

Response charts for 'Retail Market'

▶ Current search:

Query definition

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) OR 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)
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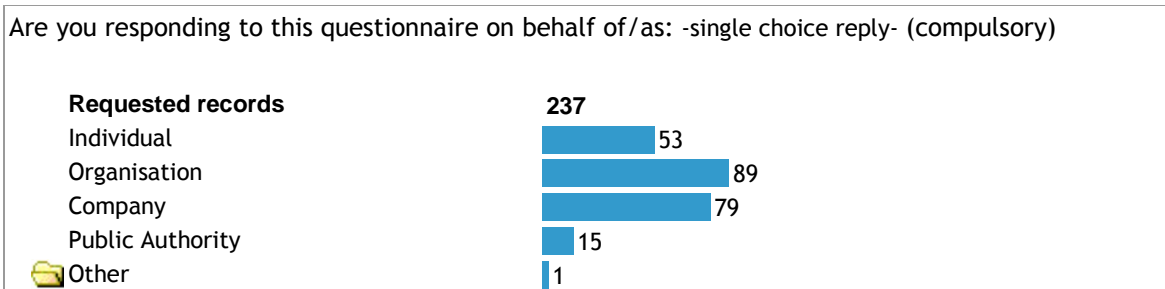
Result pages

▶ There are **237** responses matching your criteria of a total of **264** records in the current set of data.

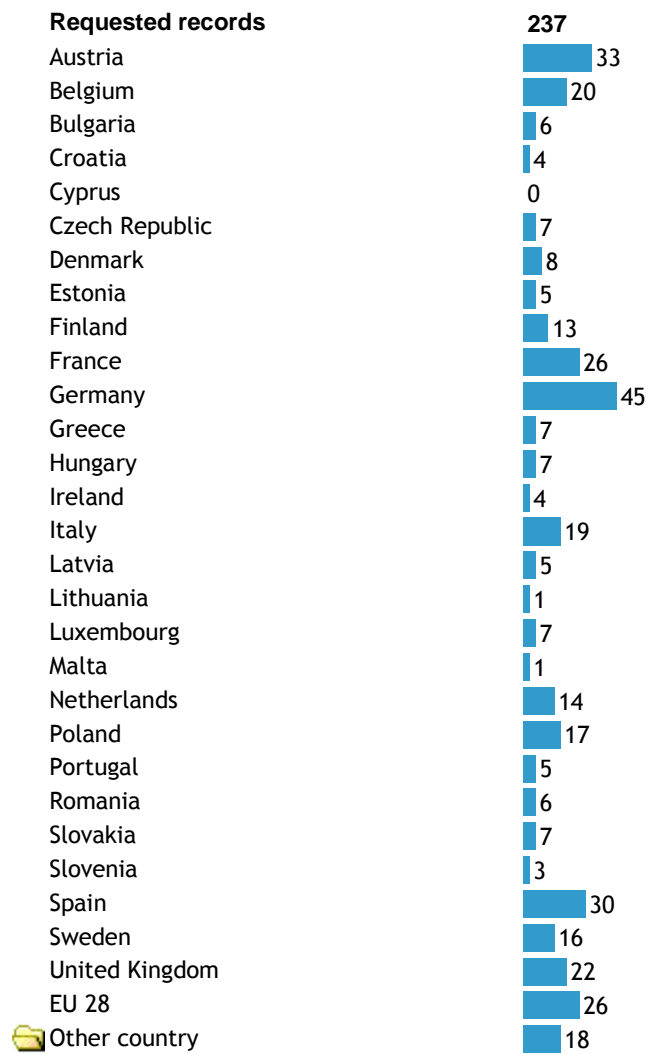
Sorted answers Original order

INFORMATION ABOUT THE RESPONDENTS

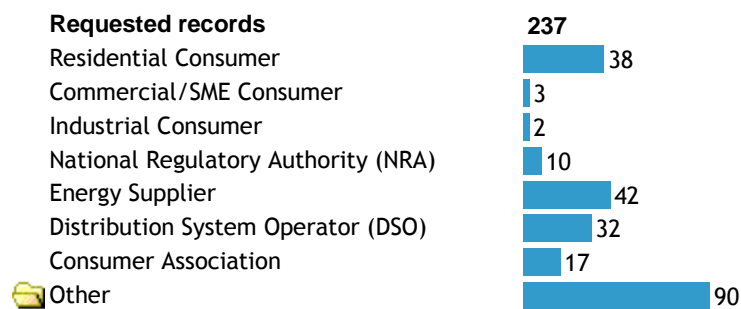
Are you responding to this questionnaire on behalf of/as: -single choice reply- (compulsory)



Please indicate your principal country or countries of residence or activity -multiple choices reply- (compulsory)




What is your role in the energy market? -single choice reply- (optional)




How would you prefer your contribution to be published on the Commission website, if at all?
-single choice reply- (compulsory)

Requested records

237

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)  178

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)  59

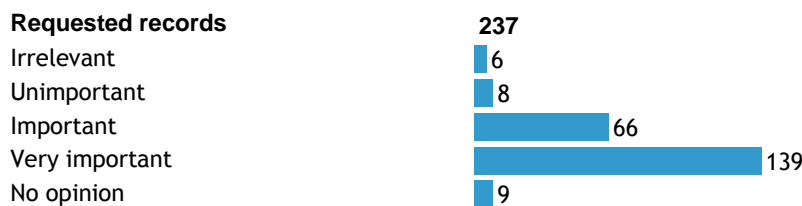
Not at all - keep it confidential (my contribution will not be published, but it will be used internally within the Commission) 0

I. GENERAL FUNCTIONING OF THE RETAIL MARKET AND CONSUMER PARTICIPATION

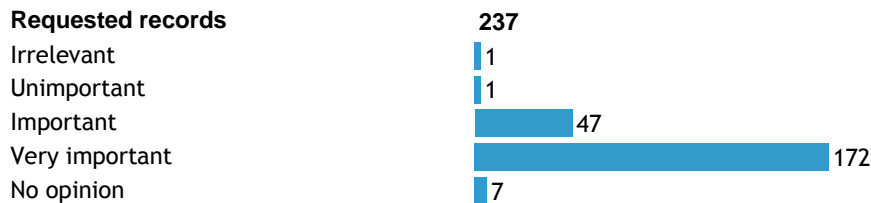
1. A well-functioning retail energy market offers consumers means of managing their energy procurement and consumption as well as controlling their energy costs. This should increase consumers' trust in the energy sector. However, the functioning of retail energy markets is affected by a number of factors 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) Well-functioning wholesale market -single choice reply- (optional)



b) Customer choice between competing offers -single choice reply- (optional)



c) Easy access to technology such as smart meters or appliances -single choice reply- (optional)

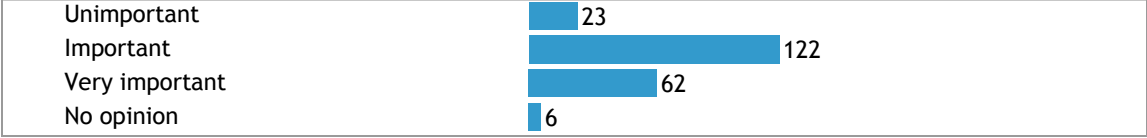


d) Secure access to more detailed energy consumption data -single choice reply- (optional)

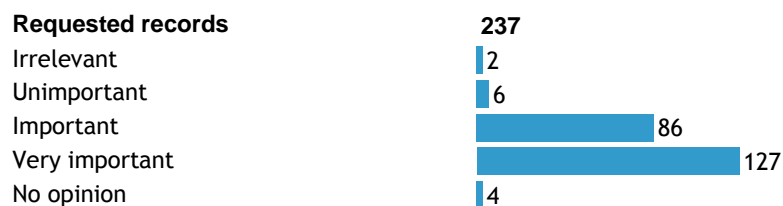


e) Easy access to demand response services -single choice reply- (optional)





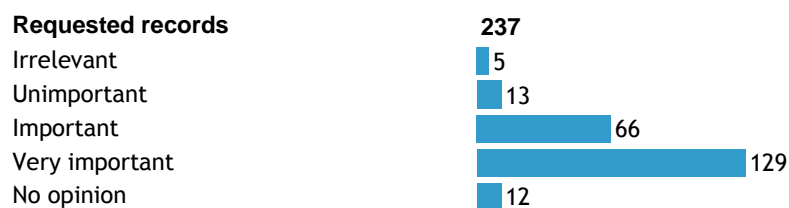
f) Easy access to energy efficiency services -single choice reply- (optional)



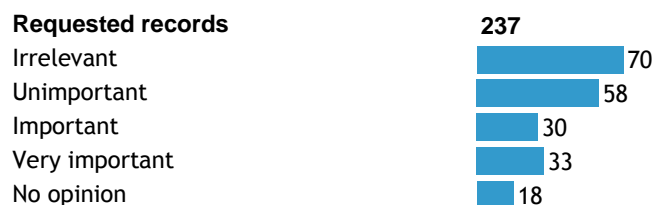
g) Strong consumer protection -single choice reply- (optional)



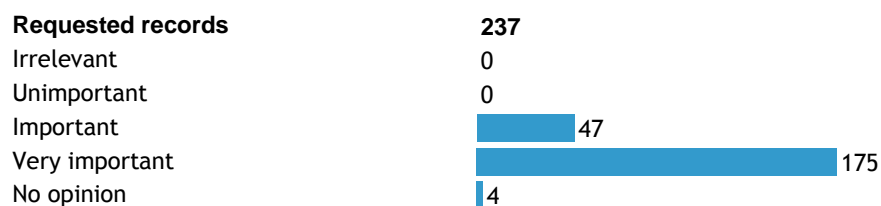
h) Market-based consumer prices -single choice reply- (optional)



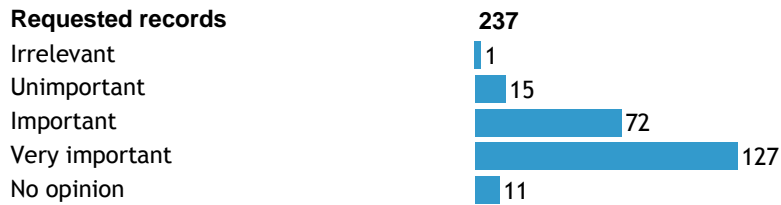
i) Regulated consumer prices -single choice reply- (optional)



j) Transparent contracts and bills -single choice reply- (optional)



k) Bill reflecting real instead of estimated consumption -single choice reply- (optional)



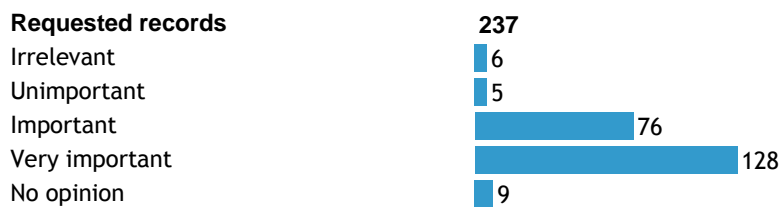
l) Light permitting and grid connection procedures for self-production -single choice reply- (optional)



m) Right to sell excess energy -single choice reply- (optional)



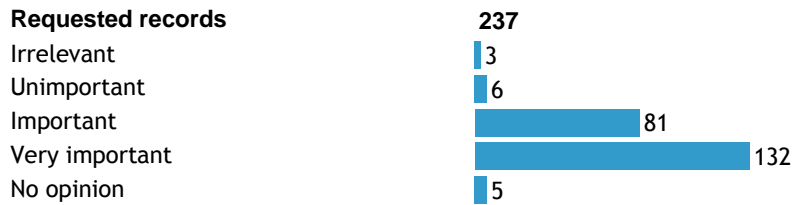
n) Protection against misleading selling methods and practices -single choice reply- (optional)



o) Protection of vulnerable consumers -single choice reply- (optional)



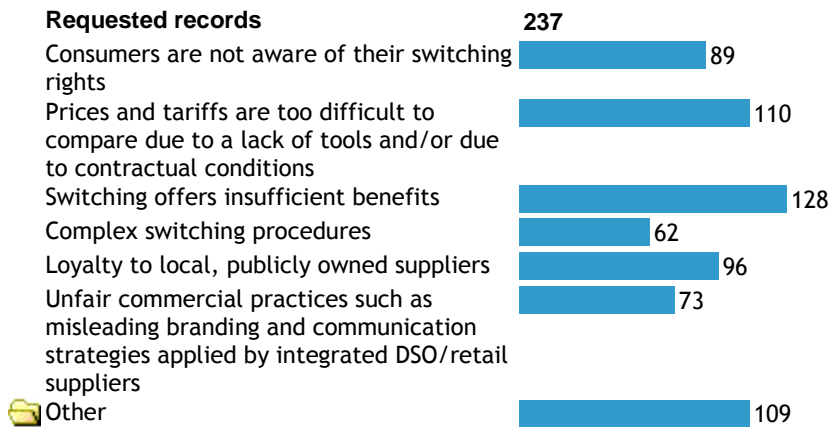
p) Independent and competent National Regulatory Authority -single choice reply- (optional)



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?

-multiple choices reply- (optional)

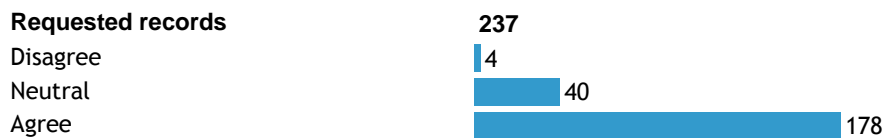


4. Please indicate if you agree or disagree with the following statements concerning ways to increase consumers' interest in comparing offers and switching to a different energy supplier.

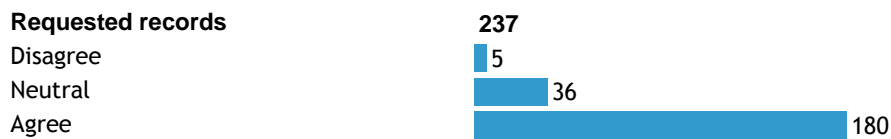
a) Include standardised minimum information in commercial offers for easier comparison -single choice reply- (optional)



b) Ensure the availability of web-based price comparison tools -single choice reply- (optional)



c) Ensure consumers are aware of their rights -single choice reply- (optional)



d) Develop further rights for consumers -single choice reply- (optional)



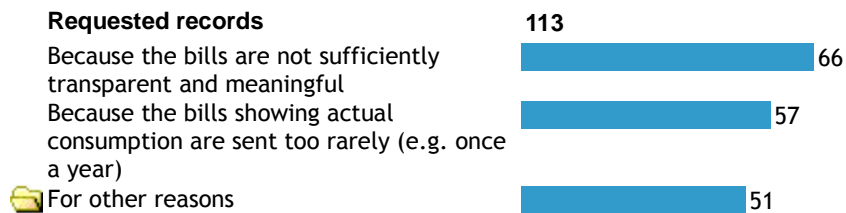
e) There is no need to encourage switching -single choice reply- (optional)



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? -single choice reply- (optional)



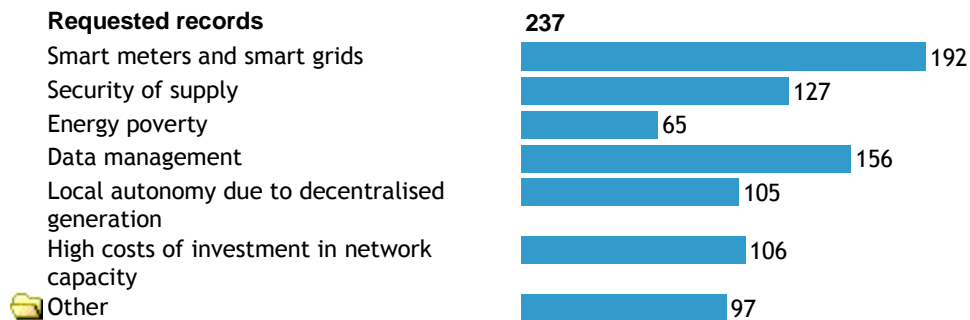
5.1. Why does the bill for actual consumption not provide sufficient information? -multiple choices reply- (optional)



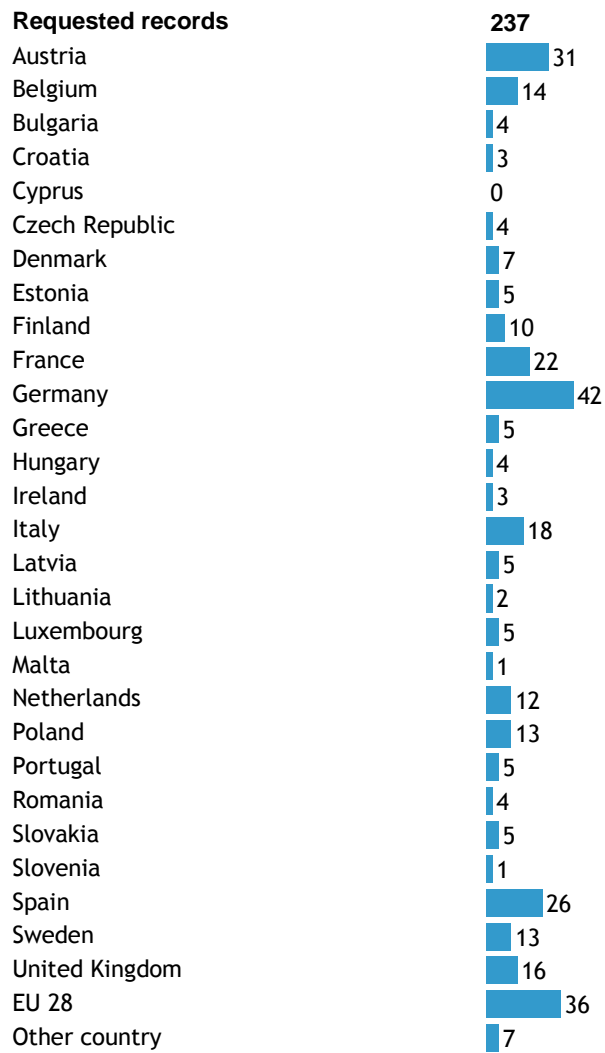
6. If you were able to receive more detailed information on your energy consumption, do you think this would affect your consumption patterns? -single choice reply- (optional)



7. In your opinion, which of the following factors will be the main drivers of future developments in the retail market? -multiple choices reply- (optional)



8. My reply to the previous question concerns the following Member State(s) -multiple choices reply- (optional)



II. MARKET DESIGN

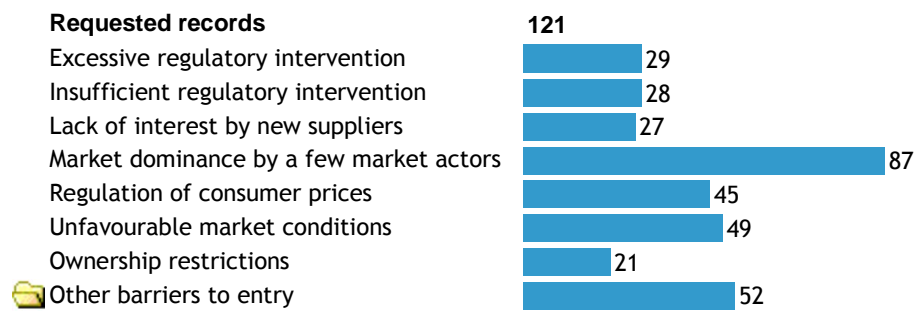
Market design refers to the way the roles, responsibilities and interaction of electricity and gas market actors (including distribution system operators, energy suppliers, energy service companies and consumers) are organised in a country or region.

Decisions on market design also influence the scope and degree of competition in the market.

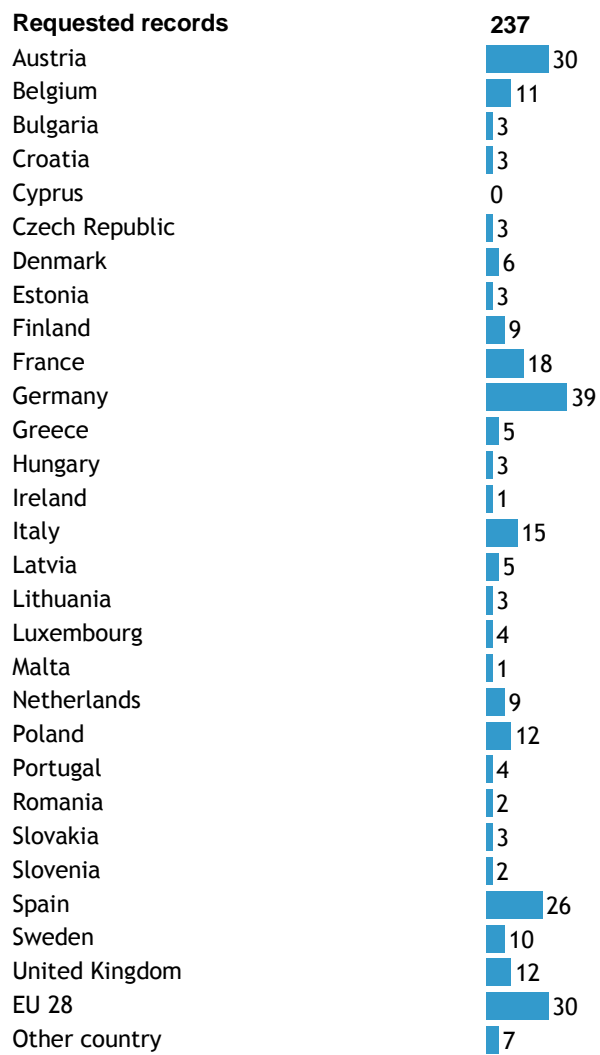
9. In your opinion, is the level of competition in retail energy markets appropriate? -single choice reply- (optional)



📁 Why do you think there is too little competition? -multiple choices reply- (optional)



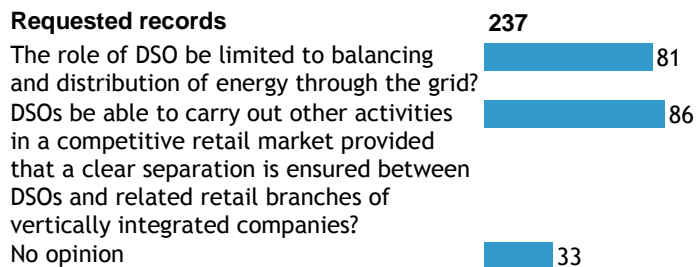
10. My reply to the previous question (9) concerns the following Member State(s) -multiple choices reply- (optional)



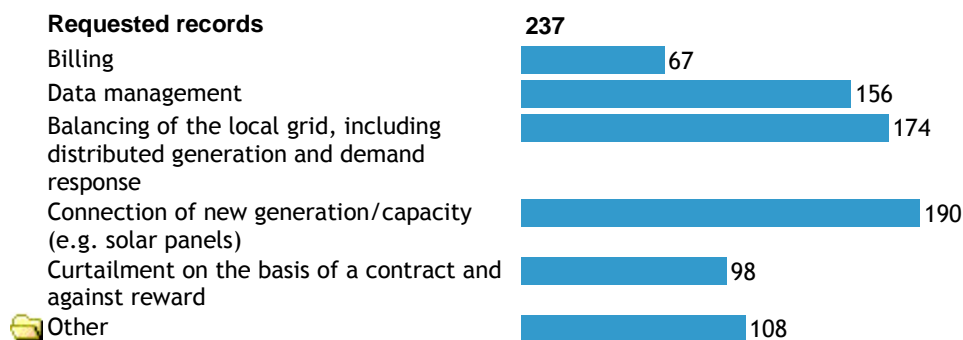
11. Market functioning and the degree of competition are also determined by impartial operation of the networks and therefore by the independence of network operators from commercial retailers of energy. DSOs have a specific role in their key task of distributing energy. Some DSOs belong to vertically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

In your view should:

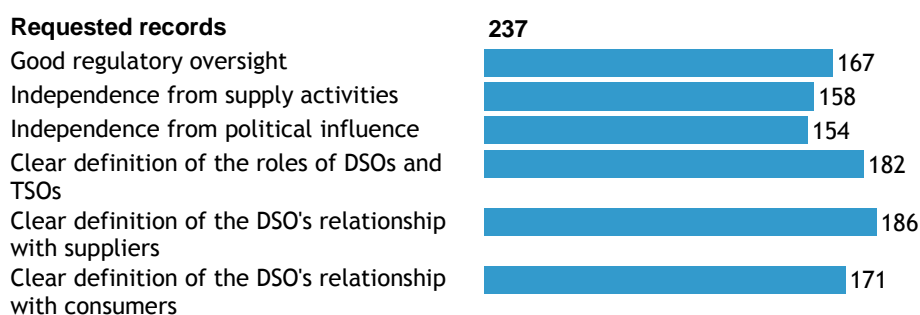
-single choice reply- (optional)



12. In your opinion, which of the following task(s) should DSOs carry out? -multiple choices reply- (optional)

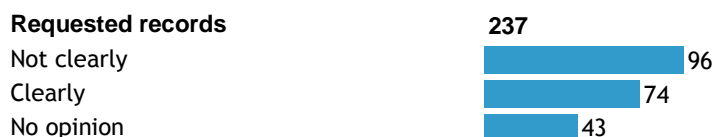


13. In your opinion, what are the requirements for DSOs to efficiently fulfil their tasks that you identified above? -multiple choices reply- (optional)



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? -single choice reply- (optional)



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?

a) Billing -single choice reply- (optional)



b) Data management -single choice reply- (optional)



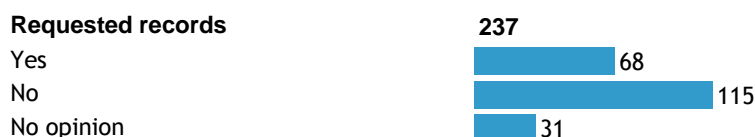
c) Balancing of the local grid -single choice reply- (optional)



d) Distributed generation -single choice reply- (optional)



e) Demand response -single choice reply- (optional)



f) Connection of new generation/capacity (e.g. solar panels) -single choice reply- (optional)



g) Curtailment on the basis of a contract and against reward -single choice reply- (optional)

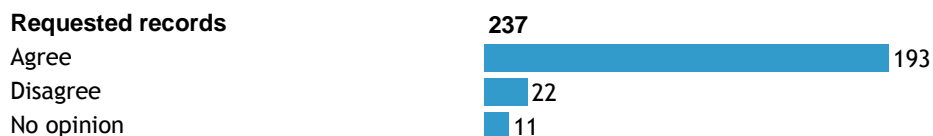


h) Other

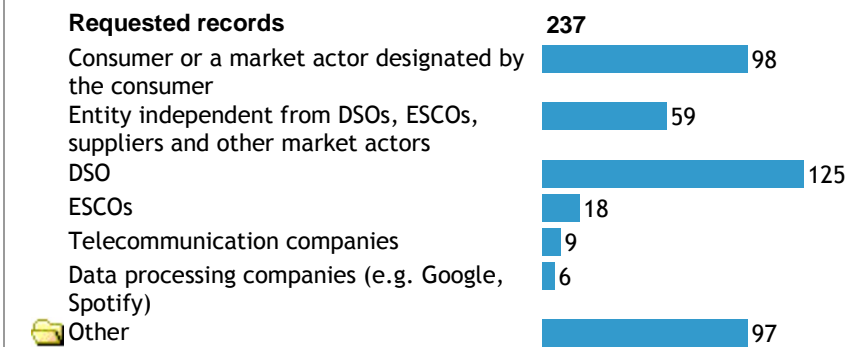
-single choice reply- (optional)



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. -single choice reply- (optional)



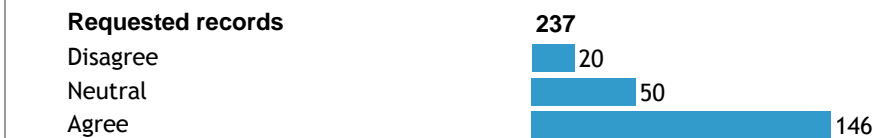
17. In your view, which of the following entities should manage the consumption data flows?
-multiple choices reply- (optional)



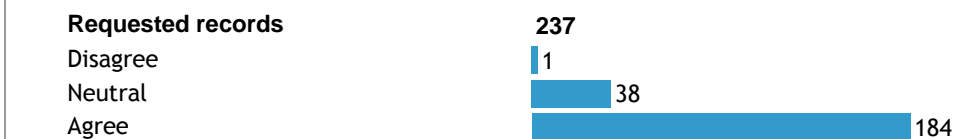
18. Network charges represent an important part of the final energy cost for households. The method of setting the DSO tariff is therefore as important for retail energy consumers' bills as the level of competition and transparency in the prices of the energy commodity. The DSO tariffs are regulated 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.

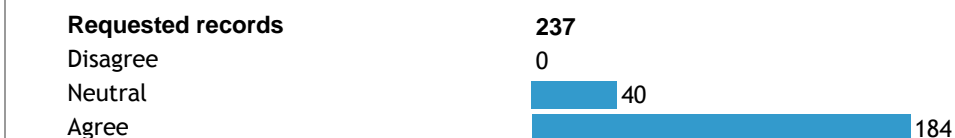
a) The tariffs should be time-differentiated to enable demand response -single choice reply- (optional)



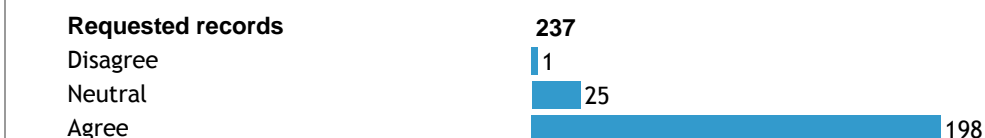
b) The tariffs should be measurable -single choice reply- (optional)



c) The cost breakdown of tariffs should be transparent -single choice reply- (optional)



d) The methodology to calculate the tariffs should be transparent -single choice reply- (optional)



e) The tariffs should be favourable for distributed generation -single choice reply- (optional)



f) The principles to determine network tariffs should be the same for both distribution and transmission to avoid distortion -single choice reply- (optional)



g) European wide principles for setting distribution network tariffs are needed -single choice reply- (optional)



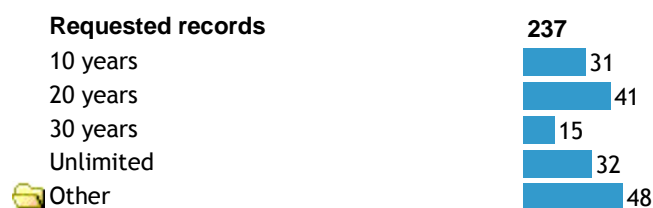
19. Internal Energy Market legislation foresees that Member States designate DSOs for a period of time to be determined by them and having regard to efficiency and economic balance. In this context the operation of distribution networks may be measured against cost efficiency, long-term sustainability 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?

-single choice reply- (optional)



20. In your opinion, a suitable period of time for a concession contract would be: -single choice reply- (optional)



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.

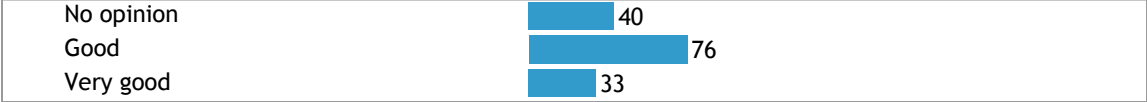
Please indicate your opinion on the National Regulatory Authority in your country with regard to:

a) 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 -single choice reply- (optional)

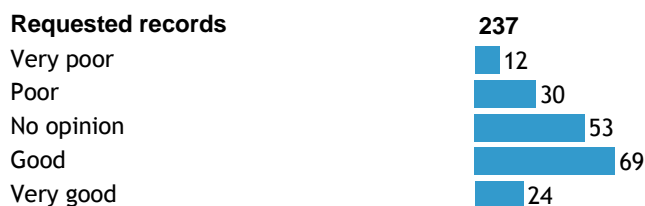


b) Helping to ensure consumer protection in the energy market -single choice reply- (optional)

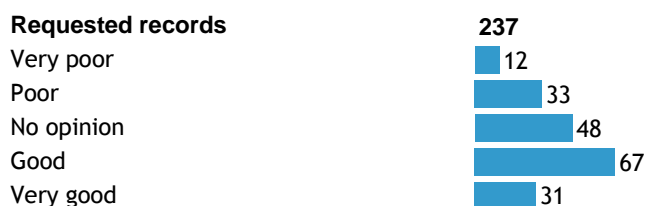




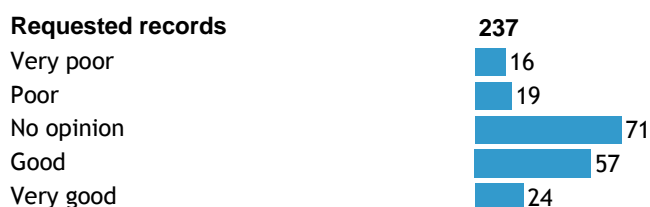
c) Fixing or approving distribution tariffs or their methodologies -single choice reply- (optional)



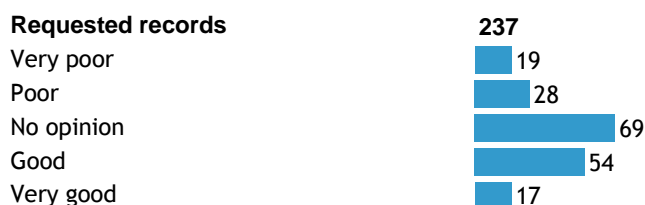
d) Monitoring the level and effectiveness of market opening and competition at retail level -single choice reply- (optional)



e) Reacting to occurrences of contractual practices restricting the freedom of consumers to contract more than one energy supplier -single choice reply- (optional)



f) Bringing cases of distortion of competition before the competent competition authorities -single choice reply- (optional)



g) Efficiency -single choice reply- (optional)



22. Does the NRA in your country (in your view) have sufficient resources to fulfil its role? -single choice reply- (optional)



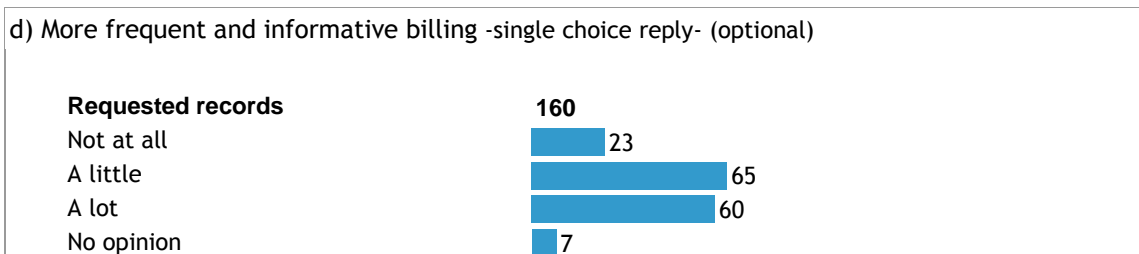
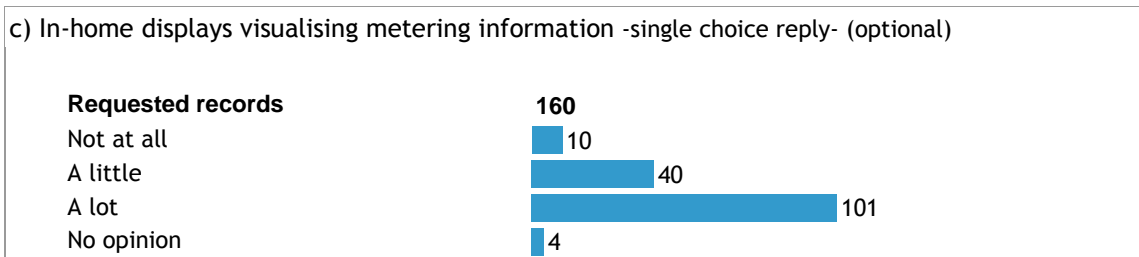
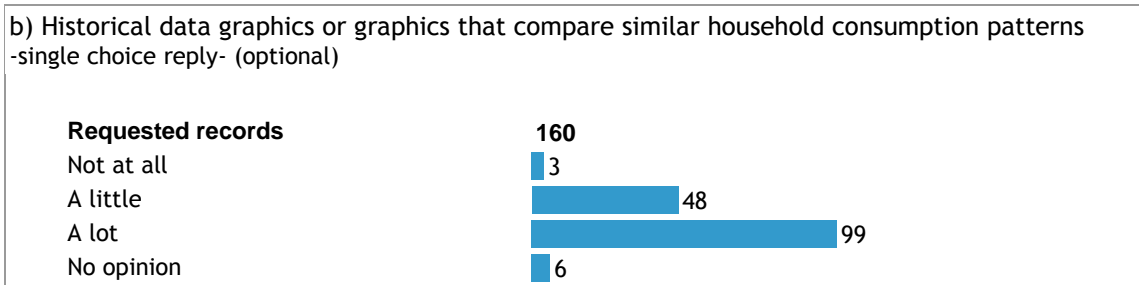
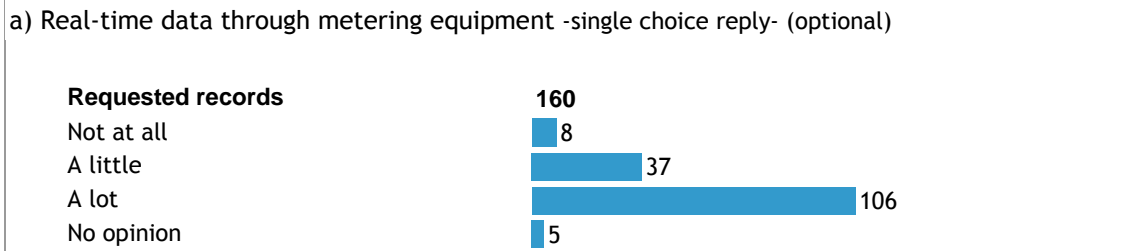
III. DEMAND-SIDE PARTICIPATION AND SMART USE OF ENERGY

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? -single choice reply- (optional)



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



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).

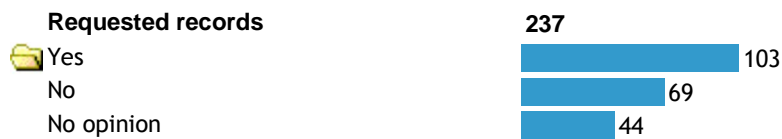
Do you think there is sufficient choice of energy efficiency services in your country? -single choice reply- (optional)



26. Is it easy for energy service companies to start operating in your country? -single choice reply- (optional)



27. Do you think that more should be done to support the establishment of ESCOs that are active in the field of energy efficiency? -single choice reply- (optional)



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



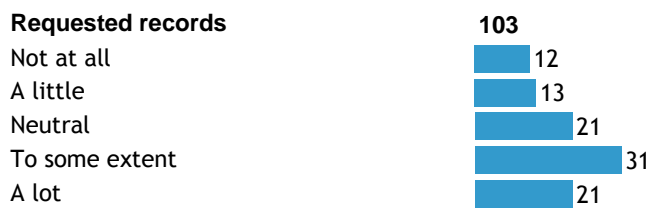
a) Public databases of companies offering energy efficiency services -single choice reply- (optional)



b) Central information points and intermediaries to facilitate contracting arrangements -single choice reply- (optional)

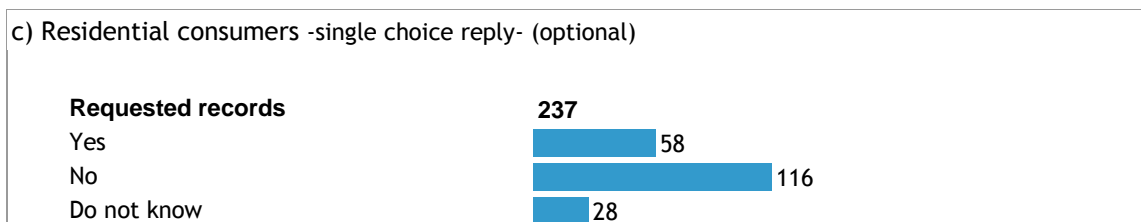
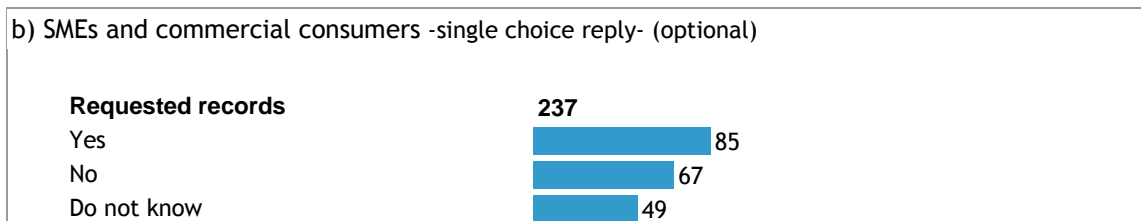
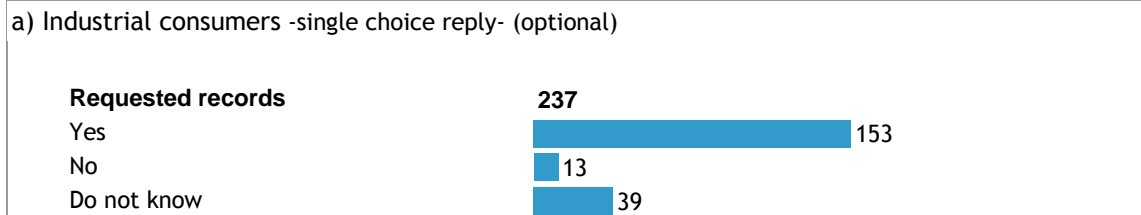


c) An independent facility (such as an ombudsman) to settle disputes and complaints between consumers and ESCOs -single choice reply- (optional)

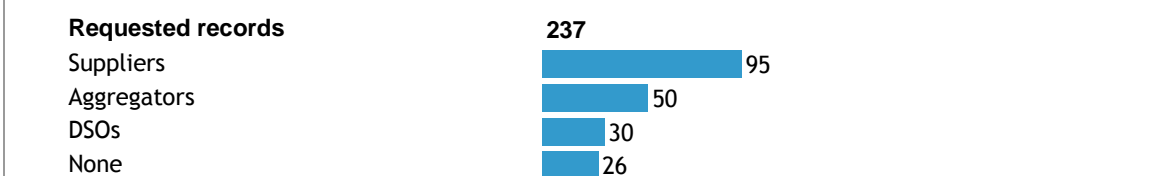


28. Demand response helps to balance the energy system by absorbing extensively available electricity supplied at very low prices while optimising the energy consumption at peak times. In practice this would mean that consumers use electricity when it is cheap, while saving it or selling what they produce 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.

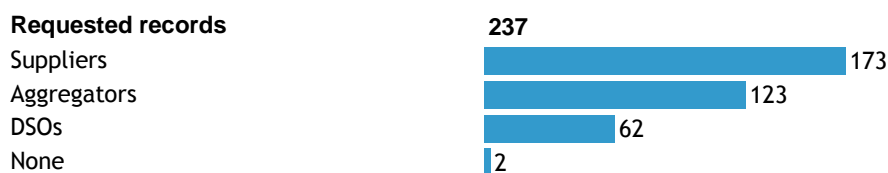
In your country, do the following consumer groups have access to demand response services?



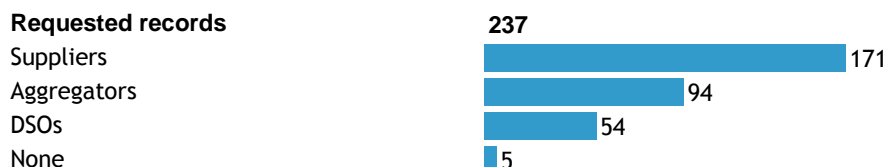
29. In your country, do the following consumer groups have access to dynamic pricing and/or time-differentiated tariffs (e.g. time-of-use tariffs)? -multiple choices reply- (optional)



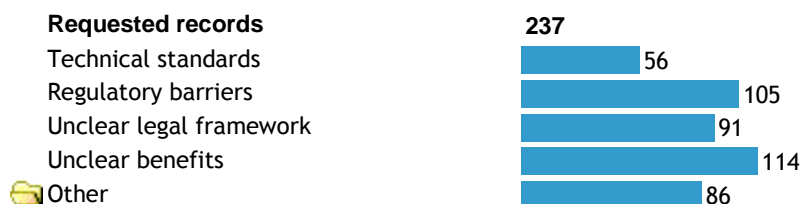
30. Regarding the participation of end-consumers in demand response, who should offer demand response services to residential consumers and SMEs? -multiple choices reply- (optional)



31. Who should offer dynamic pricing to residential consumers and SMEs? -multiple choices reply- (optional)



32. If there is little or no dynamic pricing in your country, what are the barriers? -multiple choices reply- (optional)



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

a) The load (demand capacity) that can be adapted by the consumer upon request should be measured at aggregated level -single choice reply- (optional)



b) Consumers should be able to enter aggregation programmes regardless of the size of their load -single choice reply- (optional)



c) On-site qualification tests for demand-side units should be carried out at an aggregated level -single choice reply- (optional)



d) Consumers should be able to participate in the primary balancing market -single choice reply- (optional)



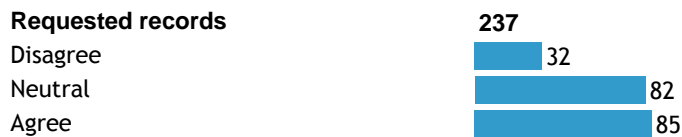
e) Network operators should be obliged to offer products, services and contracts which match the characteristics of flexibility that residential and small industrial/commercial consumers can typically provide (i.e. smaller loads for limited time) -single choice reply- (optional)



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 -single choice reply- (optional)



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) -single choice reply- (optional)



33.1. The time within which primary reserve capacities must be fully activated should be: -single choice reply- (optional)



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

-single choice reply- (optional)



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?

a) Aggregators have full access to the market -single choice reply- (optional)



b) Aggregators appear today as active players in the energy market -single choice reply- (optional)



c) Suppliers should be allowed to act as aggregators -single choice reply- (optional)



d) Member States should incentivise aggregators -single choice reply- (optional)

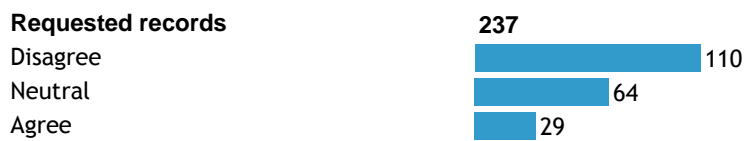


35. Regarding consumer engagement in demand response programmes, to which extent do you agree with the following statements:

a) A large number of consumers would engage in demand response programmes if they were offered simple services and hassle-free technical solutions -single choice reply- (optional)



b) Only very specific consumer segments (like young people and people without children) would engage in demand response programmes -single choice reply- (optional)



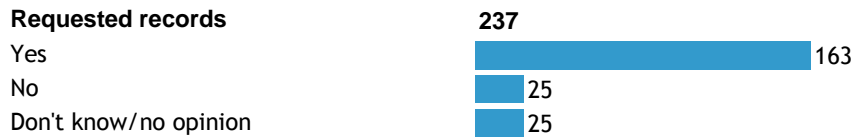
c) Overall few consumers would engage in demand response programmes -single choice reply- (optional)



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:

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? -single choice reply- (optional)

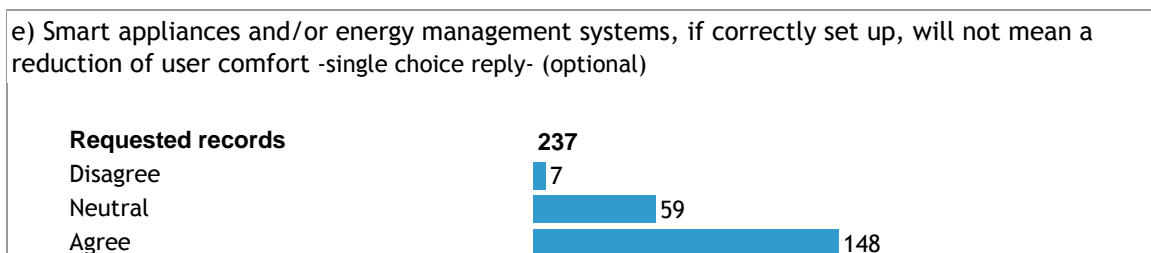
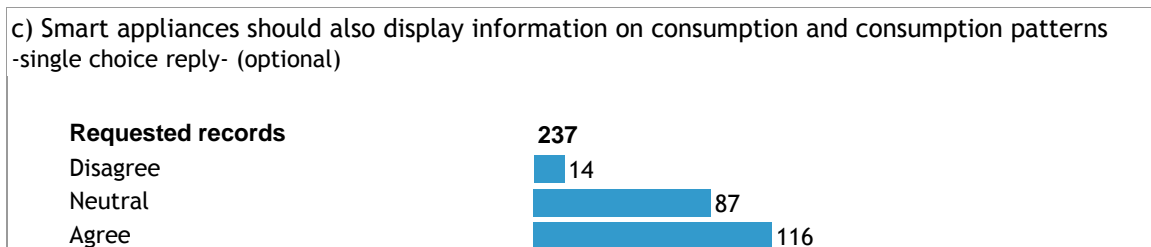
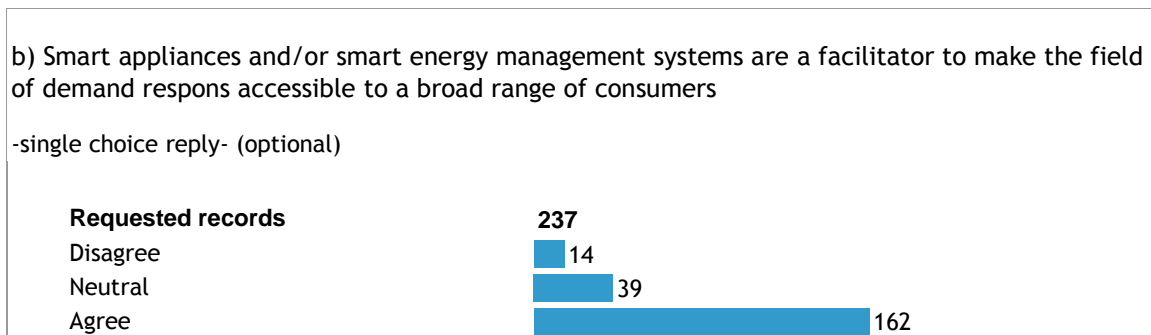
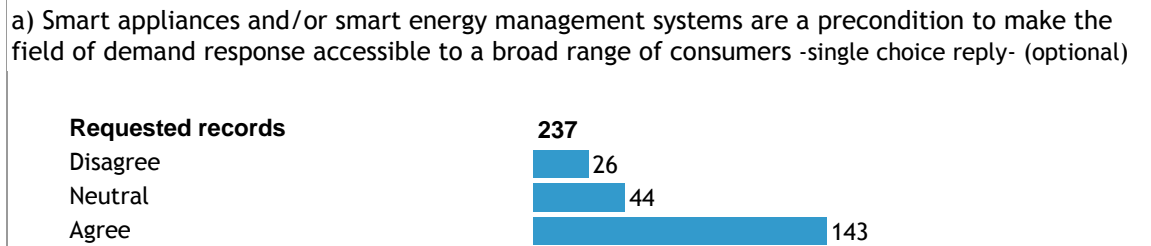


b) Have a smart meter with functionalities of his own choice even if a different type is rolled out in his area? -single choice reply- (optional)



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?

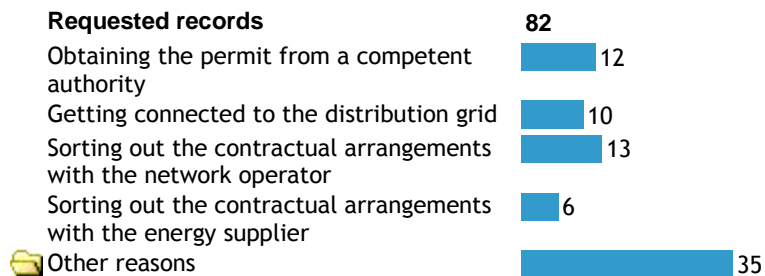


38. The Energy Performance of Buildings Directive lays down that all new buildings will have to be nearly-zero energy buildings by 2020. This means that buildings will have to be very energy-efficient while covering the low remaining energy need for heating and cooling with renewable energy produced 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? -single choice reply- (optional)



If not, what is the most important obstacle? -single choice reply- (optional)



39. In your country, can consumers sell:

a) Their self-produced electricity to the grid? -single choice reply- (optional)



b) Electricity to different suppliers? -single choice reply- (optional)

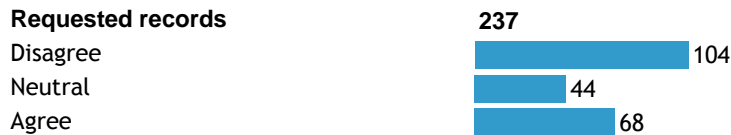


c) Electricity to their neighbours? -single choice reply- (optional)



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

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 -single choice reply- (optional)



b) Self-generators/auto-consumers should contribute to the network costs even if they use the network in a limited way -single choice reply- (optional)



c) The further deployment of self-generation with auto-consumption requires a common approach as far as the contribution to network costs is concerned -single choice reply- (optional)



d) The further deployment of self-generation with auto-consumption requires a common approach for the simplification of related administrative procedures -single choice reply- (optional)



e) Member States should give more financial incentives for promoting self-generation and auto-consumption of heat from renewable energy sources and micro-CHP -single choice reply- (optional)



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

a) There should be incentives for electrical heating appliances that are demand response-ready -single choice reply- (optional)



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) -single choice reply- (optional)



c) Member States should give more financial incentives for the purchase of highly efficient heating technologies, irrespective of the fuel -single choice reply- (optional)

