



# Survey of NRAs on Approaches to Dealing with Consumer Issues

In support of the work of ICER VWG3



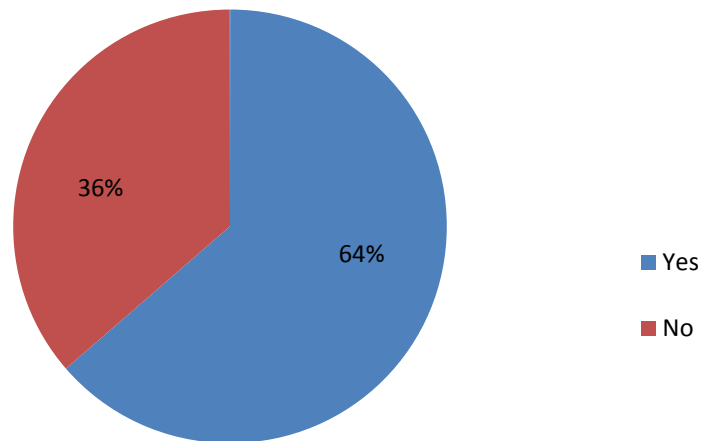
# NRA Survey

- The survey was sent to approximately 300 regulators from across the globe.
- A total of 33 responses were received, which equates to an 11% response rate.
- The survey was conducted from June 2013 until September 2013. The survey was conducted online through the ICER website.

# Competitive Energy Retail Markets

- The survey was split into two general areas. Participants have a competitive energy retail market in their jurisdiction or they do not.

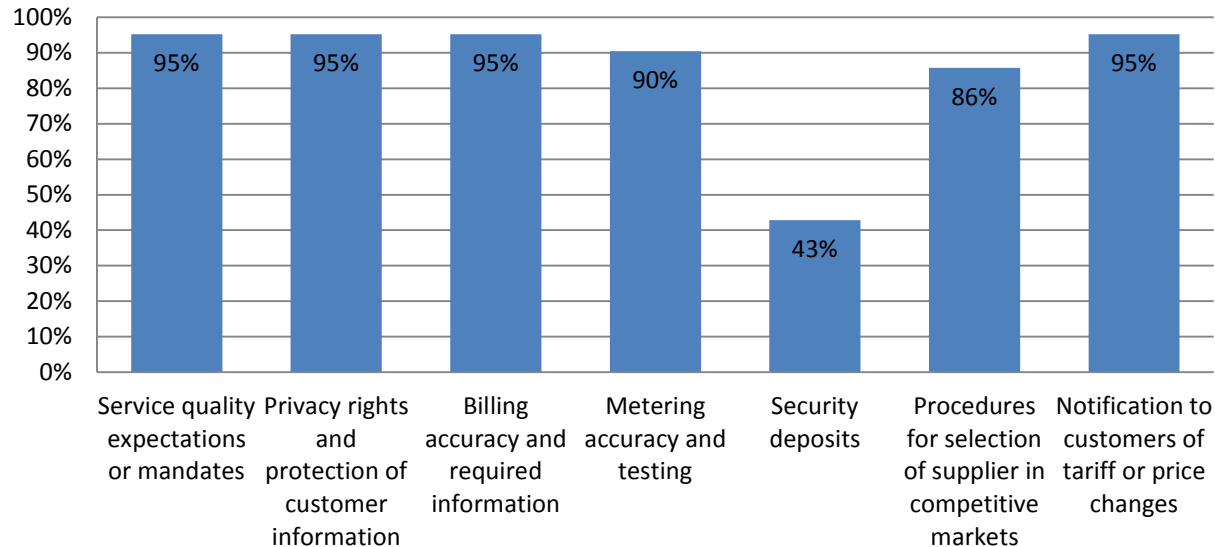
**Competitive Energy Retail Market**



- Those respondents that have a competitive energy retail market use the following consumer protection rules:

### Utilization of Consumer Protection Rules

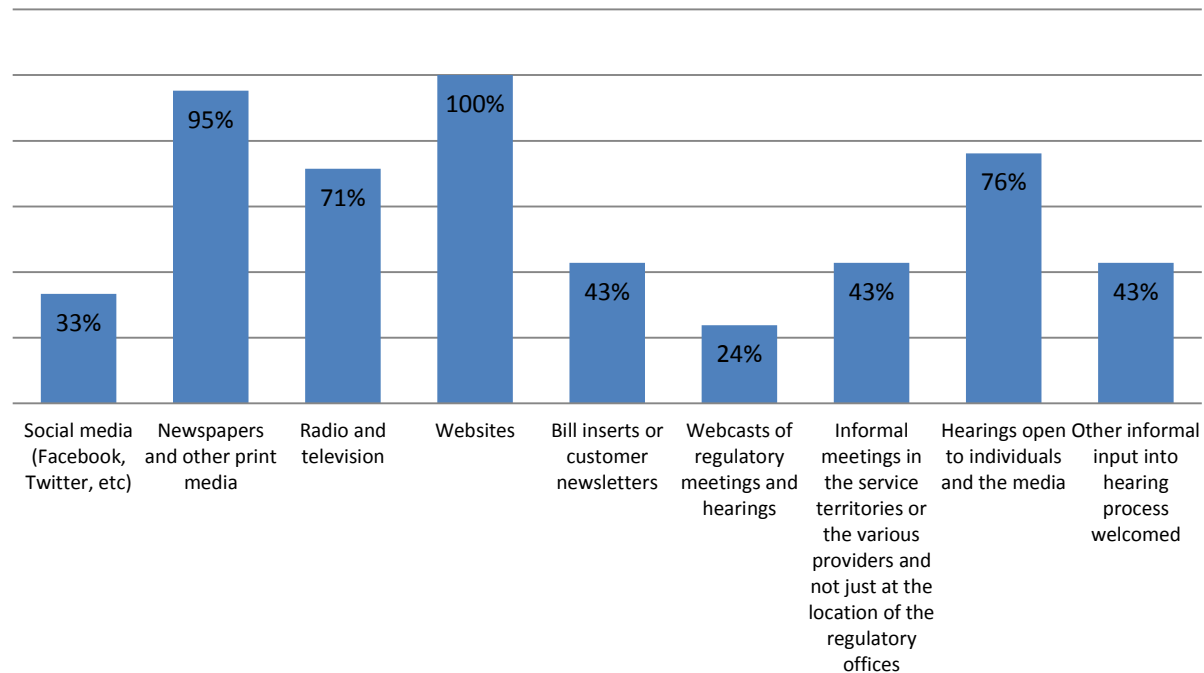
(with Competitive Energy Retail Markets)



- Communication between the organization responsible for energy market regulation and end-use customers occur using the following formats.

## Communication Methods with Consumers

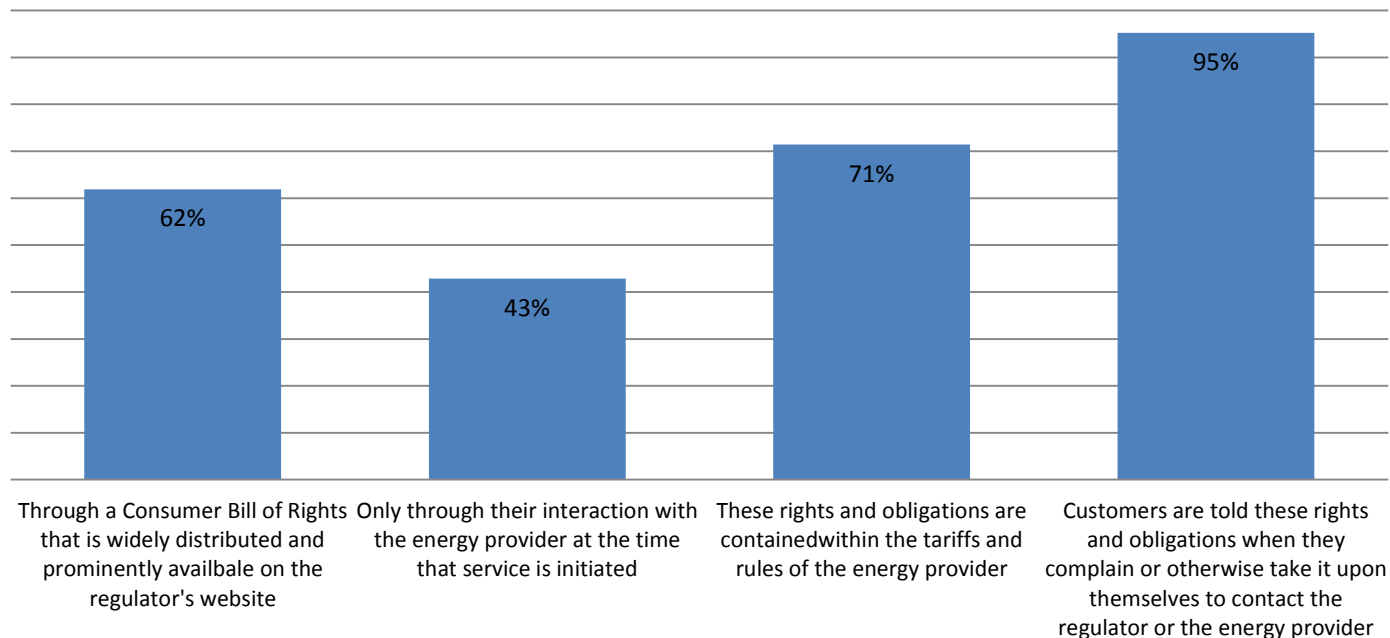
(with Competitive Energy Retail Markets)



- Within the context of energy market regulation, consumers are made aware of their rights and obligations as follows.

## How Consumers Are Made Aware of their Rights

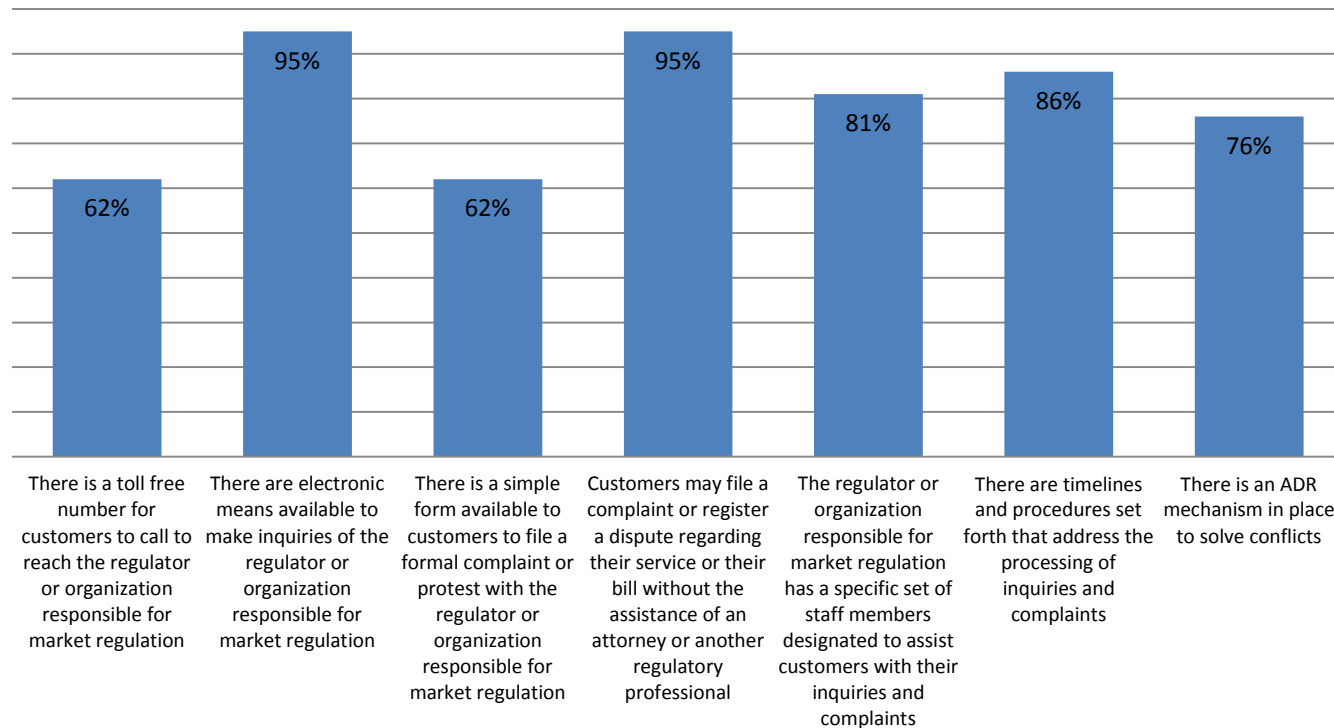
(with Competitive Energy Retail Markets)



- Ease of making inquiries and/or filing complaints connects the energy market regulators with the consumers they are meant to protect. The following breakdown demonstrates how this is done.

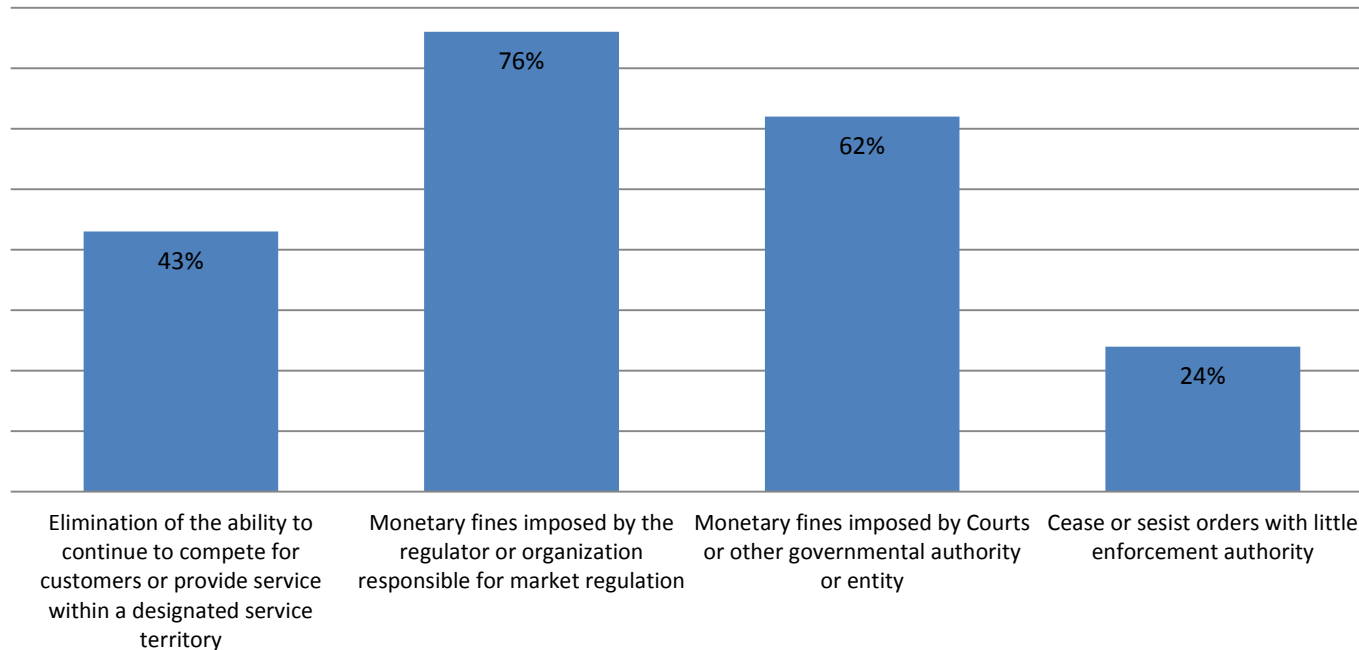
## How Consumers Make Inquiries

(with Competitive Energy Retail Markets)



- The type of penalties that are sanctioned by energy market regulators on energy service providers for violating consumer protection rules are as follows.

### Type of Penalties to Energy Service Providers for Violating Consumer Protections (with Competitive Energy Retail Markets)

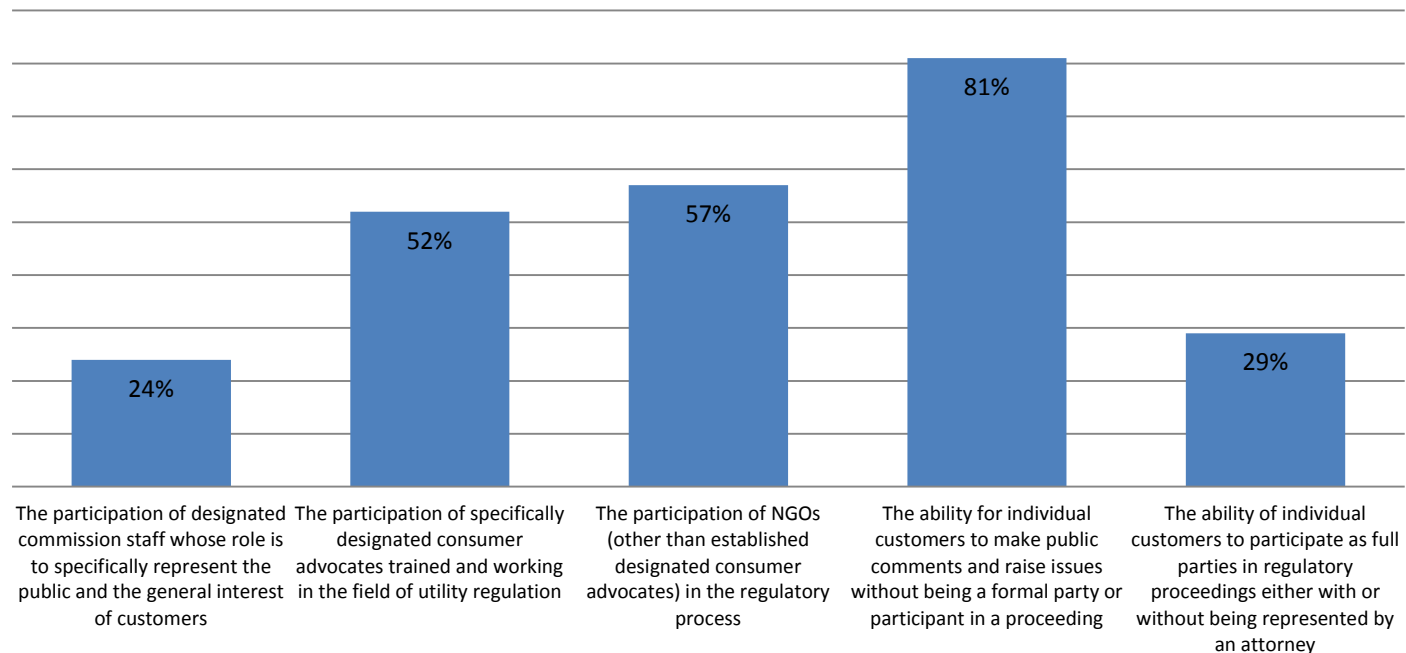




- A breakdown of how consumers can be engaged and empowered in the regulatory process is as follows.

## Participation in the Regulatory Process

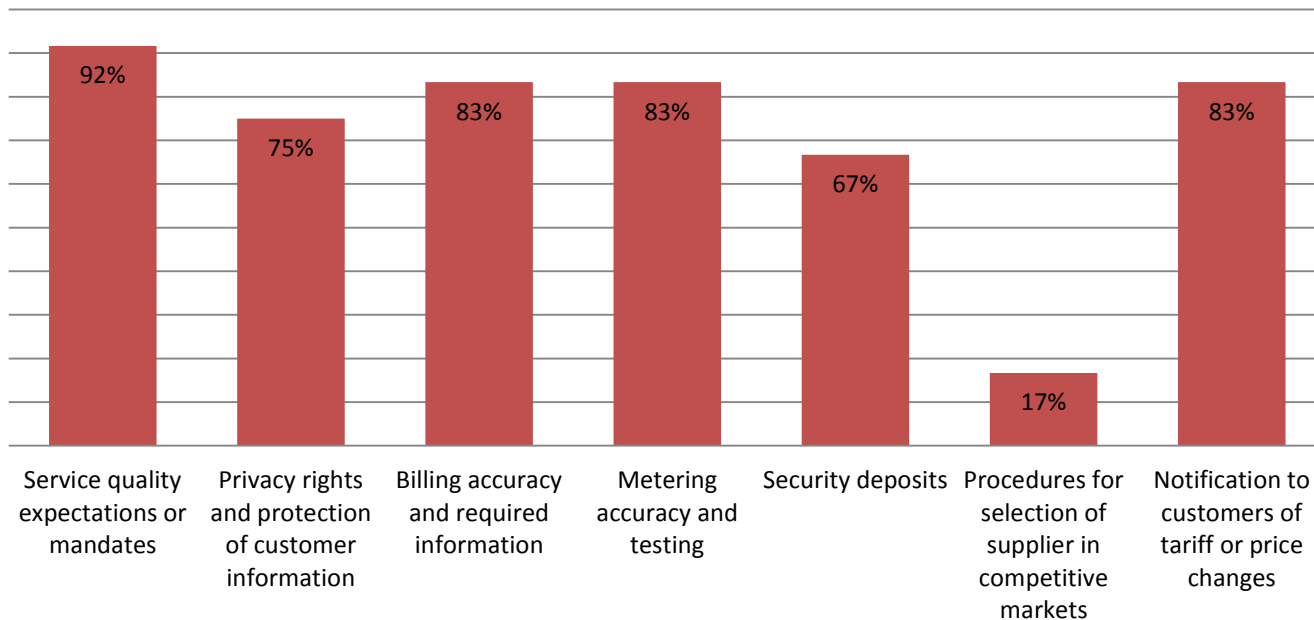
(with Competitive Energy Retail Markets)



- The 36% of respondents that do not have a competitive energy market still use consumer protection rules:

## Utilization of Consumer Protection Rules

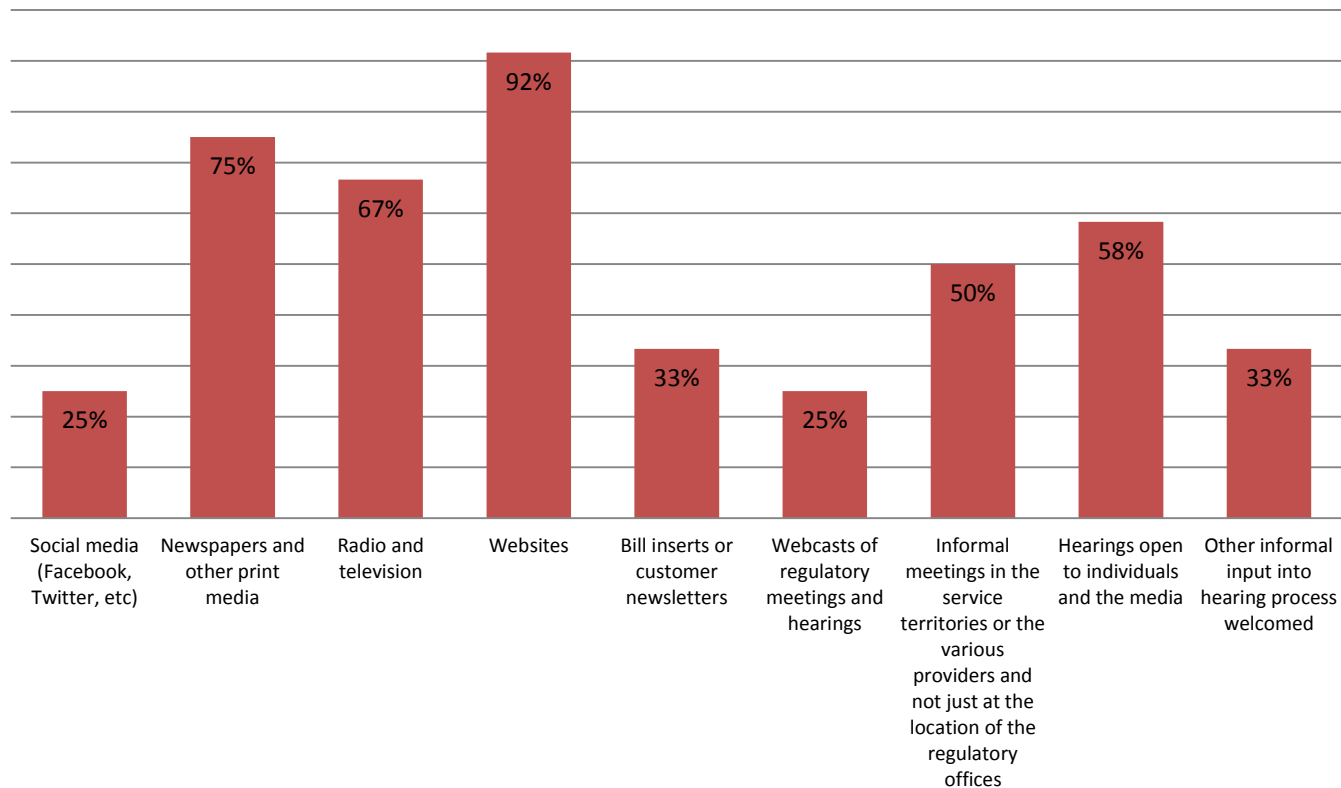
(with no Competitive Energy Retail Market)



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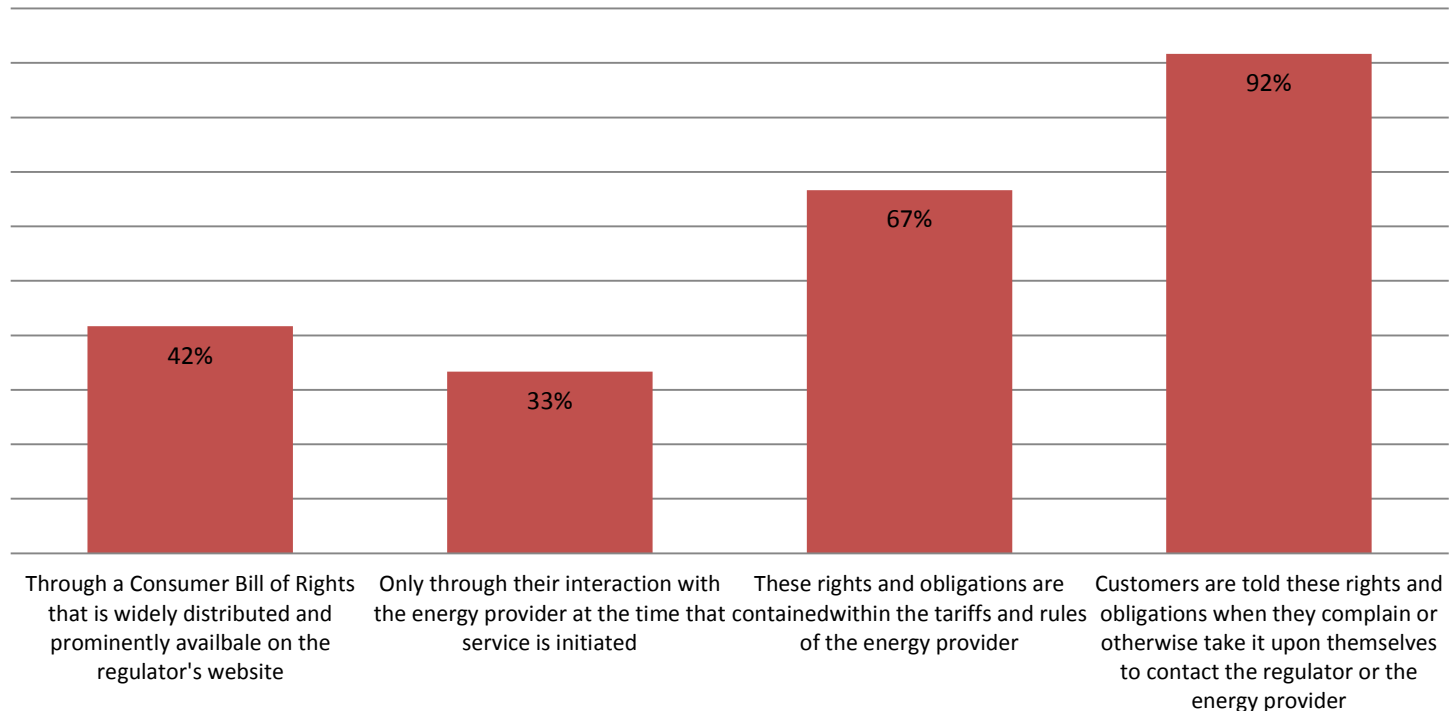
(with no Competitive Energy Retail Market)



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## How Consumers Are Made Aware of their Rights

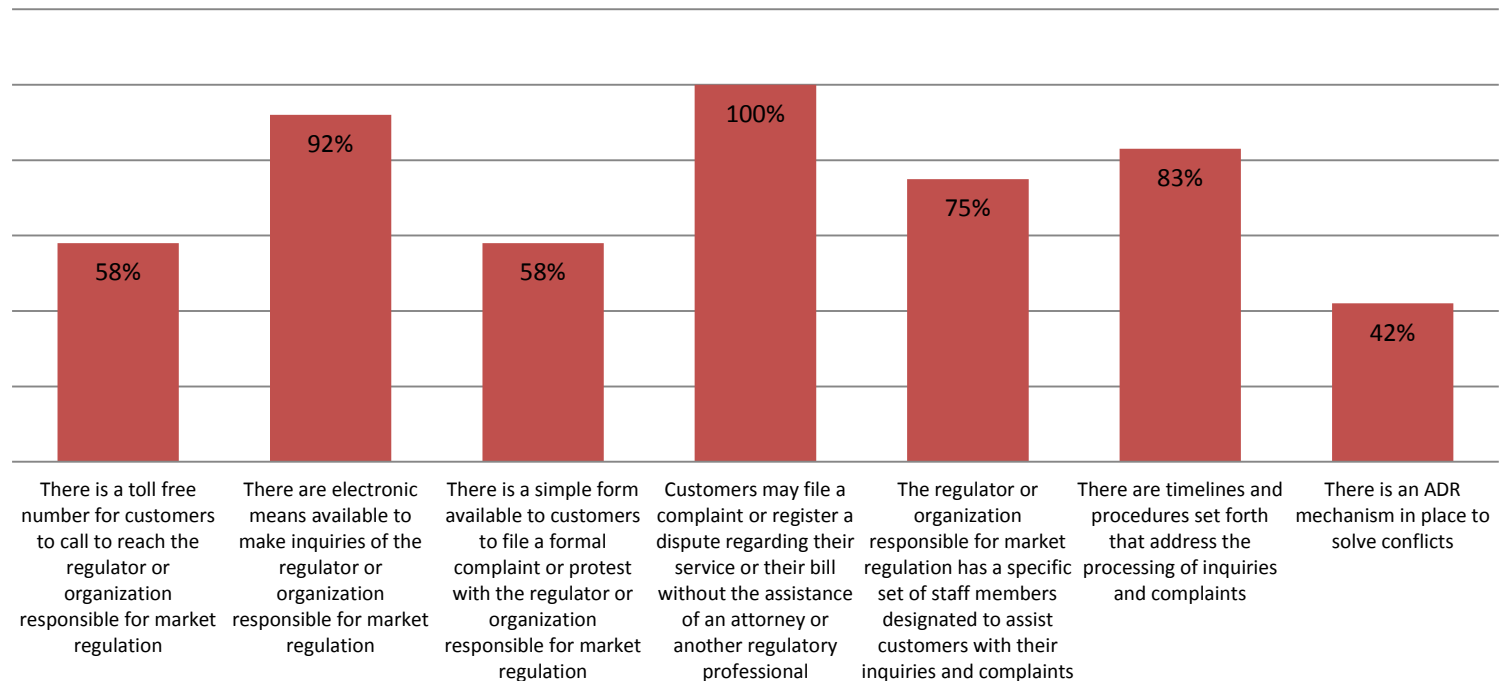
(with no Competitive Energy Retail Market)



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## How Consumers Make Inquiries

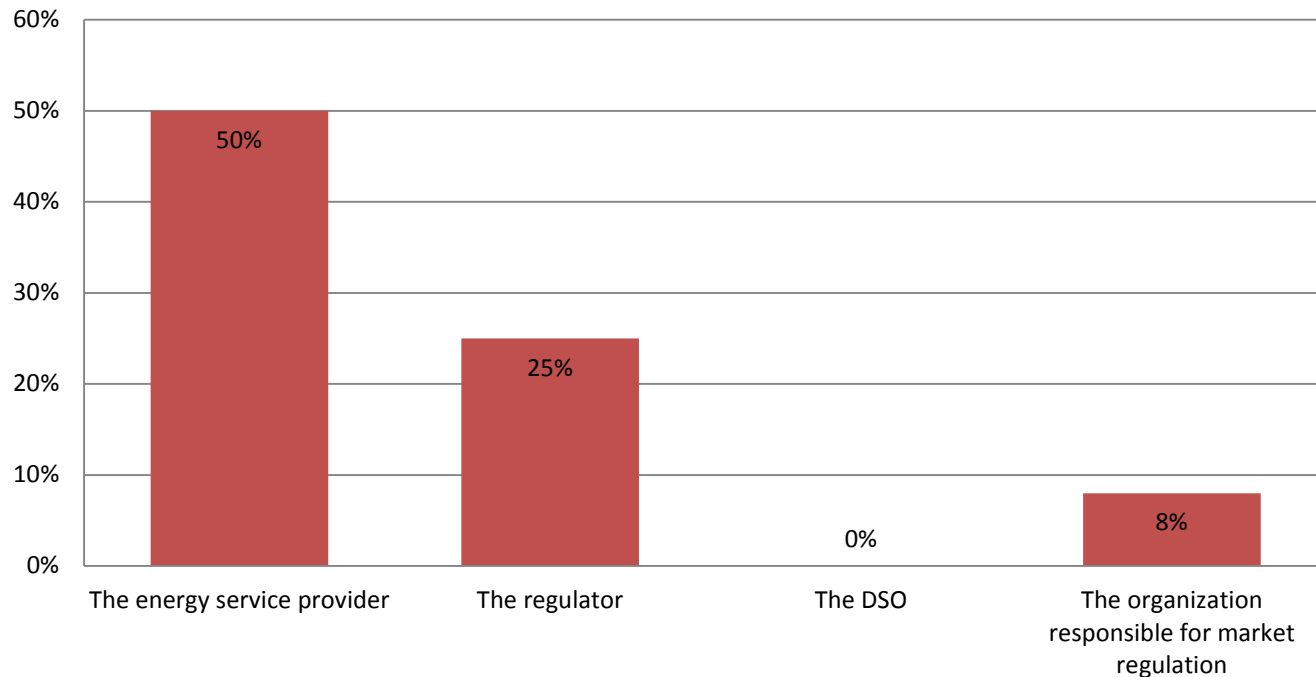
(with no Competitive Energy Retail Market)



- Customer satisfaction surveys are performed periodically by various industry participants. This table demonstrates which participant conducts those surveys.

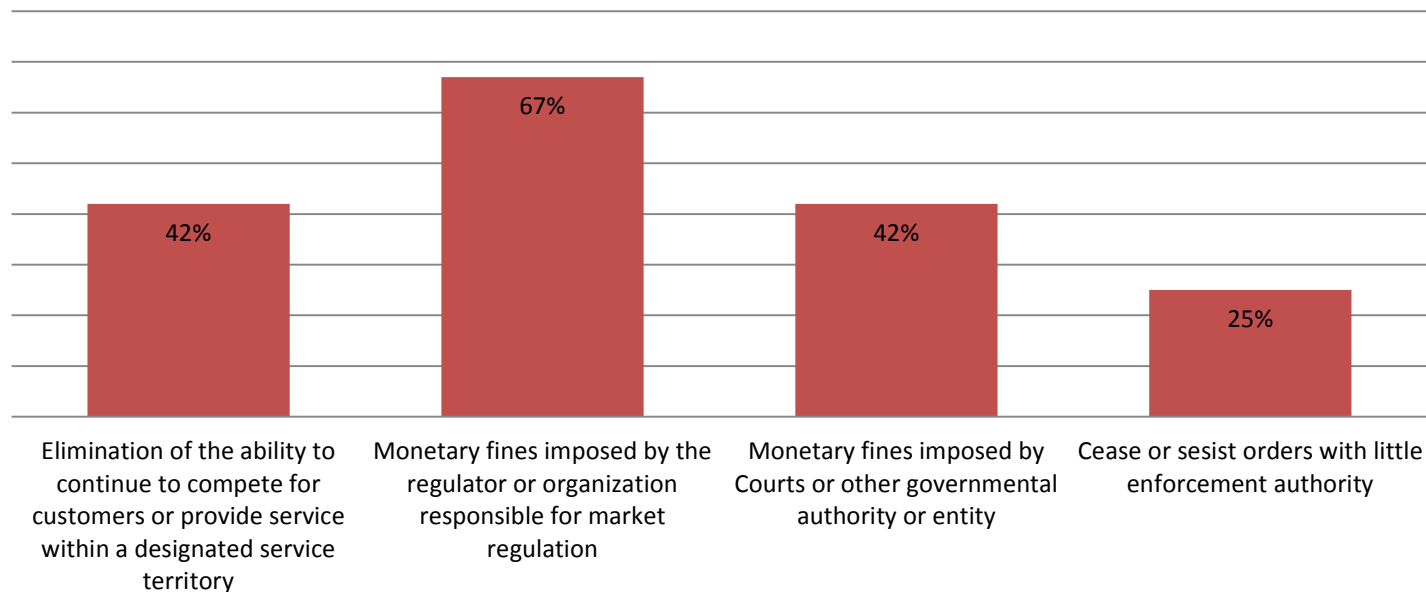
### Who Conducts Customer Satisfaction Surveys

(with no Competitive Energy Retail Market)



- The type of penalties that are sanctioned by energy market regulators on energy service providers for violating consumer protection rules are as follows.

### **Type of Penalties to Energy Service Providers for Violating Consumer Protection (with Competitive Energy Retail Markets)**





# Lessons Learned

- The survey was sent to approximately 300 regulators. Lack of routine protocols in place to communicate through Regional Regulatory Associations to the National Regulatory Authorities likely contributed to relatively lower response rate.
- Broad scope of survey made it difficult to observe trend correlations between market conditions and regulatory approaches.





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**Thank You**

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