

GAS REGIONAL INITIATIVE SOUTH SOUTH-EAST Work Plan 2019-2020

Energy regulatory office

24h supplier switching

- ACER: A Bridge to 2025 Conclusions Paper
 - CEER will produce a roadmap to secure reliable supplier switching within 24 hours, no later than 2025, unless the cost-benefit analysis is negative. Delivery of the roadmap could require changes in EU legislation.
- CEER: Position Paper on Well-Functioning Retail Energy Markets
 - Arguably, the availability of an easier and quicker switching process can also spur further consumer engagement. At national level, there might be a lack of implementation by some DSOs of the standardised switching process; for this reason the metric includes “coverage”, i.e. the percentage of consumers having access to this process.

24h supplier switching

- Questionnaire to learn as much as possible about the supplier switching process
- Assess the process of supplier switching in countries of the SSE region and in Energy Community contracting party
- Deliverables: summary of the topic and discussion on identification of the best practices

- Next steps:
 - Draft the questions
 - Circulate the questionnaire among NRAs