



# The 4th CEER Benchmarking Report on Quality of Electricity Supply

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Workshop ERSE “The 4<sup>th</sup> European Benchmarking Report on Quality of  
Electricity Supply and the Portuguese evolution”, Lisbon, 23<sup>th</sup> June 2009

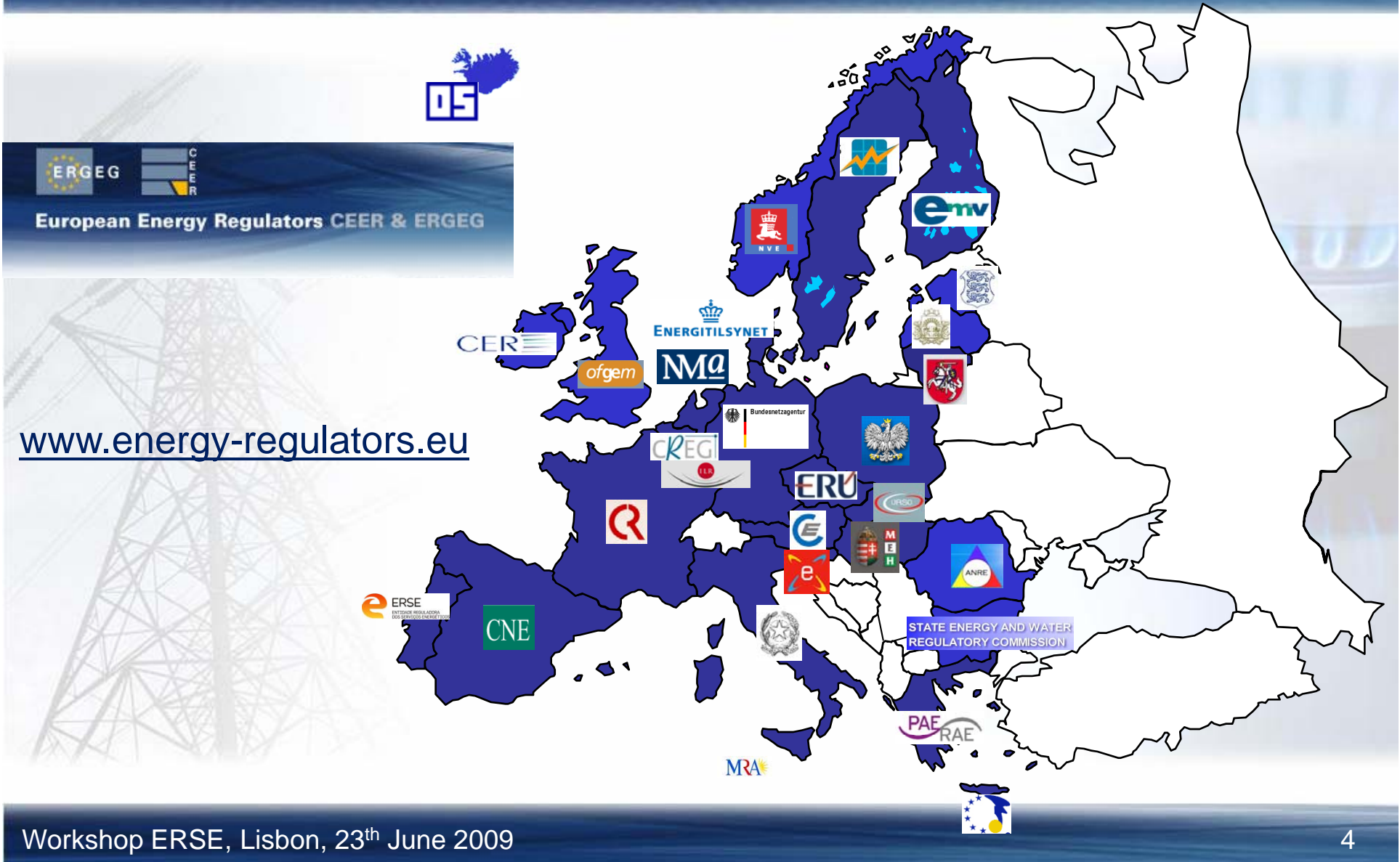
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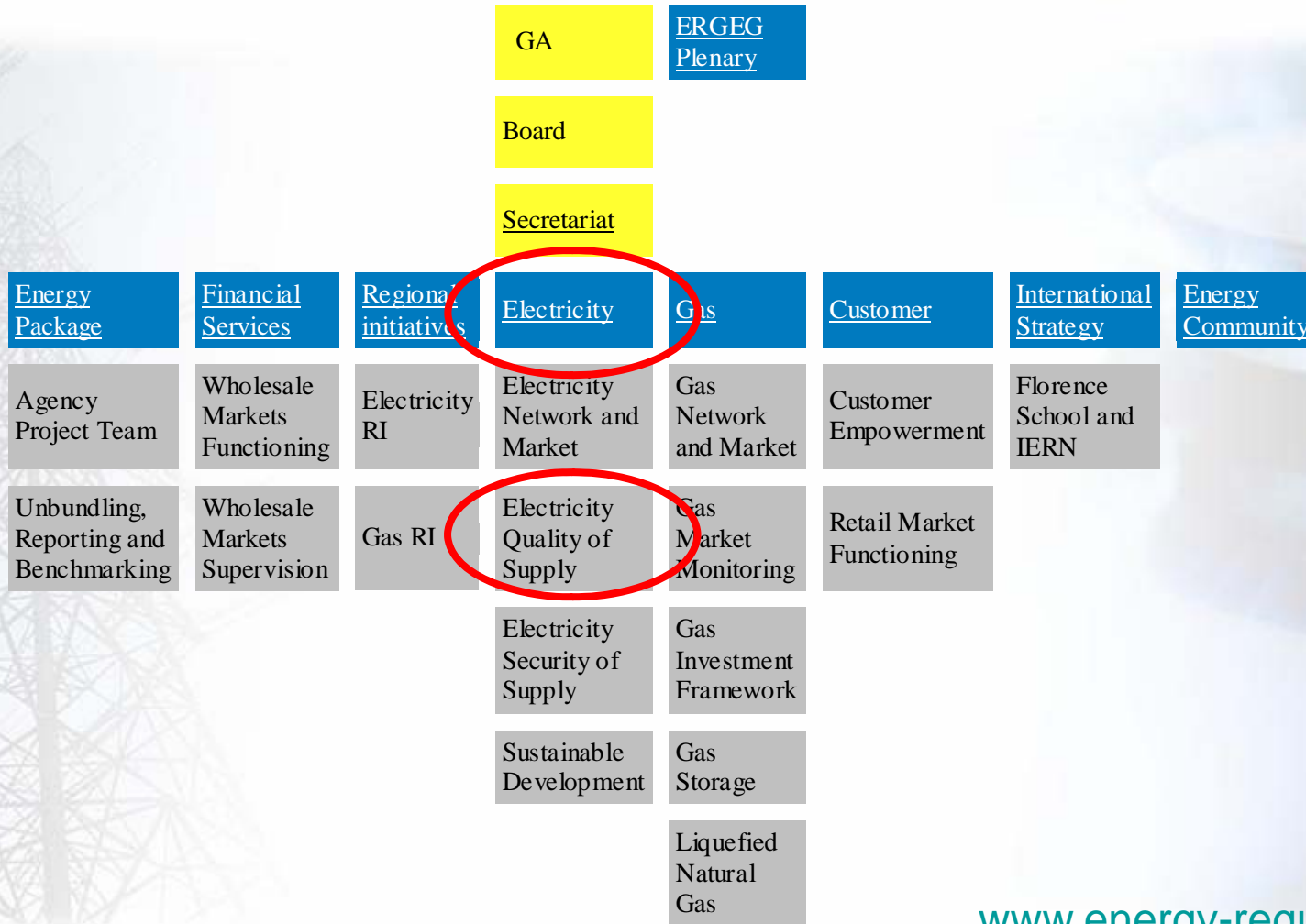
# European Energy Regulators and Quality of Supply

- **CEER – Council of European Energy Regulators**  
CEER is a “not-for-profit association” constituted by 29 independent national regulatory authorities (NRAs) aiming to facilitate the creation of a single, competitive, efficient and sustainable internal market for gas and electricity in Europe.
- **ERGEG – European Regulators’ Group for Electricity and Gas**  
Set up by a European Commission (EC) decision from 2003, ERGEG is an advisory group of the 27 European Union NRAs created for assisting the EC in consolidating the Internal Market for electricity and gas.

# European Energy Regulators



# CEER/EREGG structure



[www.energy-regulators.eu](http://www.energy-regulators.eu)

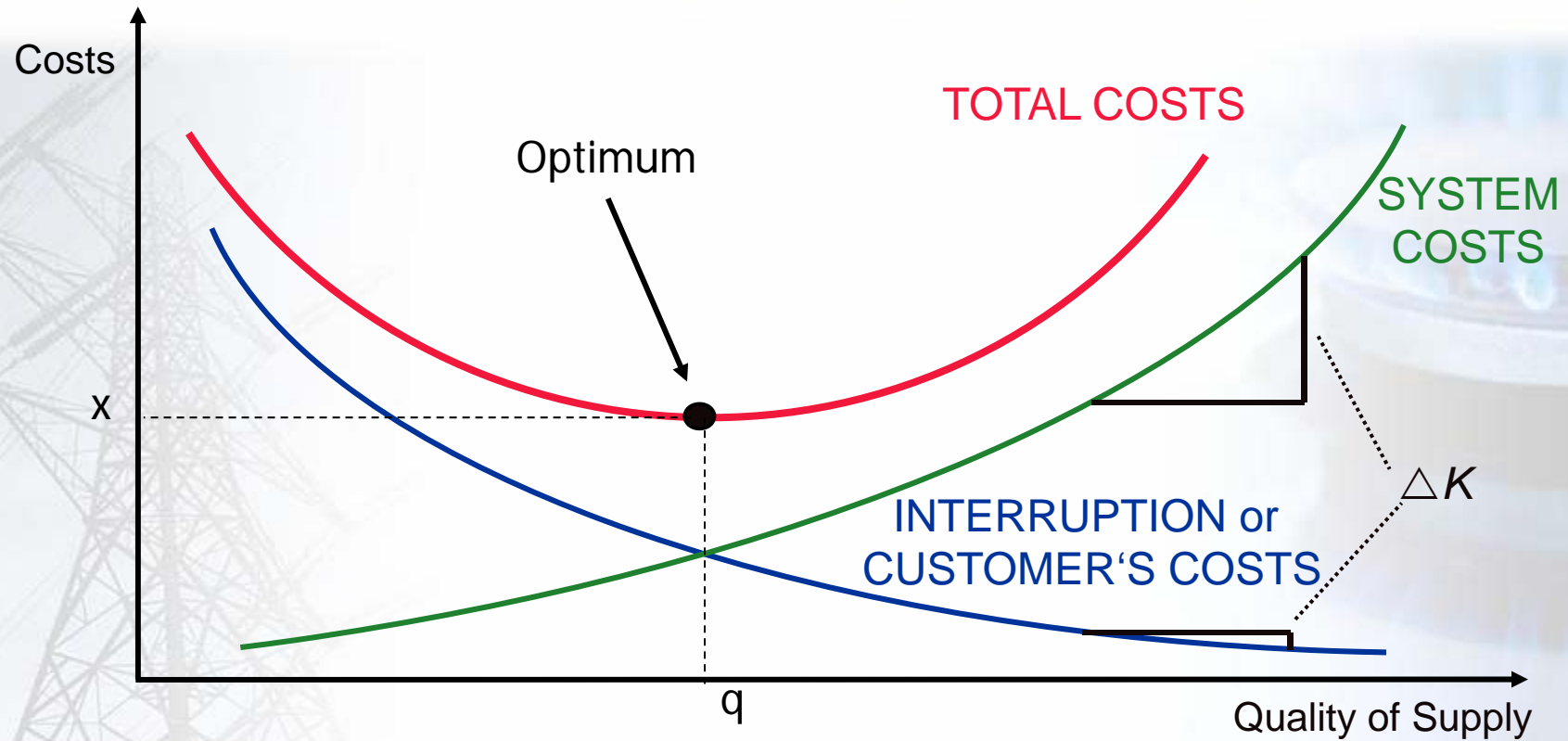
# Electricity Quality of Supply

- **Quality of Supply, Quality of Service**
- **Power Quality**
  - **Continuity of Supply**  
(the availability of the electricity)
  - **Voltage Quality**  
(technical properties; i.e. characteristics and the usefulness of the electricity when there are no interruptions)
- **Commercial Quality of Service**
  - Connection, Customer care, Technical service, Metering and billing

# Stakeholders' general view

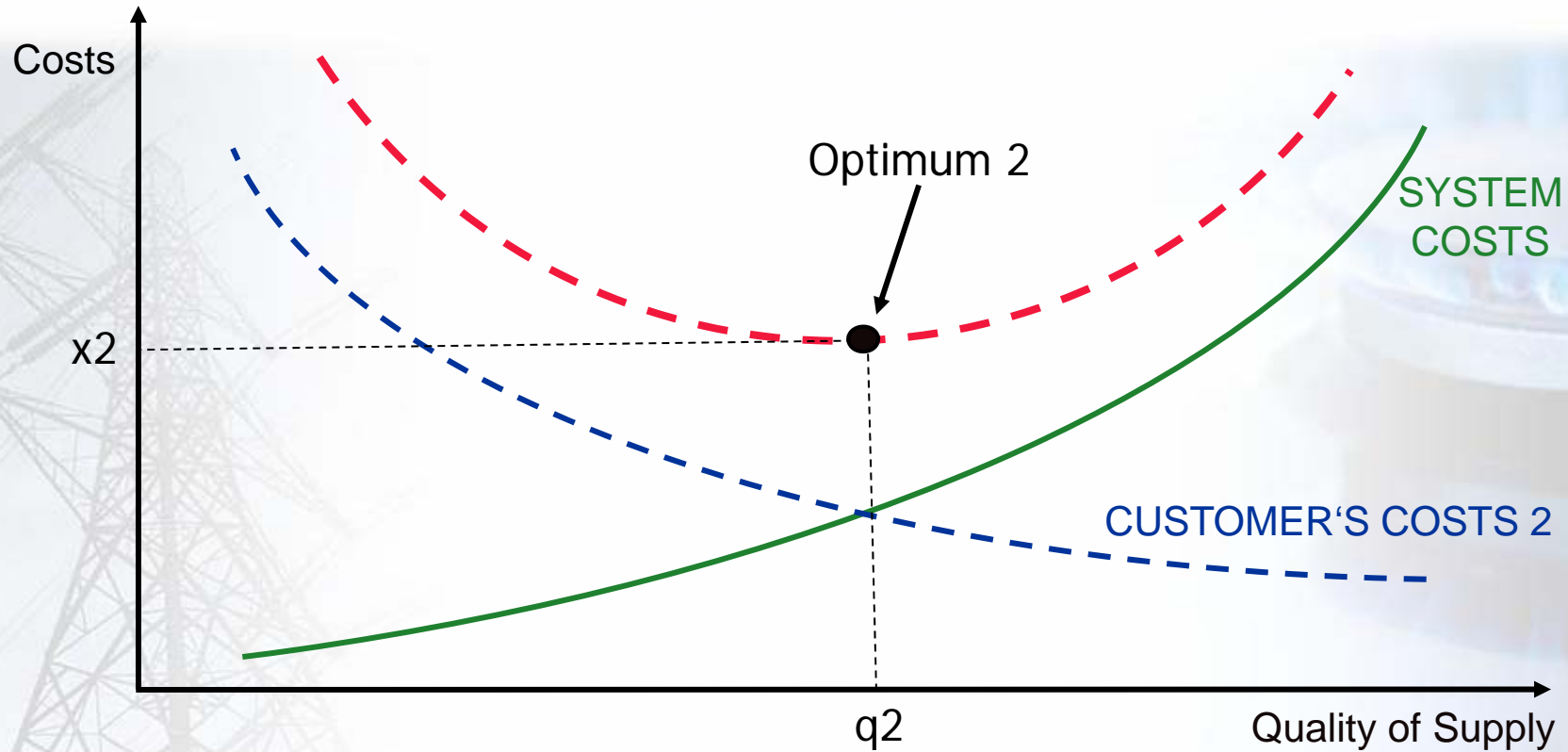
- What to be defined as satisfactory level of quality of supply may differ between various stakeholders, including the view from:
  - Distribution and transmission system operators;
  - End-users;
  - Equipment manufacturers.

# The Quality of Supply Optimum: 1<sup>st</sup> customer point of view

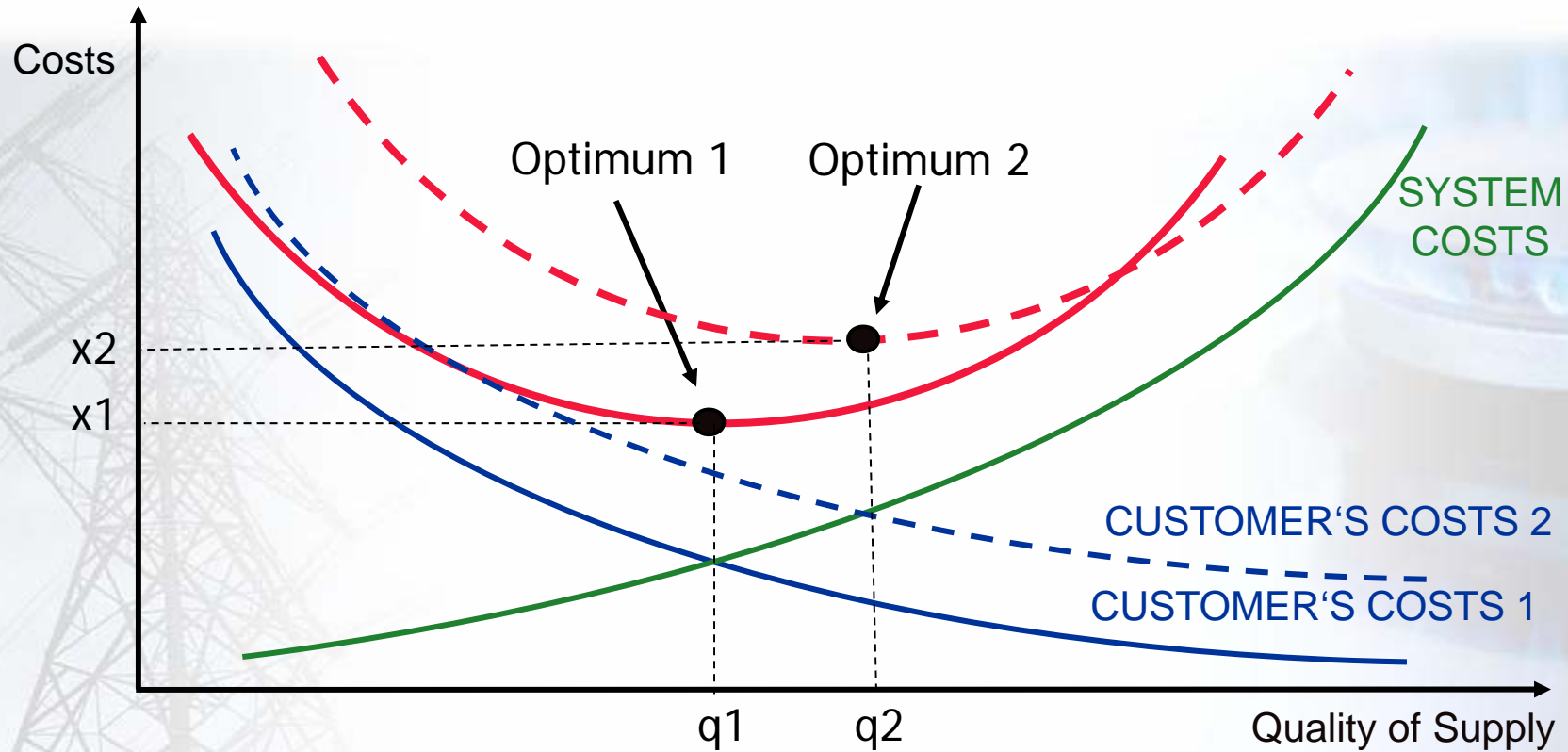




# The Quality of Supply Optimum: 2<sup>nd</sup> customer point of view



# The Quality of Supply Optimum: more easy to say than to define



# Electricity Quality of Supply Regulation

- In order to advance the understanding and experience on this area, Regulators regularly **exchange good practices** on how to manage this delicate balance, keeping in mind regulators' core objective of **finding solutions benefiting society as a whole and taking into account all public and private interests.**
- In order to ensure that quality of supply is not compromised, regulators include **quality of supply factors** in their **regulatory framework.**
- In this context, the evolution of network regulation aims a **balance between cost efficiency and the quality of supply.**

# Some recent documents from the European Energy Regulators

- *Third CEER Benchmarking Report on Quality of Electricity Supply (2005)*
- *Towards Voltage Quality Regulation (2006 and 2007)*
  - An ERGEG Public Consultation paper
  - Evaluation of comments received
  - An ERGEG Conclusions Paper
- *Service Quality Regulation in Electricity Distribution and Retail, Springer (2007)*
  - Joint effort by CEER and FSR
- *4th CEER Benchmarking Report on Quality of Electricity Supply (2008)*



# Standards as good tools for complementing national regulations

- International standards can be a good tool to complement national regulations only if they are satisfactory from a regulatory point of view.
- With this goal, the European Energy Regulators cooperate with CENELEC (European Committee for Electrotechnical Standardization) and relevant stakeholders in order to improve the European standards.
- From 2006, representatives from the European energy regulators actively participate at the CENELEC TC8X.

# Standards as good tools for complementing national regulations

- CENELEC TC8X is responsible for the EN50160 standard
- The European Energy Regulators have a consolidated view on the CENELEC EN 50160 expressed through the *Towards Voltage Quality Regulation* ERGEG Public Consultation paper and ERGEG Conclusions paper
- A revision of the EN 50160 recently approved contains several improvements; however, further work is needed.

# The 4th CEER Benchmarking Report on Quality of Electricity Supply

- The CEER periodically surveys and analyses the quality of supply in its member countries.
- These surveys and analyses are the “CEER Benchmarking Reports on Quality of Electricity Supply”. The first report was issued in 2001, followed by the second and third editions in 2003 and 2005.
- The last version, the “4th CEER Benchmarking Report on Quality of Electricity Supply 2008”, has been published and it is freely available through [www.energy-regulators.eu](http://www.energy-regulators.eu)



# The 4th CEER Benchmarking Report on Quality of Electricity Supply

This report aims:

- to contribute to a **better understanding of the quality of supply levels and policies** applied in Europe;
- to clarify several aspects which are essential to the electricity sector as well as **making information available** and contributing to **better and well-balanced rules on quality of supply**.

CEER examines the three different perspectives from QS:

- the availability of electricity (**continuity of supply**);
- its technical properties (**voltage quality**);
- the speed and accuracy with which customer requests are handled (**commercial quality of service**).



Thank you for your attention!

[www.energy-regulators.eu](http://www.energy-regulators.eu)



Mark your diary for the World Forum on Energy Regulation IV

October 18-21, 2009

Athens, Greece

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Thank you for your attention!

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