

# **CEER Benchmarking Report on Quality of Supply**

Electricity Quality of Supply and Smart Grids  
Task Force

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# Report

- The 5th Benchmarking Report collected the contribution of 26 CEER member countries and Switzerland  
Accompanied by the Benchmarking Report by the Energy Community Regulatory Board (ECRB) - Europe covered





# Challenges

- Integration of renewables and distributed generation presents challenges to DSOs in providing services to consumers;
- Regulators have a role to play in monitoring the response of DSOs to these challenges and assessing the impact on consumers quality of supply and costs;
- Voltage quality is one major driver for needed grid investments to integrate distributed generation;
- Voltage quality monitoring ensures Regulators knowledge of DG integration influences to the grid and costs for grid-improvement;
- Monitoring and incentivizing of continuity of supply and commercial quality to ensure improvement of service to the customer.

# Continuity of Supply

- Improvement of the continuity of supply is stable;
- Incentive schemes are in place in DSO and TSO regulation models - stable performance;
- Monitoring of continuity of supply should include all network levels and all interruption durations;
- Harmonized continuity of supply indicators and data collection procedures are vital;
- Regulators need more powers to access the needed information to incentive continuity of supply further.



# Voltage Quality

- The cooperation between CEER and CENELEC resulted in an improved version of EN 50160 - further improvements needed;
- The scope of continuous voltage quality monitoring programs should be extended - a need for common practice;
- Smart meters offer possibilities in monitoring without excessive price increase for customers;
- Voltage Quality needs expanded monitoring in near future to make sure quick responses in case of problems (distributed generation);
- a higher degree of transparency can only be obtained through further indices.

# Commercial Quality

- 17 countries reported 199 national standards attached to 15 performances requested by customers;
- There is a trend towards increasing the adaptation of standards guaranteed by automatic compensations, which is recommended by CEER;
- CEER recommends to monitor the commercial quality performance and to assess customer priorities before new or improved regulation;
- Very different treatment throughout Europe - Further harmonized monitoring needed.



# Summary of findings

- Report provides guidance and analysis of European practices on these three aspects of quality of supply;
- Remarkable improvements in continuity of supply across Europe;
- Incentive regulation is an important tool to balance cost efficiency and quality of supply;
- CEER periodically benchmarks and documents the quality of electricity supply in terms of its levels and its regulation across Europe;
- Report spreads best practice on quality of supply regulation including incentive/penalty regimes (DSO and TSO);
- Report drives forward improvements in existing European quality of supply standards in order to achieve standards that are satisfactory from a regulatory point of view.

Thank you for your attention!

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