

# Retail Market



## Public consultation on the Retail Energy Market

The energy market is undergoing a dramatic change. New technologies and political determination are opening up new opportunities and perspectives and many consumers will assume a completely new role as active participants in the market. At present, consumers remain dissatisfied with their energy costs and choice. The aim of this public consultation is to seek the views of stakeholders on the functioning of the retail energy market and consumer participation.

The maximum time to complete the online questionnaire allowed by the system is 90 minutes. Partial responses will not be saved. This means once you start filling in the questionnaire, you have to answer all compulsory questions to submit your response. We advise you to work first with the PDF format (download from top right corner of the window) before completing this online form.

Questions marked with an asterisk \* require an answer to be given.

## INFORMATION ABOUT THE RESPONDENTS

Are you responding to this questionnaire on behalf of/as: \*

- Individual
- Organisation
- Company
- Public Authority
- Other

 On behalf of/as \* (maximum 50 characters)

Interest group promoting renewable consumption

Please enter your name or the name of your company/organisation\* (maximum 50 characters)

RECS International

Please indicate your principal country or countries of residence or activity\*

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Austria        | <input type="checkbox"/> Belgium          | <input type="checkbox"/> Bulgaria       |
| <input type="checkbox"/> Croatia        | <input type="checkbox"/> Cyprus           | <input type="checkbox"/> Czech Republic |
| <input type="checkbox"/> Denmark        | <input type="checkbox"/> Estonia          | <input type="checkbox"/> Finland        |
| <input type="checkbox"/> France         | <input type="checkbox"/> Germany          | <input type="checkbox"/> Greece         |
| <input type="checkbox"/> Hungary        | <input type="checkbox"/> Ireland          | <input type="checkbox"/> Italy          |
| <input type="checkbox"/> Latvia         | <input type="checkbox"/> Lithuania        | <input type="checkbox"/> Luxembourg     |
| <input type="checkbox"/> Malta          | <input type="checkbox"/> Netherlands      | <input type="checkbox"/> Poland         |
| <input type="checkbox"/> Portugal       | <input type="checkbox"/> Romania          | <input type="checkbox"/> Slovakia       |
| <input type="checkbox"/> Slovenia       | <input type="checkbox"/> Spain            | <input type="checkbox"/> Sweden         |
| <input type="checkbox"/> United Kingdom | <input checked="" type="checkbox"/> EU 28 | <input type="checkbox"/> Other country  |

 Which other country?\* (maximum 50 characters)

What is your role in the energy market?

- Residential Consumer
- Commercial/SME Consumer
- Industrial Consumer
- National Regulatory Authority (NRA)
- Energy Supplier
- Distribution System Operator (DSO)
- Consumer Association
- Other



Please specify your role (maximum 50 characters)

Advocate of renewable energy users/consumers

How would you prefer your contribution to be published on the Commission website, if at all? \*

- Under the name indicated (I consent to publication of all information in my contribution and I declare that none of it is under copyright restrictions that prevent publication)
- Anonymously (I consent to publication of all information in my contribution and I declare that none of it is under copyright restrictions that prevent publication)
- Not at all – keep it confidential (my contribution will not be published, but it will be used internally within the Commission)

## I. GENERAL FUNCTIONING OF THE RETAIL MARKET AND CONSUMER PARTICIPATION

1. A well-functioning retail energy market offers consumers means of managing their energy procurement and consumption as well as controlling their energy costs. This should increase consumers' trust in the energy sector. However, the functioning of retail energy markets is affected by a number of factors as briefly described in the introduction and more in detail in e.g. the Communication on the Internal Energy Market (COM/2012/0663 final). Furthermore, in addition to functioning retail markets, there are other important factors that determine if consumers obtain their energy on the terms that are best for them.

Please give your opinion on the relative importance of the following factors in helping residential consumers and SMEs better control their energy consumption and costs.

- a: Irrelevant
- b: Unimportant
- c: Important
- d: Very important
- e: No opinion

	a	b	c	d	e
a) Well-functioning wholesale market	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
b) Customer choice between competing offers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
c) Easy access to technology such as smart meters or appliances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
d) Secure access to more detailed energy consumption data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
e) Easy access to demand response services	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Easy access to energy efficiency services	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Strong consumer protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
h) Market-based consumer prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
i) Regulated consumer prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
j) Transparent contracts and bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
k) Bill reflecting real instead of estimated consumption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
l) Light permitting and grid connection procedures for self-production	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
m) Right to sell excess energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
n) Protection against misleading selling methods and practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
o) Protection of vulnerable consumers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
p) Independent and competent National Regulatory Authority	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Are there other factors which would enable residential consumers and SMEs to better control their energy consumption and costs? (maximum 800 characters)

In a liberalized electricity market consumer choice is not just about choosing an electricity supplier but it is also about choosing the product these suppliers are delivering. The basis for the creation of an electricity product must be standardized across Europe; not adherent to various national regulations. Most European member states have decided that the Guarantee of Origin is the method to distinguish various electricity products on the grid. Without the Guarantee of Origin the consumer would never be able to have specific electricity product delivered (like renewable electricity) from their electricity supplier. The focus on physical electricity flows ignores the fact that the consumer wants specific electricity products and clear information (CO<sub>2</sub> - Radioactive waste) about their electricity consumption!

3. ACER/CEER Annual Report concludes that consumers are dissatisfied with the information they receive in their contract and in their billing information. The report also shows the frequency with which consumers switch from one energy supplier to another. This varies between 0% to 14,8% in the EU Member States.

In your opinion, what are the key factors that influence switching rates?

- Consumers are not aware of their switching rights
- Prices and tariffs are too difficult to compare due to a lack of tools and/or due to contractual conditions
- Switching offers insufficient benefits
- Complex switching procedures
- Loyalty to local, publicly owned suppliers
- Unfair commercial practices such as misleading branding and communication strategies applied by integrated DSO/retail suppliers
- Other

 Please specify (maximum 800 characters)

Rules defining electricity products can be unclear. Definitions of how electricity products can be created must be standardized if we expect the consumer to have a protected choice for various electricity products on the market. Allow the consumer to choose an electricity product based upon price but also based upon the attributes of the electricity they are delivered. Consumers would firstly like to know what type of production made their electricity (coal, natural gas, renewables, etc.) this is possible though the use of the Guarantee of Origin and proper disclosure regulations. Making electricity disclosure rules a priority is long overdue. Disclosure regulation directly effects the retail electricity market.

4. Please indicate if you agree or disagree with the following statements concerning ways to increase consumers' interest in comparing offers and switching to a different energy supplier.

	Disagree	Neutral	Agree
a) Include standardised minimum information in commercial offers for easier comparison	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
b) Ensure the availability of web-based price comparison tools	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
c) Ensure consumers are aware of their rights	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
d) Develop further rights for consumers	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
e) There is no need to encourage switching	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

4.1. Please feel free to develop further your choices about consumers and energy supplier (maximum 800 characters)

Providing consumers with proper information is the only way to increase consumer interest. Proper consumer information means proving the attributes of electricity with a reliable and EU-mandated electricity tracking certificate, the Guarantee of Origin. Next to the use of tracking certificates there must be harmonized electricity disclosure rules. The working group 'Guarantees of Origins' within CA-RES must not only be tasked with researching GO rules but must also tackle disclosure rules as these two are naturally intertwined. A conference on the GO and electricity disclosure took place March, 2014 in Düsseldorf. More than 250 international experts took part and concluded that, "putting the consumer at the heart of the retail energy market means creating a harmonized disclosure regime as part of the European internal market!"

5. With the implementation of related provisions in the Energy Efficiency Directive by December 2014, consumers can be billed on the basis of their actual energy consumption and have the right to access their actual and historical consumption data. Do you think that bills provide consumers with sufficient information about their consumption patterns?

- Yes  No  No opinion

 5.1. Why does the bill for actual consumption not provide sufficient information?

- Because the bills are not sufficiently transparent and meaningful  
 Because the bills showing actual consumption are sent too rarely (e.g. once a year)  
 For other reasons

 Please specify what other reasons (maximum 800 characters)

Part of showing actual consumption is showing the actual electricity product the consumer was delivered. By only showing the physical flows of electricity that were consumed the consumer is uninformed about what type of electricity product they have received. In most European countries the delivery of a renewable electricity products must be backed by sufficient cancellations of Guarantee of Origin Certificates. The types of GOs that were bought and canceled on the consumer's behalf should be made clearly available for them to see. This information could be placed on their bill and is definitely part of their "consumption data". We must acknowledge that consumers are buying various electricity products next to their physical flows from the grid, this MUST be more transparent.

6. If you were able to receive more detailed information on your energy consumption, do you think this would affect your consumption patterns?

Yes

No

No opinion

7. In your opinion, which of the following factors will be the main drivers of future developments in the retail market?

Smart meters and smart grids

Security of supply

Energy poverty

Data management

Local autonomy due to decentralised generation

High costs of investment in network capacity

Other

 Please specify which other factor(s) \* (maximum 800 characters)

It is critical that the Guarantee of Origin be used as proof-of-production attributes for all electricity sources including RES, nuclear and non-renewable. This 'total' transparency is slowly becoming a trend in Europe and is called "full disclosure". Full disclosure requires electricity suppliers to provide their consumers with Guarantee of Origin certificates for all the MWh's they have delivered. In this way there is complete transparency to the consumer about the origination of their electricity products. The consumer can now chose a different product from their supplier's portfolio if that is their choice (or from another supplier that offers a better product).

8. My reply to the previous question concerns the following Member State(s)

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Austria        | <input type="checkbox"/> Belgium          | <input type="checkbox"/> Bulgaria       |
| <input type="checkbox"/> Croatia        | <input type="checkbox"/> Cyprus           | <input type="checkbox"/> Czech Republic |
| <input type="checkbox"/> Denmark        | <input type="checkbox"/> Estonia          | <input type="checkbox"/> Finland        |
| <input type="checkbox"/> France         | <input type="checkbox"/> Germany          | <input type="checkbox"/> Greece         |
| <input type="checkbox"/> Hungary        | <input type="checkbox"/> Ireland          | <input type="checkbox"/> Italy          |
| <input type="checkbox"/> Latvia         | <input type="checkbox"/> Lithuania        | <input type="checkbox"/> Luxembourg     |
| <input type="checkbox"/> Malta          | <input type="checkbox"/> Netherlands      | <input type="checkbox"/> Poland         |
| <input type="checkbox"/> Portugal       | <input type="checkbox"/> Romania          | <input type="checkbox"/> Slovakia       |
| <input type="checkbox"/> Slovenia       | <input type="checkbox"/> Spain            | <input type="checkbox"/> Sweden         |
| <input type="checkbox"/> United Kingdom | <input checked="" type="checkbox"/> EU 28 | <input type="checkbox"/> Other country  |

## II. MARKET DESIGN

Market design refers to the way the roles, responsibilities and interaction of electricity and gas market actors (including distribution system operators, energy suppliers, energy service companies and consumers) are organised in a country or region. Decisions on market design also influence the scope and degree of competition in the market.

9. In your opinion, is the level of competition in retail energy markets appropriate?

- Yes  No, there is too little  No, there is too much

 Why do you think there is too little competition?

- Excessive regulatory intervention
- Insufficient regulatory intervention
- Lack of interest by new suppliers
- Market dominance by a few market actors
- Regulation of consumer prices
- Unfavourable market conditions
- Ownership restrictions
- Other barriers to entry

 Why do you think there is too much competition? (maximum 800 characters)

N/A

 Please specify other barriers to entry (maximum 800 characters)

Without the clear disclosure of electricity products we do not allow for market players to design truthful and transparent electricity products that will attract consumer demand. By creating clear rules on the use of the Guarantee of Origin and the Disclosure of electricity products we can close the loopholes currently in the market. An example of one of these loopholes is as follows: In NL a renewable electricity product must be based upon the Guarantee of Origin but a non-renewable product does not. This means there is no requirement for transparency with non-renewable products (say low-carbon natural gas products). This can lead to the double counting of attributes when two suppliers make the product 'attribute' claims to a single natural-gas based electricity production station. With no tracking instrument there is no way to follow the attribute claims leading to the change of double counting.

10. My reply to the previous question (9) concerns the following Member State(s)

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Austria        | <input type="checkbox"/> Belgium          | <input type="checkbox"/> Bulgaria       |
| <input type="checkbox"/> Croatia        | <input type="checkbox"/> Cyprus           | <input type="checkbox"/> Czech Republic |
| <input type="checkbox"/> Denmark        | <input type="checkbox"/> Estonia          | <input type="checkbox"/> Finland        |
| <input type="checkbox"/> France         | <input type="checkbox"/> Germany          | <input type="checkbox"/> Greece         |
| <input type="checkbox"/> Hungary        | <input type="checkbox"/> Ireland          | <input type="checkbox"/> Italy          |
| <input type="checkbox"/> Latvia         | <input type="checkbox"/> Lithuania        | <input type="checkbox"/> Luxembourg     |
| <input type="checkbox"/> Malta          | <input type="checkbox"/> Netherlands      | <input type="checkbox"/> Poland         |
| <input type="checkbox"/> Portugal       | <input type="checkbox"/> Romania          | <input type="checkbox"/> Slovakia       |
| <input type="checkbox"/> Slovenia       | <input type="checkbox"/> Spain            | <input type="checkbox"/> Sweden         |
| <input type="checkbox"/> United Kingdom | <input checked="" type="checkbox"/> EU 28 | <input type="checkbox"/> Other country  |

11. Market functioning and the degree of competition are also determined by impartial operation of the networks and therefore by the independence of network operators from commercial retailers of energy. DSOs have a specific role in their key task of distributing energy. Some DSOs belong to vertically integrated companies that have departments selling energy and/or providing other types of commercial services in the retail market.

In your view should:

- The role of DSO be limited to balancing and distribution of energy through the grid?
- DSOs be able to carry out other activities in a competitive retail market provided that a clear separation is ensured between DSOs and related retail branches of vertically integrated companies?
- No opinion

12. In your opinion, which of the following task(s) should DSOs carry out?

- Billing
  - Data management
  - Balancing of the local grid, including distributed generation and demand response
  - Connection of new generation/capacity (e.g. solar panels)
  - Curtailment on the basis of a contract and against reward
  - Other
- No opinion



Please specify (maximum 800 characters)

No opinion

13. In your opinion, what are the requirements for DSOs to efficiently fulfil their tasks that you identified above?

- Good regulatory oversight
- Independence from supply activities
- Independence from political influence
- Clear definition of the roles of DSOs and TSOs
- Clear definition of the DSO's relationship with suppliers
- Clear definition of the DSO's relationship with consumers

No opinion

14. The provisions in existing EU legislation aimed at achieving network operators' independence include the requirement of a clear separation of the visual identities (distinct branding) of the operators of distribution networks (DSO) and commercial retailers in order to avoid any consumer confusion. This is particularly relevant in cases where the network operators are owned by businesses that also offer retail supply services on a commercial basis.

How clearly are the distribution and retail branches of vertically integrated companies in your country separated in visual branding terms?

Not clearly

Clearly

No opinion

15. The roles of market actors, including DSOs and energy service companies, with regard to distribution networks vary in the Member States.

Should any of the following be defined at EU level?

	Yes	No	No opinion
a) Billing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
b) Data management	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
c) Balancing of the local grid	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
d) Distributed generation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
e) Demand response	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
f) Connection of new generation/capacity (e.g. solar panels)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
g) Curtailment on the basis of a contract and against reward	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
h) Other	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please specify which other roles (maximum 800 characters)

No comment

16. In line with the spirit of existing legislation, the principle of the consumer owning his or her energy consumption data is promoted. Allowing other parties to have access to such consumption data in an appropriate and secure manner, subject to the consumer's explicit agreement, is a key enabler for the development of new energy services for consumers. The manager of energy consumption data must share the data with the market actors in a non-discriminatory and safe fashion.

Agree

Disagree

No opinion

17. In your view, which of the following entities should manage the consumption data flows?

- Consumer or a market actor designated by the consumer
- Entity independent from DSOs, ESCOs, suppliers and other market actors
- DSO
- ESCOs
- Telecommunication companies
- Data processing companies (e.g. Google, Spotify)
- Other



Please specify (maximum 800 characters)

“Consumption data” flows should not only represent the physical MWh that was consumed from the grid but should also mean the attributes contained within produced electricity, the basis of various electricity products. Currently GOs, according to European law, can be issued based upon the request of a producer and is their ownership until they deliver it to a market actor (designated by them) or a consumer (who will eventually consume/cancel the product/guarantee of origin). We need to understand that an electricity product is not just physical kWhs but also attribute products from which the consumer makes consumption choices.

18. Network charges represent an important part of the final energy cost for households. The method of setting the DSO tariff is therefore as important for retail energy consumers' bills as the level of competition and transparency in the prices of the energy commodity. The DSO tariffs are regulated nationally and different models are applied in individual Member States. Provisions in Directive 2009/72/EC (Art. 25.6) require tariffs to be non-discriminatory, cost-reflective and to be published. These tariffs are of key importance in measuring the efficiency of DSOs (see background document).

Against this background, please indicate to what extent you agree with the following statements.

	Disagree	Neutral	Agree
a) The tariffs should be time-differentiated to enable demand response	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
b) The tariffs should be measurable	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
c) The cost breakdown of tariffs should be transparent	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
d) The methodology to calculate the tariffs should be transparent	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
e) The tariffs should be favourable for distributed generation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) The principles to determine network tariffs should be the same for both distribution and transmission to avoid distortion	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) European wide principles for setting distribution network tariffs are needed	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Internal Energy Market legislation foresees that Member States designate DSOs for a period of time to be determined by them and having regard to efficiency and economic balance. In this context the operation of distribution networks may be measured against cost efficiency, long-term sustainability and consumer interest. In Member States where the DSOs do not own the network; the awarding of concession to operate distribution networks varies but must be governed by the principle of non-discrimination and public procurement legislation.

If applicable, do you view the procedure for awarding concessions for gas and electricity distribution in your country as adequate?

Yes
  No
  No opinion

20. In your opinion, a suitable period of time for a concession contract would be:

10 years
  20 years
  30 years  
 Unlimited
  Other
  No opinion



Please specify another suitable time (maximum 800 characters)

No opinion

21. The general objective of National Regulatory Authorities (NRAs) as defined in the Electricity and Gas Directives is the promotion of competitive, secure and environmentally sustainable internal energy markets. Monitoring of the implementation and revision of the rules and responsibilities of regulated companies and ensuring the effectiveness and enforcement of consumer protection measures are further tasks for NRAs. The capacity of NRAs to act independently, vigorously and in the interest of a long-term, consumer-centred vision for the electricity and gas markets affects the achievement of the general objectives presented above.

Please indicate your opinion on the National Regulatory Authority in your country with regard to:

- a: Very poor
- b: Poor
- c: No opinion
- d: Good
- e: Very good

	a	b	c	d	e
a) Taking autonomous decisions in its regulatory duties concerning retail energy markets and their actors (DSOs, energy service companies, consumers) independently from any political body or other public or private entity	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Helping to ensure consumer protection in the energy market	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Fixing or approving distribution tariffs or their methodologies	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Monitoring the level and effectiveness of market opening and competition at retail level	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Reacting to occurrences of contractual practices restricting the freedom of consumers to contract more than one energy supplier	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Bringing cases of distortion of competition before the competent competition authorities	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Efficiency	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Does the NRA in your country (in your view) have sufficient resources to fulfil its role?

- Yes
  No
  No opinion

### III. DEMAND-SIDE PARTICIPATION AND SMART USE OF ENERGY

23. Advances in innovation have enabled a broad range of distributed generation and demand response technologies for industrial, commercial (including small businesses) and residential consumers to control their consumption and to help balance the grid while decreasing dependency on energy supply from other sources. Energy efficiency, demand response, self-generation, auto-consumption and local storage go hand-in-hand in this respect.

Do you think that consumers have the information they need to use energy more efficiently?

Yes

No

Don't know/no opinion



23.1. To which extent could the availability of such information be improved through the following sources?

	Not at all	A little	A lot	No opinion
a) Real-time data through metering equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
b) Historical data graphics or graphics that compare similar household consumption patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
c) In-home displays visualising metering information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
d) More frequent and informative billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

24. Are there other information sources that could improve energy efficient behaviour? Please specify.

(maximum 800 characters)

Energy efficiency is important and the first step in reducing EU/EEA emissions. By reducing the energy waste we can significantly change the energy grid, that being said, energy efficiency is only the first step. The next step is the choice for an electricity product, a renewable electricity product. This must be consistent and standardized across Europe.

25. Energy service companies (ESCOs) are businesses that design and implement integrated energy solutions, including energy supply, energy conservation and financing. They can facilitate favourable contractual arrangements for consumers and provide information that can be used by consumers to achieve better prices (e.g. in demand response programmes). Energy services - specifically in the context of energy efficiency - are services that can deliver measurable energy efficiency improvements on the basis of a contract between energy service providers and consumers. They can also help finance initially high investment costs against the cost benefits over time (e.g. through contracting).

Do you think there is sufficient choice of energy efficiency services in your country?

Yes

No

Don't know/no opinion

26. Is it easy for energy service companies to start operating in your country?

Yes

No

No opinion

27. Do you think that more should be done to support the establishment of ESCOs that are active in the field of energy efficiency?

Yes

No

No opinion



27.1. To what extent do you think the following could increase interest in energy efficiency services in your country?

a: Not at all

b: A little

c: Neutral

d: To some extent

e: A lot

	a	b	c	d	e
a) Public databases of companies offering energy efficiency services	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Central information points and intermediaries to facilitate contracting arrangements	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) An independent facility (such as an ombudsman) to settle disputes and complaints between consumers and ESCOs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Demand response helps to balance the energy system by absorbing extensively available electricity supplied at very low prices while optimising the energy consumption at peak times. In practice this would mean that consumers use electricity when it is cheap, while saving it or selling what they produce when it is expensive. Alternatively, they can be directly rewarded for helping disburden the grid. While demand response has started to evolve for bigger commercial and industrial units/loads, it is much less used by residential consumers and SMEs.

In your country, do the following consumer groups have access to demand response services?

	Yes	No	Do not know
a) Industrial consumers	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
b) SMEs and commercial consumers	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
c) Residential consumers	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

29. In your country, do the following consumer groups have access to dynamic pricing and/or time-differentiated tariffs (e.g. time-of-use tariffs)?

- Suppliers
  - Aggregators
  - DSOs
  - None
- No opinion**

30. Regarding the participation of end-consumers in demand response, who should offer demand response services to residential consumers and SMEs?

- Suppliers
  - Aggregators
  - DSOs
  - None
- No opinion**

31. Who should offer dynamic pricing to residential consumers and SMEs?

- Suppliers
  - Aggregators
  - DSOs
  - None
- No opinion**

32. If there is little or no dynamic pricing in your country, what are the barriers?

- Technical standards
  - Regulatory barriers
  - Unclear legal framework
  - Unclear benefits
  - Other
- No opinion**

 Please specify (maximum 800 characters)

No opinion

33. Regarding the participation of consumers in balancing markets, to which extent do you agree with the following statements?

	Disagree	Neutral	Agree
a) The load (demand capacity) that can be adapted by the consumer upon request should be measured at aggregated level	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
b) Consumers should be able to enter aggregation programmes regardless of the size of their load	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
c) On-site qualification tests for demand-side units should be carried out at an aggregated level	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
d) Consumers should be able to participate in the primary balancing market	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
e) Network operators should be obliged to offer products, services and contracts which match the characteristics of flexibility that residential and small industrial/commercial consumers can typically provide (i.e. smaller loads for limited time)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
f) The full activation time within which primary reserve capacities must be provided should be sufficiently long for the demand side to prepare and react	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
g) The minimum duration of the requested adaptation of the demand should be kept within limits that are acceptable for consumers (for example maximum 15 minutes)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

33.1. The time within which primary reserve capacities must be fully activated should be:

- Longer than 30 seconds
- 30 seconds
- Shorter than 30 seconds
- No opinion

33.2. The minimum duration for which the adaptation of demand is offered at the balancing market should be

- Longer than 15 minutes
- 15 minutes
- Shorter than 15 minutes
- No opinion

33.3. Further comments (maximum 800 characters)

No opinion

34. Aggregators cluster consumer loads and market them at wholesale level. Regarding the role of aggregators in your country, to which extent do you agree with the following statements?

	Disagree	Neutral	Agree
a) Aggregators have full access to the market	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
b) Aggregators appear today as active players in the energy market	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
c) Suppliers should be allowed to act as aggregators	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
d) Member States should incentivise aggregators	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

35. Regarding consumer engagement in demand response programmes, to which extent do you agree with the following statements:

	Disagree	Neutral	Agree
a) A large number of consumers would engage in demand response programmes if they were offered simple services and hassle-free technical solutions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
b) Only very specific consumer segments (like young people and people without children) would engage in demand response programmes	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
c) Overall few consumers would engage in demand response programmes	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

36. Metering systems able to measure and display energy consumption in short intervals (even every 15 minutes) are an important element for consumers to control their consumption and participate in flexibility services (demand response). Accessibility and cost of these systems depend on modern meters which are necessary for commercial arrangements set by the grid operators and non-regulated market actors to integrate there services in the grid.

Should a consumer have the right to:

	Yes	No	Don't know/no opinion
a) Have a smart meter installed on his own request and at his expense even if smart meters are not rolled out systematically in his area?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
b) Have a smart meter with functionalities of his own choice even if a different type is rolled out in his area?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

37. Smart appliances (i.e. heating devices, air conditioners, dishwashers etc. capable of adapting to price/network signals) and/or smart energy management systems could help shift consumption to low price periods or to network off-peak times according to user preferences. Energy management systems can, in addition, factor in parameters like weather conditions and light intensity. Home automation systems thus help reduce energy costs for consumers.

Regarding smart appliances and energy management systems, do you agree with the following statements?

	Disagree	Neutral	Agree
a) Smart appliances and/or smart energy management systems are a precondition to make the field of demand response accessible to a broad range of consumers	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
b) Smart appliances and/or smart energy management systems are a facilitator to make the field of demand respons accessible to a broad range of consumers	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
c) Smart appliances should also display information on consumption and consumption patterns	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
e) Smart appliances and/or energy management systems, if correctly set up, will not mean a reduction of user comfort	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

38. The Energy Performance of Buildings Directive lays down that all new buildings will have to be nearly-zero energy buildings by 2020. This means that buildings will have to be very energy-efficient while covering the low remaining energy need for heating and cooling with renewable energy produced on site or nearby. In line with the Renewable Energy Directive, consumers can decide to generate renewable energy without having to face disproportionate permitting and grid connection procedures. When combining energy management systems and smart appliances with self-production, consumers can achieve greater energy autonomy.

Do you think that it is sufficiently easy for a consumer to install and connect renewable energy generation or micro-CHP equipment in their house?

- Yes
  No
  No opinion

 If not, what is the most important obstacle?

- Obtaining the permit from a competent authority
  Sorting out the contractual arrangements with the network operator
  Other reasons
- Getting connected to the distribution grid
  Sorting out the contractual arrangements with the energy supplier

 Please specify (maximum 800 characters)

The focus immediately drawn from this question is in regards to the statement, “renewable energy produced on site or nearby”. How do we expect to prove that a consumer has received electricity from a specific production station without the reliability and transparency provided by an electricity tracking certificate like the Guarantee of Origin? When the use of the Guarantee of Origin is combined with transparent and harmonized electricity disclosure rules the consumer is better informed and capable of making the decision to purchase renewable electricity from a production site within their neighborhood, country or region. One step that can make this happen would be to mandate that the CA-RES working group on Guarantees of Origin also be tasked with determining proper disclosure regulations.

39. In your country, can consumers sell:

- |   | Yes                   | No                               | Don't know            |
|---|-----------------------|----------------------------------|-----------------------|
| a) Their self-produced electricity to the grid? | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| b) Electricity to different suppliers?          | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| c) Electricity to their neighbours?             | <input type="radio"/> | <input type="radio"/> No opinion | <input type="radio"/> |

40. If not, please specify why this is not possible? (maximum 800 characters)

No opinion

41. Regarding self-generation and auto-consumption, do you agree with the following statements?

	Disagree	Neutral	Agree
a) Self-generation and auto-consumption reduces the need for generation and network capacity for society as a whole and should therefore be exempt from additional charges	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
b) Self-generators/auto-consumers should contribute to the network costs even if they use the network in a limited way	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
c) The further deployment of self-generation with auto-consumption requires a common approach as far as the contribution to network costs is concerned	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
d) The further deployment of self-generation with auto-consumption requires a common approach for the simplification of related administrative procedures	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
e) Member States should give more financial incentives for promoting self-generation and auto-consumption of heat from renewable energy sources and micro-CHP	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

42. Do you agree or disagree with the following statements?

	Disagree	Neutral	Agree
a) There should be incentives for electrical heating appliances that are demand response-ready	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
b) There should only be incentives for electrical heating that is demand response-ready if the underlying technology is very energy efficient (e.g. heat pumps)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
c) Member States should give more financial incentives for the purchase of highly efficient heating technologies, irrespective of the fuel	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

## Useful links

Consultation website:

[http://ec.europa.eu/energy/gas\\_electricity/consultations/20140416\\_energy\\_retail\\_market\\_en.htm](http://ec.europa.eu/energy/gas_electricity/consultations/20140416_energy_retail_market_en.htm)

## Background documents

Consultation document:

[http://ec.europa.eu/energy/gas\\_electricity/consultations/doc/20140416\\_energy\\_retail\\_market.pdf](http://ec.europa.eu/energy/gas_electricity/consultations/doc/20140416_energy_retail_market.pdf)