Relevant and applicable price information is publicly available**
- **Regulator or some other competent authority ensures the availability of list of alternative suppliers**
- **Customers should be confident they will receive same level of service and quality of supply from the DSO regardless of which supplier they choose**
- **Price quotes should be based on similar indicators (e.g., annual total expense for pre-defined consumption levels)**



ERGEG Recommended Practices *(cont.)*

- **Customers should be able to compare prices, which requires comparative information to be accessible**
 - **The most common source to get price information is the Internet**
 - **Customers should be properly informed of available comparative tools (such as tariff calculators) through information campaigns by relevant authorities (e.g., energy regulators and consumer authorities)**
 - **Important that information be neutral**
 - **Regulators must supervise the website to ensure it is neutral and up-to-date**



ERGEG Recommended Practices *(cont.)*

- **Price information through traditional systems should be available at least on request (for customers that do not have easy access to computers)**
- **There should be a code of conduct (either regulated or agreed upon) governing the practices of suppliers in marketing. For example,**
 - **Content of promotional materials must be clear and accurate**
 - **Minimum requirements for contents of contracts and bills**
 - **Confirmation of telephone offers in writing**



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INFORMATION – UK EXAMPLE

- **Ofgem's license conditions require that Suppliers:**
 - **Must comply with reasonable requests from another supplier to provide information**
 - **On request, must provide historic consumption data to customer as soon as reasonably practicable**
 - **Must provide customers with relevant information in their bills and on supplier's website, including disconnection rights, payment rights, etc.**
 - **In marketing activities, provide contracts, price estimates and comparisons in writing to the customer within specified time periods**
 - **Ofgem's website provides link to a reliable price comparison website**

<http://www.consumerfocus.org.uk/get-advice/energy/energy-pricing-information/price-comparison-factsheets>

SUPPLIER ACCESS TO CUSTOMER INFORMATION

NordREG

- **One important condition for a well-functioning retail market is access to customer data.**
- **Suppliers need easy access to customer data**
 - address
 - consumption point ID.
- **DSOs must be neutral and transparent in offering access to customer data to the suppliers.**

SUPPLIER ACCESS TO CUSTOMER INFORMATION

cont'd

- **A prerequisite for the supplier to receive customer data is that they have a contract with the customer or a power of attorney for that purpose.**
- **DSOs' must determine customer data and what data is available to suppliers to protect sensitive information. Need clear rules on:**
 - **what data suppliers can access,**
 - **for what purposes suppliers can use this data, and**
 - **what customer authorization is necessary.**

Customer Access to Supplier Information

ERGEG

- Each regulator should require the creation of a website providing information on suppliers, products, prices, etc.
- Three conditions are necessary so customers can make an informed choice:
 - Customer ability to get comparable price information must be ensured,
 - Relevant and applicable price information must be publicly available, and
 - Customers should be able to compare new price offers with their existing contract.

RS AND FBIH SUPPLIER AND CUSTOMER INFORMATION

Issue	Document	Articles/Item	Responsible Party	Note
RS Supplier Access to Customer Information	Rulebook on Eligible Customers	Art. 21 (Information on Suppliers) Art. 15 (Switching Procedure)	Regulator and DSO	Regulator publishes list of trade licensees for RS and Federation. DSO must give information on eligible customer suppliers published by the regulator to customers through its service center without the DSO's opinions on the suppliers. <u>Gap</u> : No required provision to new supplier by DSO of meter number and address of customer, key information for a switch.
RS Customer Access to Supplier Information	Rulebook on Eligible Customers	Art. 21 (Information on Suppliers)	Regulator and DSO	Regulator posts list of licensed suppliers on its website, and DSO gives the list to customers without opinion. <u>Gap</u> : No required information on comparable price and product information.
FBIH Supplier Access to Customer Information	Rule on Obtaining Eligible Customer Status			<u>Gap</u> : No required provision to new supplier by DSO of meter number and address of customer, key information for a switch.
FBIH Customer Access to Supplier Information	Rule on Obtaining Eligible Customer Status			<u>Gap</u> : No requirement that regulator post list of licensed suppliers or information on comparable price and product information.

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