

The Changing Role Of The Customer

GEODE's Spring Seminar on "DSOs Working Closer to the Customer"

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The **National Energy Ombudsman Network** is:

- An independent European network,
- Ombudsman and mediation services in the energy sector,
- independent of the industry,
- **EC Directives 2009/72 and 73 (“Third Energy package”) & Directive 2013/11 on alternative dispute resolution**



National Energy Ombudsmen Network

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Our work:

- **autonomous** observers
- **whistle-blowers** and **regulatory supports** through complaints and dispute data management
- build **bridges** between consumers, regulators, policy makers, suppliers and DSOs.
- Our work boosts consumers' **empowerment** in the retail energy market



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The traditional role of consumers and DSOs

- Competition puts supply and operation of the network apart
- Public service obligations imposed on DSOs

→ *Still a lot of misunderstanding!*

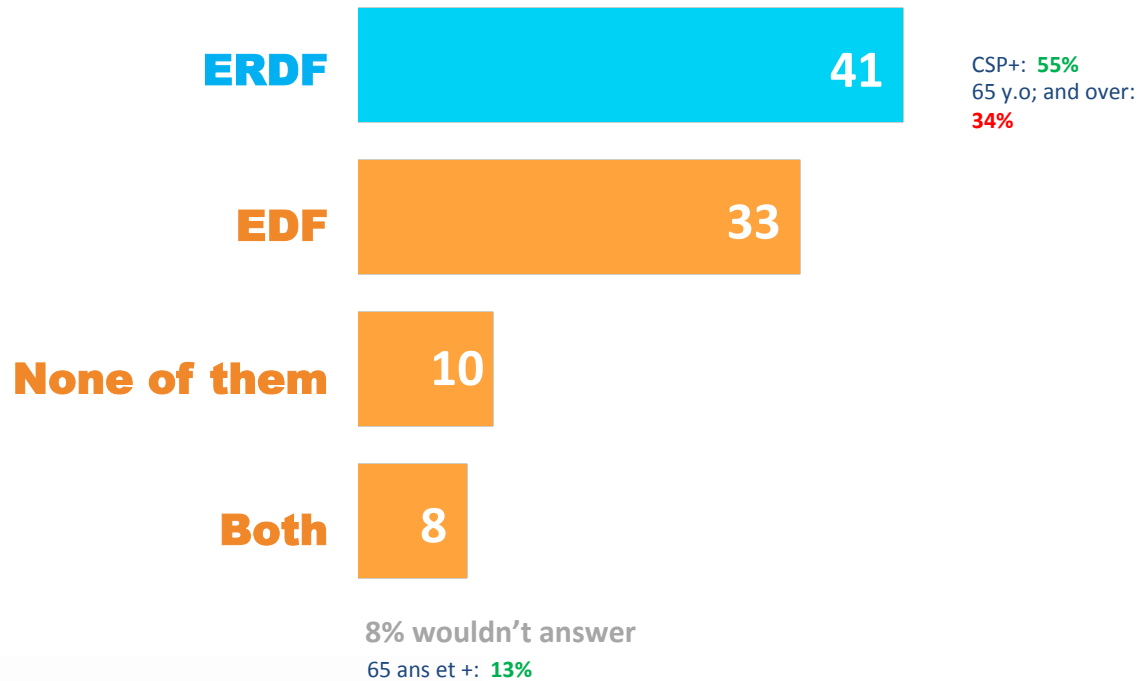


DSOs and suppliers' missions still unclear: less than one out of two households identifies correctly the body in charge of the meter reading!

51%

Of households are **wrong** about the body in charge of the **meter reading**

and **8%** Can't answer



Q39b. Could you tell me which body is, according to you, in charge of the meter reading? Base: Ensemble (n= 1501) - En %

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From 'passive' to 'prosumers'

DSOs in the front line in France:

- In charge of the **smart meters roll-out**
- **Pro-active attitude** when lack of meter reading



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Smart technologies

- **42%** of French consumers **heard about smart meters**
- **39%** believe that they will help them **save energy** and money
- Consumers will have access to a **website**, but there should also be a **free real-time monitoring display** within the housing, **showing consumption in kWh and in euros**
- **Data management:** personal data should not be transferred to third parties **without consumer consent.**

In France, consumers associations and the independent authority for data protection CNIL are very involved on the subject to avoid any risk



Self generation



- Consumers will become DSO's partners of the energy transition.
- Some local **DSOs will act as intermediaries**: transparent and reliable information for consumers is requested
- NEON is convinced that **commercial practices laws must be enforceable for DSOs**

→ Towards a more tailor-made, more business-oriented relationship



Conclusion - Recommendations

1. Consumers should not carry all responsibility for the changes
2. Stakeholders need to work together to be **proactive** and respond **quickly** and **efficiently** to new challenges
3. DSOs should pay attention to **complaints** and **Ombudsmen's feedbacks**



Thank you!

More info: www.neon-ombudsman.org