

E-Billing and Personal Energy Data Management WG:

Report Recommendations – helping consumers' energy choices

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Scope and modus operandi of WG

- revisit the 2009 Billing Guideline
- cross-reference other WG reports in relevant areas
e.g. transparency, vulnerable consumers
- look into how consumers can gain better access and control of their energy consumption data
- highlight good (national) practices
- produce recommendations

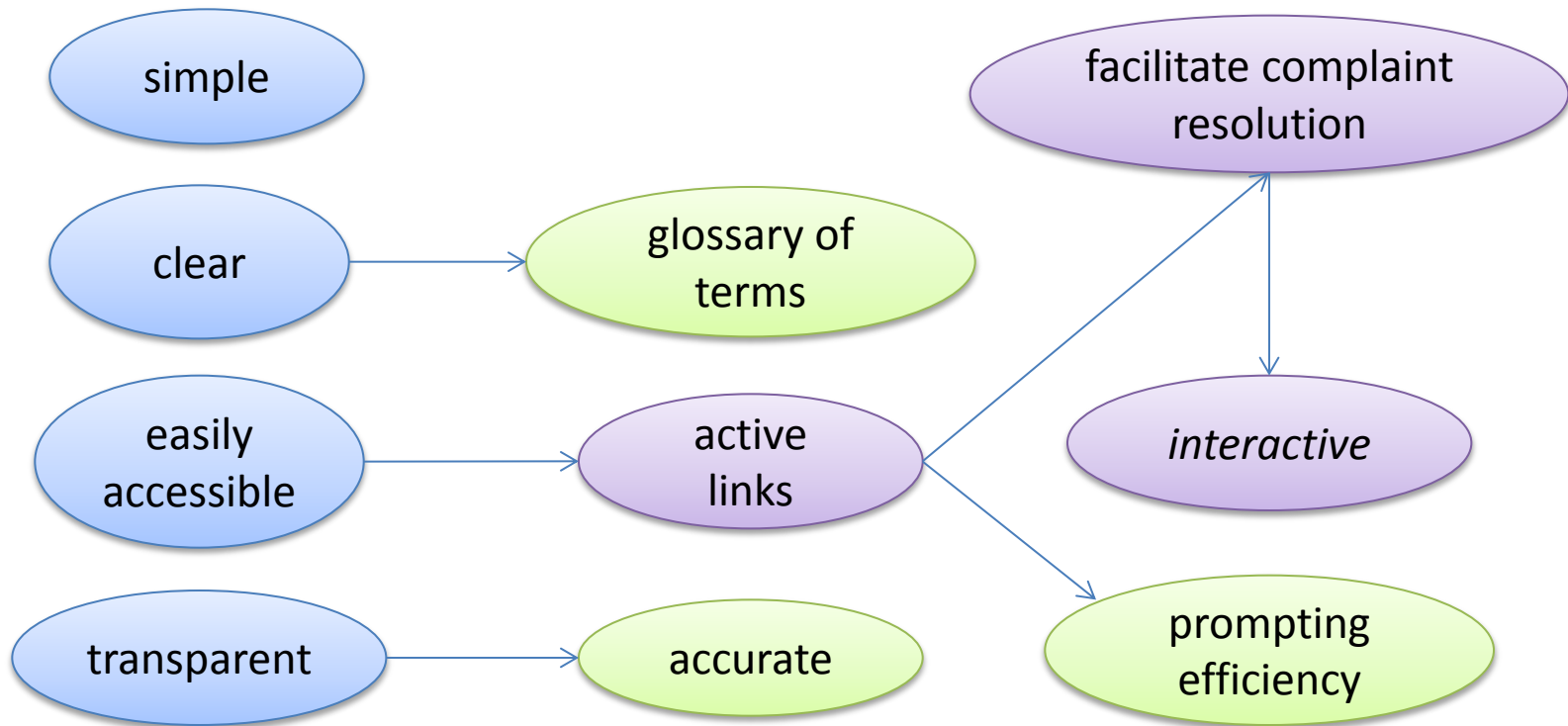


European
Commission

Members of the Working Group



Key elements of good e-billing



Good practices for personal energy data management tools

- personalised approach → framing using
- accurate & detailed billing info
- direct link between energy consumption & choices, actions/savings
- Specific/tailored advice on managing energy consumption
- standard reporting format for energy consumption per customer
- ensure interoperability & standardisation of tech. characteristics of home appliances & software / hardware of home energy management systems



Recommendations

1. *Presentation and costs*

- E-bills to contain correct, clear, concise & easily comparable information with links
- E-bills offered with discounts *vis-à-vis* paper bills

2. *Design, customisation & personalisation of e-bills & e-billing information*

- *Combine* text and graphs, *break down* technical data, use simple terminology & a glossary of terms → *improve consumer engagement*
- *Separate* consumption data from commercial promotions
- Data presented could be *personalised* and *customisable*

3. *Consumer information & education using the online platform*

- Information presented in an *educational* manner: *basic* → *more complex data*.

Recommendations

4. *Access and control of consumption data; a personalised approach with the right framing*
 - *Voluntary initiatives* → Green Button, Midata
 - *Consider the potential benefits* of a personalised approach in future initiatives
5. *Consumption data portability*
 - *Making consumption data portable* → *keep a record also after switching*
6. *Energy management: data protection, security and interoperability*
 - *Consumption data transmitted electronically should be protected & secured*
 - *New standards should ensure interoperability of home management systems and the corresponding domestic appliances*

Recommendations

7. *Smart meters*

- Member States should consider when designing/implementing the roll-out → the prime function of installing Smart Meters is to provide frequent enough data for better system management, accurate bills & to enable better deals/services for consumers

8. *Legislation implementation and the present report*

- *Member States should consider the good practices in report when transposing & implementing the Third Energy Package & implementing the Energy Efficiency Directive*

9. *Understanding how consumers use energy*

- Factor existing *research findings of appliance use, response to price signals, behaviour linked to efficiency* into future policy initiatives

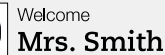
10. *Potential and limitations of the online environment*

- Improve (simplify & make affordable) online tools *for a greater uptake by consumers of the online world, including vulnerable ones*

How could an e-bill look like?

from





Expiry Date

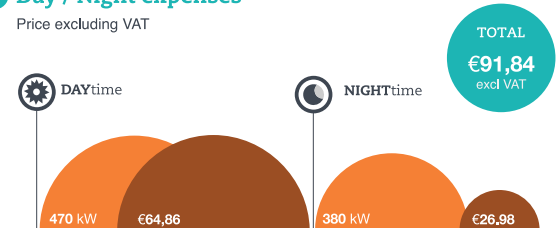
15 September 2014



Info & Links

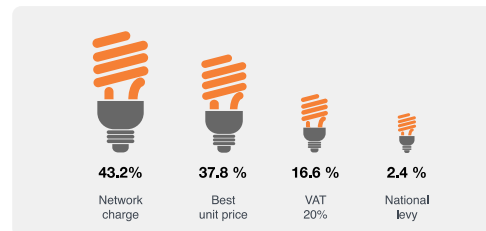
Day / Night expenses

Price excluding VAT



Cost breakdown

Day & Night Fix	Week Days (Mon-Fri 6am-10pm)	Nights&Weekends (Mon-Fri 10pm-6am, Sat&Sun)	Average as % of Total Unit Cost
Best unit price	6.26 €cent / kWh	3.13 €cent / kWh	37,8 %
Network charge	7.14 €cent / kWh	3.57 €cent / kWh	43,2 %
National levy	0.40 €cent / kWh	0.40 €cent / kWh	2,4 %
Total Unit Cost without VAT	13.80 €cent / kWh	7.10 €cent / kWh	-
=VAT 20%	2.76 €cent / kWh	1.42 €cent / kWh	16,6 %
TOTAL UNIT COST INCL. VAT	16.56 €cent / kWh	8.52 €cent / kWh	-



Rights

What to do to launch a complaint

Efficiency Tips



By reducing by X Celsius degrees the heating temperature, you can save Y percentage of energy on average.

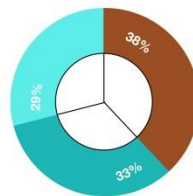


By selecting Energy label A or higher appliances, you can save X % of energy on average.



Energy Sources

Energy Sources

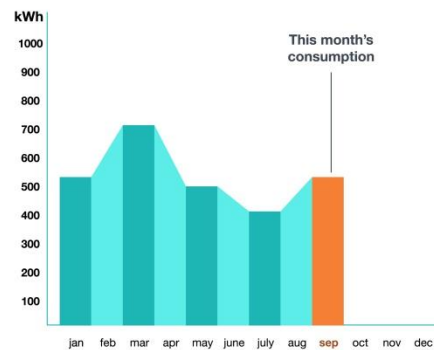


For further informations click here:
www.xxxxxxxxxxxxxxxxxxxxxx.com

Historical data

Your consumption in 2013

Consumption
in 2012



Compare with your Friends

Search
Friends

You consumed **22% less** than your friend and
17% more than your more efficient friend.



☆ You can do better
☆☆ Good
☆☆☆ Great!

Green
Button

FAQs

W3C WAI-AA
WCAG 2.0



Welcome
Mrs. Smith

My Contract

Day & Night Fix
2 year contract

Expiry Date

15 September 2014



**Online
Tutorial**



Contact Us

My Information

My Consumption

Working Together

Info & Links

Questions that help
the consumer to
choose the best tariff
for their needs.

The best tariff FOR ME

ELE



SIMULATOR

compare your consumption to average energy consumer profiles.
Insert your data below:

size of your house

year of construction

number of inhabitants

number of appliances

SUBMIT



850 kWh

YOUR
result

XYZ kWh

AVERAGE

Module helping the
consumer to
customise the online
layout of their bill
according to their
preferences.

CUSTOMISATION - my bill

Rights

**My rights as a
consumer are...**

**Our obligations as
your energy
company are...**

**What to do to
launch a complaint**

Efficiency Tips



Tip #1

By reducing by X Celsius
degrees the heating
temperature, you can
save Y percentage of
energy on average.



Tip #2

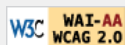
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**Compare
with friends**

**Green
Button**

FAQs





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ELECTRICITY



Info & Links

- ▶ One-stop-shop energy and consumers' national websites
- ▶ Regulator website
- ▶ Consumer NGO websites
- ▶ Ministry website
- ▶ Public ombudsman website
- ▶ EU website

Rights

My rights as a consumer are...

Our obligations as your energy company are...

What to do to launch a complaint

Efficiency Tips



Tip #1

By reducing by X Celsius degrees the heating temperature, you can save Y percentage of energy on average.



Tip #2

By selecting Energy label A or higher appliances, you can save X % of energy on average.

Green
Button

FAQs



Compare
with friends



Thank you

Send us your comments: sanco-e-bill-comments@ec.europa.eu
(end January 2014)

More info on energy and consumers:
http://ec.europa.eu/consumers/citizen/my_rights/energy_en.htm

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