



Citizens' Energy Forum

How do DSOs add value for consumers in evolving retail markets?

Fostering energy markets,
empowering **consumers**.

Gunilla Eng Åbrandt, Chair of the Retail Market Functioning TF
London, 17 December 2013

Session program, 11.00 – 12.45

- Presentation by Alejandro Alonso Soárez, CEER
- Testimonial by Per-Olof Granström, EDSO
- Presentation of questions to the panel and the audience
- Panel and audience discussion (60 minutes)
- Wrap up and key messages by Eero Ailio, DG ENER

Closing



Participants

- Eva Hennig, Eurogas (panel)
- Jonas Persson, GEODE (panel)
- Per-Olof Granström, EDSO (testimonial and panel)
- Eero Ailio, DG ENER (rapporteur)
- Andrew Burgess, CEER (panel)
- Alejandro Alonso Soárez, CEER (presentation)



Questions to discuss

The current role of DSOs influences the perception of gas and electricity services by customers:

1. Do you think the current performance of DSO services (connections, disconnections, continuity of supply, grid integrity) meets customers expectations (quality, affordability)?

What are the areas for improvements?

Cost efficiency and reliability?

2. How to ensure service standards are met?

Incentive regulation?

Compensation payments to customers?

3. What kind of regulation is needed to ensure DSO neutrality when acting as market facilitator and a cost efficient operator?

Will the current unbundling requirements be adequate?



Questions to discuss (if time)

**Technological changes are driving a change in the role of DSOs.
This raises a number of questions:**

1. What are the main principles for data management and data protection from a customer perspective?
2. How should the management and protection of data be regulated?
3. What tools are necessary to enable better data exchange between market participants to the benefit of customers?
 - Definition of standardised data format and data exchange?
 - Should all these rules be purely national?
 - Extension of harmonised interoperability rules to retail level?
4. How to facilitate demand response from customers and new energy services?
5. How to deal with the effects of declining consumption on retail infrastructure?
6. How to promote grid extension (gas) in new areas?

