

CEER

**Council of European
Energy Regulators**



Innovative business models and consumer protection challenges

Jana Haasová, CEER Innovation and Retail Markets WS and CRM WG Co-Chair

Fostering energy markets,
empowering **consumers**.

DR4EU 1st WORKSHOP: CONSUMERS' RIGHTS AND PROTECTION
07.06.2021

Innovative Business Models and Consumer Protection Challenges

- Publication of the CEER report is foreseen in July
- Phase I: Consultancy research support by CEPA

Case studies on:

- ✓ **Peer-to Peer Facilitators**
- ✓ **Engagement Enablers**
- ✓ **Energy as a Service**
- ✓ **Network Optimisation**
- ✓ **E-mobility**

Innovative Business Models and Consumer Protection Challenges

- Identified regulatory challenges:

Issue	Community access	Engagement enablers	Energy as a Service	Network optimisation	E-mobility
New entrant access	x	x	x	x	x
Consumer choice and the Principal-Agent problem	x	x	x		x
Self-consumption	x				x
Data access and protection	x	x		x	

Innovative Business Models and Consumer Protection Challenges

- Phase II: CEER Project team working on identified regulatory issues:
 - **New entrant access**
 - **Consumer choice and the Principal-Agent problem**
 - **Self-consumption**
 - **Data access and protection**



New entrant
access



Consumer choice and
Principal-Agent problem



Self-
consumption



Data access and
protection

Innovative Business Models and Consumer Protection Challenges – preliminary conclusions

New entrant access



- ▶ Ensure fair data access to every stakeholder
- ▶ Encourage interoperability between equipment
- ▶ Simplify market rules to enable small-scale assets to participate

Innovative Business Models and Consumer Protection Challenges – preliminary conclusions

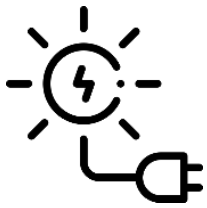
Consumer choice and the Principal-Agent problem



- ▶ Consumer captivity
- ▶ Inequality due to differences in consumer skills and financial means
- ▶ Adequate regulation of agents

Innovative Business Models and Consumer Protection Challenges – preliminary conclusions

Self-consumption



- ▶ Integration into balancing rules
- ▶ Adaptation of retail market monitoring
- ▶ Define responsibility of sharing of production amongst collective self-consumers

Innovative Business Models and Consumer Protection Challenges – preliminary conclusions

Data access and protection



- ▶ Ensure cybersecurity remains a key priority
- ▶ Further empowerment and customization to fit the type of consumer
- ▶ Close oversight cooperation with regulators from other sectors

CEER-BEUC 2030 Vision for Energy Consumers

LET'S **ASPIRE**

“Looking ahead to 2030 and the EU’s 2050 sustainability and climate neutrality objectives, we envision a future where effective policies and frameworks ensure that consumer rights are promoted and protected, whilst delivering these objectives.”

CEER-BEUC 2030 Vision for Energy Consumers

Long-term Energy Transition for Sustainability and Climate Neutrality



AFFORDABILITY



PROTECTION



RELIABILITY



SIMPLICITY



INCLUSIVENESS

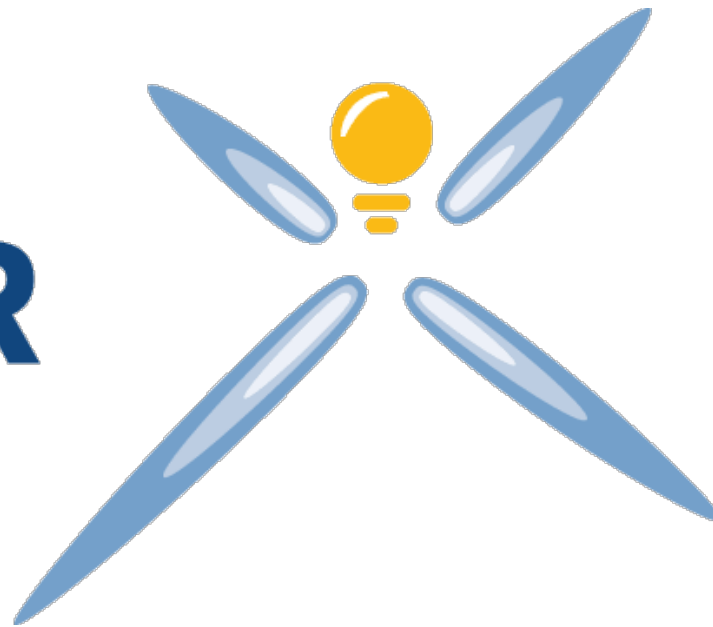


EMPOWERMENT

Thank you for your attention!

CEER

Council of European
Energy Regulators



www.ceer.eu